



A Guide to our Publication Scheme

Freedom of Information Act 2000

Nov 2007

Introduction

Our publication scheme is a guide to all the information that Barnet Homes produces. Publication schemes are a legal requirement under sections 19 and 20 of the Freedom of Information Act 2000 (FOI), which seeks to promote greater openness in government and public sector organisations.

Barnet Homes

Barnet Homes is an Arms Length Management Organisation (ALMO), which manages and maintains Barnet's council housing. The structure and functions of Barnet Homes are summarised here.

Division	Functions
Housing Services	<ul style="list-style-type: none">• Housing Management• Home Ownership Services• Customer Services• Sheltered Housing• Estate services• Supporting people
Asset Management	<ul style="list-style-type: none">• Responsive repair and maintenance service• Capital programme and delivering the Decent Homes Plus standard• Partnering and Procurement• Investment planning
Financial Services	<ul style="list-style-type: none">• Financial Strategy• Housing Accountancy• Audit• Rent setting
Corporate Services	<ul style="list-style-type: none">• Performance management• Human Resources• Health and Safety• Information Technology• Customer Care and Quality• Governance and Efficiency
Chief Executives	<ul style="list-style-type: none">• Resident Participation• PR and Publicity• Community Development• Service Development

Barnet Homes is owned by Barnet Council, so some information may appear in Barnet Council’s publication scheme, available on their website www.barnet.gov.uk/publications.htm

How our publication scheme is arranged

The scheme lists all our information within ten broad groups, so it is possible to identify all information relating to an area or function of the company. The groups are divided further into classes, which are more specific. The groups and their classes are listed here with an example for each.

Group	Class	Examples of publications
1. Company Information	Governance: Information on the company structure and our relationship with Barnet Council.	Memorandum and Articles
	Our Board: Information on our board and sub-groups and the decision making process.	Minutes of Board Meetings
2. Health, safety and security	Insurance: Information and application form for home contents insurance Asbestos	Home Contents Insurance Leaflet
3. Policies and Plans	Annual Reports	Barnet Homes Ltd Annual Report 2006/07
	Business Plan: The Company’s Business Plan, which outlines our commitment to improving services to Barnet’s residents	Barnet Homes’ Business Plan 2007-12
	Equality & Diversity	Barnet Homes’ Equality & Diversity policy

4. News	Newsletters: Regular Barnet Homes' newsletters providing the latest news and information for residents.	athome
5. Information for Tenants	New Tenants: Information for new tenants.	Welcome Pack
	Anti-Social Behaviour: Advice and guidance in dealing with nuisance and anti-social behaviour.	-Acceptable behaviour contracts -Solving problems with your neighbours
6. Home Ownership Services	Information for leaseholders	Leasehold Handbook
7. Resident Participation	Compacts Information about the Barnet's Tenants' Compact and resident involvement.	Tenant Compact
8. Sheltered Housing	Information on sheltered housing	Support charges in housing for older people
9. Repairs and Modernisation	Decent Homes	Asset management strategy
10. Working for Barnet Homes	Job vacancies: Information on applying for jobs with Barnet Homes including job descriptions and application forms.	Job descriptions

By logging onto our website www.barnethomes.org, you can search on line for information using either the group, class or individual title you are interested in.

Click on *seek information* on our homepage. We aim to have as much as possible on-line so it can be viewed or downloaded. The listing will show

whether documents are available online or can be e-mailed or posted to you by our Customer Care staff.

To obtain copies of Barnet Homes' publications

To request information, please phone our Customer Care Centre on freephone 0800 3895225 or e-mail talk2us@barnethomes.org.

Costs

Most publications are free. However, we may charge if the documents are held in an archive and there is a cost for retrieval, photocopying and postage. We will give you a quote for this. Any charge is payable in advance.

Your feedback

Our Head of Corporate Services has overall responsibility for publication scheme and the Communications Team maintains it.

Feedback on our publication scheme is important. If you have suggestions about improving our scheme and the access to the information we provide, please let the **Communications Team** know. Their address is:

Barnet Homes
Barnet House
1255 High Road
Whetstone
London
N20 0EJ

Or phone 020 8359 4947 or e-mail: Philippa.Hancock@barnethomes.org