



## HIGHLANDS AND ISLANDS ENTERPRISE

### GUIDE TO INFORMATION AVAILABLE THROUGH OUR PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

Highlands and Islands Enterprise (HIE) has adopted the **Model Publication Scheme 2015** produced by the Scottish Information Commissioner. You can see this scheme on the Commissioner website at [www.itspublicknowledge.info/PublicationSchemeGuidance](http://www.itspublicknowledge.info/PublicationSchemeGuidance) or by contacting us at the address below.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class,
- state what charges may be applied
- explain how you can find the information easily
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published

#### *Availability and formats*

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

### *Exempt information*

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we will remove or redact the information before publication and explain why.

### *Copyright*

Where HIE holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- it is copied or reproduced accurately
- it is not used in a misleading context, and
- the source of the material is identified

Where HIE does not hold the copyright in information we publish, we will make this clear.

### **Charges**

This section explains when we may make a charge for our publications and how any charge will be calculated.

There is no charge to view information on our website or at our premises.

We may charge for providing information to you e.g., photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per sheet of paper is shown in the table below:

	<b>Size of paper</b>	<b>Pence per sheet of paper</b>
Black and white photocopying	A4	10p
Colour photocopying	A4	30p

Information provided on CD-Rom will be charged at £1.00 per computer disc.

Postage costs will be recharged at the rate we paid to send the information to you.

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.

Please note that this charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production.

### **Contact us**

You can contact us for assistance with any aspect of this publication scheme:

Craig Lawrence  
Customer Service Improvement Manager  
Finance and Corporate Services  
Highlands and Islands Enterprise  
An Lochran  
10 Inverness Campus  
Inverness  
IV2 5NA  
Tel: 01463 383073  
Email: [customer.service@hient.co.uk](mailto:customer.service@hient.co.uk)

We will also advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of this publication scheme.

### **The classes of information that we publish**

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information.

## CLASS 1: ABOUT THE AUTHORITY

### Class description:

Information about the authority, who we are, where to find us, how to contact us, how we are managed and our external relations

The information we publish under this class	How to access it
<b>General information about the authority</b>	
About us	<a href="https://www.hie.co.uk/about-us/">https://www.hie.co.uk/about-us/</a>
Our office locations	<a href="https://www.hie.co.uk/contact/">https://www.hie.co.uk/contact/</a>
Staff search and directory	<a href="https://www.hie.co.uk/contact/">https://www.hie.co.uk/contact/</a>
Contact details for customer care and complaints functions	<a href="https://www.hie.co.uk/about-us/policies-and-publications/complaints-handling-procedure/">https://www.hie.co.uk/about-us/policies-and-publications/complaints-handling-procedure/</a>
Customer service charter	<a href="https://www.hie.co.uk/about-us/policies-and-publications/service-charter/">https://www.hie.co.uk/about-us/policies-and-publications/service-charter/</a>
Our purpose and priorities	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
How we provide support	<a href="https://www.hie.co.uk/about-us/how-we-provide-support/">https://www.hie.co.uk/about-us/how-we-provide-support/</a>
<b>Our Enabling Legislation</b>	
Scotland's Economic Strategy	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
Management Statement	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
Public Services Reform (Scotland) Act 2010	<a href="https://www.hie.co.uk/about-us/policies-and-publications/public-services-reform-scotland-act-2010/">https://www.hie.co.uk/about-us/policies-and-publications/public-services-reform-scotland-act-2010/</a>
Skills Development Scotland Strategic Plan 2019-22	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
Enterprise and Skills Strategic Guidance Letter January 2019	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
Scottish Government and HIE Framework Agreement	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
HIE Strategic Guidance Letter 2019-2020	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
Enterprise and Skills Strategic Plan	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>

Scotland's Economic Action Plan 2019-20	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
<b><i>How the authority is run</i></b>	
Board members profiles, register of interest and T&S	<a href="https://www.hie.co.uk/about-us/our-board/">https://www.hie.co.uk/about-us/our-board/</a>
Directors and senior management profile, register of interest and T&S	<a href="https://www.hie.co.uk/about-us/our-leadership-team/">https://www.hie.co.uk/about-us/our-leadership-team/</a>
Code of Conduct for HIE Board members	<a href="https://www.hie.co.uk/about-us/our-board/">https://www.hie.co.uk/about-us/our-board/</a>
Risk and Assurance Committee role and minutes	<a href="https://www.hie.co.uk/about-us/our-board/">https://www.hie.co.uk/about-us/our-board/</a>
<b><i>Corporate planning</i></b>	
Equality and Diversity approach	<a href="https://www.hie.co.uk/about-us/policies-and-publications/equalityanddiversity/">https://www.hie.co.uk/about-us/policies-and-publications/equalityanddiversity/</a>
HIE Strategy and Operating Plan 2019-2022	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
HIE Annual Report and Accounts 2018-19	<a href="https://www.hie.co.uk/about-us/our-purpose-and-priorities/">https://www.hie.co.uk/about-us/our-purpose-and-priorities/</a>
<b><i>News and Media</i></b>	
News Releases	<a href="https://www.hie.co.uk/latest-news/">https://www.hie.co.uk/latest-news/</a>
Press Contacts	<a href="https://www.hie.co.uk/contact/">https://www.hie.co.uk/contact/</a>
Events Directory	<a href="https://www.hie.co.uk/events-and-training/">https://www.hie.co.uk/events-and-training/</a>

## CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

### Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class	How to access it
<b>Function &amp; Services</b>	
HIE Sector Information and Strategy	<a href="https://www.hie.co.uk/our-region/our-growth-sectors/">https://www.hie.co.uk/our-region/our-growth-sectors/</a>
Support for Businesses	<a href="https://www.hie.co.uk/support/">https://www.hie.co.uk/support/</a>
Support for Communities	<a href="https://www.hie.co.uk/support/support-for-community-organisations/">https://www.hie.co.uk/support/support-for-community-organisations/</a>
Regional projects	<a href="https://www.hie.co.uk/our-region/regional-projects/">https://www.hie.co.uk/our-region/regional-projects/</a>
Complaints Handling Policy	<a href="https://www.hie.co.uk/about-us/policies-and-publications/complaints-handling-procedure/">https://www.hie.co.uk/about-us/policies-and-publications/complaints-handling-procedure/</a>
Freedom of Information Procedures	<a href="https://www.hie.co.uk/about-us/policies-and-publications/freedom-of-information/">https://www.hie.co.uk/about-us/policies-and-publications/freedom-of-information/</a>
Funding Terms and Conditions	<a href="https://www.hie.co.uk/about-us/policies-and-publications/terms-and-conditions/">https://www.hie.co.uk/about-us/policies-and-publications/terms-and-conditions/</a>
Gaelic Plan	<a href="https://www.hie.co.uk/about-us/policies-and-publications/gaelic-plan/">https://www.hie.co.uk/about-us/policies-and-publications/gaelic-plan/</a>

<b>CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE DECIDED</b>	
<b>Class description:</b> Information about the decisions we take, how we make decisions and how we involve others	
<b>The information we publish under this class</b>	<b>How to access it</b>
HIE Board Minutes	<a href="https://www.hie.co.uk/about-us/our-board/">https://www.hie.co.uk/about-us/our-board/</a>
HIE Leadership Team - Minutes	Please contact us for information
Risk and Assurance Committee - Minutes	<a href="https://www.hie.co.uk/about-us/our-board/">https://www.hie.co.uk/about-us/our-board/</a>
Commissioned Economic Reports and Research	<a href="https://www.hie.co.uk/research-and-reports/">https://www.hie.co.uk/research-and-reports/</a>
Argyll and the Islands – Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/argyll-and-the-islands/">https://www.hie.co.uk/our-region/our-areas/argyll-and-the-islands/</a>
Caithness and Sutherland – Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/caithness-and-sutherland/">https://www.hie.co.uk/our-region/our-areas/caithness-and-sutherland/</a>
Inner Moray Firth – Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/inner-moray-firth/">https://www.hie.co.uk/our-region/our-areas/inner-moray-firth/</a>
Outer Hebrides – Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/outer-hebrides/">https://www.hie.co.uk/our-region/our-areas/outer-hebrides/</a>
Lochaber, Skye and Wester Ross – Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/lochaber-skye-and-wester-ross/">https://www.hie.co.uk/our-region/our-areas/lochaber-skye-and-wester-ross/</a>
Moray – Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/moray/">https://www.hie.co.uk/our-region/our-areas/moray/</a>
Orkney – Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/orkney/">https://www.hie.co.uk/our-region/our-areas/orkney/</a>
Shetland Economic Area Profile	<a href="https://www.hie.co.uk/our-region/our-areas/shetland/">https://www.hie.co.uk/our-region/our-areas/shetland/</a>

#### CLASS 4: WHAT WE SPEND AND HOW WE IT

##### Class description:

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.

The information we publish under this class	How to access it
Audited Annual Accounts	<a href="https://www.hie.co.uk/about-us/policies-and-publications/annual-report-and-accounts/">https://www.hie.co.uk/about-us/policies-and-publications/annual-report-and-accounts/</a>
Quarterly Funding Approvals	<a href="https://www.hie.co.uk/about-us/policies-and-publications/our-funding-approvals/">https://www.hie.co.uk/about-us/policies-and-publications/our-funding-approvals/</a>
Public Service Reform (Scotland) Act 2010 financial statement	<a href="https://www.hie.co.uk/about-us/policies-and-publications/public-services-reform-scotland-act-2010/">https://www.hie.co.uk/about-us/policies-and-publications/public-services-reform-scotland-act-2010/</a>
Board members T&S	<a href="https://www.hie.co.uk/about-us/our-board/">https://www.hie.co.uk/about-us/our-board/</a>
Directors and senior management T&S	<a href="https://www.hie.co.uk/about-us/our-leadership-team/">https://www.hie.co.uk/about-us/our-leadership-team/</a>



**CLASS 5: HOW THE AUTHORITY MANAGES ITS HUMAN, PHYSICAL AND INFORMATION RESOURCES****Class description:**

Information about how we manage the human, physical and information resources of the authority

<b>The information we publish under this class</b>	<b>How to access it</b>
<b><i>Human Resources</i></b>	
Staff Policies	Please contact us for the information
Staff Search and Directory	<a href="https://www.hie.co.uk/contact/">https://www.hie.co.uk/contact/</a>
<b><i>Physical Resources</i></b>	
Commercial Property for Sale or Lease	<a href="https://www.hie.co.uk/property-and-land/">https://www.hie.co.uk/property-and-land/</a>
<b><i>Information Resources</i></b>	
Records Management Policy	Please contact us for the information
Records Retention Policy	Please contact us for the information
Freedom of Information Policy	<a href="https://www.hie.co.uk/about-us/policies-and-publications/freedom-of-information/">https://www.hie.co.uk/about-us/policies-and-publications/freedom-of-information/</a>
Privacy and Data Protection Policy	<a href="https://www.hie.co.uk/legal/privacypolicy/">https://www.hie.co.uk/legal/privacypolicy/</a>

## CLASS 6: HOW THE AUTHORITY PROCURES GOODS AND SERVICES FROM EXTERNAL PROVIDERS

### Class description:

Information about how we procure goods and services, and our contracts with external providers

### The information we publish under this class

### How to access it

Procurement Practice

<https://www.hie.co.uk/about-us/procurement/>

## CLASS 7: HOW OUR AUTHORITY IS PERFORMING

### Class description:

Information about how the authority performs as an organisation, and how well it delivers its functions and services

The information we publish under this class	How to access it
Audited Annual Accounts and Report	<a href="https://www.hie.co.uk/about-us/policies-and-publications/annual-report-and-accounts/">https://www.hie.co.uk/about-us/policies-and-publications/annual-report-and-accounts/</a>
Freedom of Information Performance	Information contained within annual accounts
Complaints Performance	Information contained within annual accounts
Customer Service Performance	Information contained within annual accounts

**CLASS 8: OUR COMMERCIAL PUBLICATIONS****Class description:**

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.

The information we publish under this class	How to access it
We do not hold or publish information under this class	

**CLASS 9: OUR OPEN DATA****Class description:**

Open Data made available by the authority.

The information we publish under this class	How to access it
We do not hold or publish information under this class	