

HIGHLANDS AND ISLANDS AIRPORTS LIMITED GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL 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:

- (i) publish the classes of information they make available;
- (ii) tell the public how to access the information and what it might cost.

Highlands and Islands Airports Limited (HIAL) has adopted the Model Publication Scheme produced by the Scottish Information Commissioner.

This scheme was last updated in **July 2019**.

You can see this scheme on our website at <https://www.hial.co.uk/hial-group/about-us/corporate-information/> or by contacting us at the address below.

The purpose of this Guide to Information is to:

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

The information below explains how HIAL will meet each of the six principles that govern the way in which authorities must make information available.

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 in person at our premises. For example, we can usually arrange to send information to you in paper copy although there may be a charge for the copying and postage.

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 the Act (for example sensitive personal information or a trade secret), we may remove or redact the information before publication but we will explain why.

Copyright

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

- (i) it is copied or reproduced accurately;
- (ii) it is not used in a misleading context, and
- (iii) the source of the material is identified.

Where HIAL 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.

We aim to provide all information requested free of charge. Information on our website and copies of any corporate publications which are already printed and available are free of charge although we may charge for postage.

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

We may charge for providing information to you in particular formats, for example, providing photocopies and posting them to you, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost will be before providing the information to you.

Our photocopying charge per sheet of A4 paper (black and white) is 10p.

We will charge postage costs at the rate we paid to send the information to you.

This charging schedule does not apply to our commercial publications.

Contact details

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

Highlands and Islands Airports Limited
Head Office
Inverness Airport
Inverness
IV2 7JB

Tel: 01667 462445 E-mail: info@hial.co.uk

We can 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.

Duration

HIAL aims to ensure at least all information relevant to the current financial year, in addition to the two previous financial years, is available through the website. Where this information is not available on the website, it can be provided by request.

The classes of information that we publish

There are 9 classes of information:

- (i) About HIAL
- (ii) How HIAL delivers its functions and services
- (iii) How HIAL makes decisions and what we decide
- (iv) What HIAL spends and how we spend it
- (v) How HIAL manages its human, physical and information resources
- (vi) How HIAL procures goods and services from external suppliers
- (vii) How HIAL is performing
- (viii) HIAL's commercial publications
- (ix) HIAL's Open Data

All information created by HIAL and made available through the HIAL website (www.hial.co.uk) can be provided in hard copy by request where not already available. There may be a charge associated with this (see *Charges*). Obtaining information from other websites that are referenced in the publication scheme may incur other costs.

Class 1: About HIAL

Description

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

HIAL has a head office in Inverness and 11 airport locations. The links to each of the airport pages are:

- (i) Barra - <https://www.hial.co.uk/barra-airport/>
- (ii) Benbecula - <https://www.hial.co.uk/benbecula-airport/>
- (iii) Campbeltown - <https://www.hial.co.uk/campbeltown-airport/>
- (iv) Dundee - <https://www.hial.co.uk/dundee-airport/>
- (v) Inverness - <https://www.invernessairport.co.uk/>
- (vi) Islay - <https://www.hial.co.uk/islay-airport/>
- (vii) Kirkwall - <https://www.hial.co.uk/kirkwall-airport/>
- (viii) Stornoway - <https://www.hial.co.uk/stornoway-airport/>
- (ix) Sumburgh - <https://www.hial.co.uk/sumburgh-airport/>
- (x) Tiree - <https://www.hial.co.uk/tiree-airport/>
- (xi) Wick - <https://www.hial.co.uk/wick-airport/>

These are also accessible from the HIAL home page <https://www.hial.co.uk/>.

Information we publish	How to access it
<i>General information about the authority</i>	
HIAL contact details for head office and airports	Head office information is available from the HIAL website: https://www.hial.co.uk/ . Details for each airport are available on the Contact Us page on each airport site.
HIAL organisational structure	Key members of staff can be found at https://www.hial.co.uk/hial-group/about-us/hial-management-team/
Business opening hours	The opening hours for each airport are available from each airport site under Airport Information.
Customer codes, charters, and contact details for complaints	Each airport has their own information relating to customer services. This information varies between airports and will usually be available from the airport in hard copy or available from the airport website. Information on schemes such as Hospitality Assured and customer service level agreements, where available, can be found at the individual airport links above.

<p>HIAL publication scheme and information about charging for information</p>	<p>https://www.hial.co.uk/hial-group/about-us/corporate-information/ To request information or ask for help and assistance, please use the contact details for head office, info@hial.co.uk.</p>
<p>HIAL is a public corporation that is wholly owned by Scottish Ministers. Information relating to the company can be found at Companies House.</p>	<p>https://www.gov.uk/government/organisations/companies-house</p>
<p>Promotional leaflets on airport facilities</p>	<p>These are usually made available in hard copy at each of the airports. All information about airport facilities is also available from the HIAL websites. The links to each of the sites are shown above.</p>
<p><i>How the authority is run</i></p>	
<p>Governance structure and Board Members.</p>	<p>Information about the HIAL Board and its Members can be found at https://www.hial.co.uk/hial-group/about-us/board-of-directors/. Information about the senior management can be found at https://www.hial.co.uk/hial-group/about-us/hial-management-team/.</p>
<p>Board Code of Conduct</p>	<p>Available by request.</p>
<p>Board Register of Interests</p>	<p>Available by request.</p>
<p>Mission statement</p>	<p>The corporate mission statement, vision, aims, and values can be found at https://www.hial.co.uk/hial-group/about-us/our-company-values-amp-history/.</p>
<p>Corporate plans and strategies</p>	<p>Highlands and Islands Airports Strategic Plan can be found at https://www.hial.co.uk/hial-group/about-us/strategic-amp-corporate-plans/.</p>
<p>Corporate policies</p>	<p>Available by request.</p>
<p>Corporate responsibility</p>	<p>Information on our work relating to corporate responsibility, including work with local communities and the environment, can be found at https://www.hial.co.uk/hial-group/corporate-responsibility/.</p>
<p><i>External relations</i></p>	
<p>Press releases</p>	<p>HIAL press releases are available from the website at https://www.hial.co.uk/hial-group/media-centre/latest-news/.</p>
<p>Subsidiary companies</p>	<p>HIAL is a public corporation that is wholly owned by Scottish Ministers. HIAL wholly owns DAL and AMSL. Information about these subsidiary companies can be found at Companies House https://www.gov.uk/government/organisations/companies-house</p>
<p>Audit arrangements</p>	<p>Audit information that can be published will be made available by request.</p>

Class 2: How HIAL delivers its functions and services

Description

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

Information we publish

How to access it

Functions

Description of functions

An overview of HIAL's functions can be found at <https://www.hial.co.uk/hial-group/operational-support/>.

Procedures for applications and relevant fees

Information for pilots, including charges, can be found at: <https://www.hial.co.uk/hial-group/about-us/general-aviation-charges-opening-hours-and-pilots-information/>. This page also includes application forms for Out of Hours and Arrangements for Flights Outside Official Opening Hours.

Reports of the authority's exercise of its statutory functions

HIAL's functions are audited by a number of regulatory bodies including the Civil Aviation Authority. Where information from these audit reports can be made available, it is available by request. Some information contained in these reports may be exempt.

Services

Information for services users

Information for service users is available through the each of the airport websites. An overview of flight information can be found through the HIAL home page, with information relevant to each of the airports on the respective sites. Links to the airport sites are shown above.

Information is also made available for service users in hard copy, which is available from each airport.

Class 3: How HIAL takes decisions and what we decided

Description

Information about the decisions we take, how we make decisions and how we involve others.

Information we publish

How to access it

Minutes from board meetings

Minutes from board meetings can be found at <https://www.hial.co.uk/hial-group/about-us/annual-report-board-minutes/>.

Airport Consultative Committees

Published information about these committees, where they are in place, can be found on the relevant airport websites. Links to the airport websites are shown above.

Public consultations

Any public consultations run by HIAL will be made available through all possible media, including websites and in hard copy. Please note that some consultations may be available from the airport websites where they are relevant to a particular area. Links to the airport websites are shown above.

Class 4: What HIAL spends and how we spend it

Description

Information about our strategy for, and the management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

Information we publish

How to access it

Financial statements, including annual accounts

Financial statements are included in the annual report, which can be found at <https://www.hial.co.uk/hial-group/about-us/annual-report-board-minutes/>.

Financial statements required by statute e.g., sections 31 of the Public Service Reform (Scotland) Act 2010

Financial statements required by PSRA can be found at <https://www.hial.co.uk/hial-group/about-us/annual-report-board-minutes/>.

Financial administration manual / internal financial regulations

HIAL is required to follow the Scottish Public Finance Manual (SPFM) issued by Scottish Ministers. The manual can be found at <http://www.gov.scot/Topics/Government/Finance/spfm/Intro>.

Expenses policies and procedures

Made available by request.

Senior staff / board member expenses at category level e.g., travel, subsistence and accommodation

Made available by request.

Board member remuneration other than expenses

Made available by request.

Pay and grading structure (levels of pay rather than individual salaries)

Made available by request.

Investments, summary information about endowments, investments and authority pension fund

Made available by request

Funding schemes

HIAL oversees the administration of the Air Discount Scheme. Information about this scheme can be found at <http://www.airdiscountscheme.com/>.

Budgetary information

Accounting policies are contained in the annual report. Budgetary information is available in the corporate plan. Links to both of these documents can be found under Class 1, About HIAL.

Class 5: How HIAL manages its human, physical and information resources

Description

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

Information we publish

How to access it

Human resources

Pay grades

For posts that are graded within HIAL, information is available by request.

Human resources policies, procedures and guidelines

Made available by request. Recruitment information and vacancies are available from the website at <https://www.hial.co.uk/hial-group/careers/>.

Employee relations structures and agreements reached with recognised trade unions and professional organisations

Information that can be published relating to agreements is available by request. HIAL works with 3 recognised trade unions:

- Prospect
- PCS
- Unite

There is a Collective Agreement which is currently being updated, some of which may be subject to exemptions. This document will be made available by request.

HIAL also works with Investors in People. Information about this scheme is available from <https://www.investorsinpeople.com/>.

Physical resources

Land and property management

HIAL operates 11 airports throughout the Highlands and Islands. The facilities available at each of these airports can be found on the airport websites.

Many of the airports have accommodation for a range of uses and from time to time space may become available for tenancy by third parties. These opportunities may be advertised on the HIAL website or by a local agent. Any queries regarding property should be directed to the local airport manager (see airport websites above) or the HIAL Property Manager (based at Head Office) in the first instance.

Information on the rateable value of HIAL's properties is available from the Scottish Assessors Association website <https://www.saa.gov.uk/>.

Any developments requiring planning permission are required to follow the standard local authority procedures for obtaining planning permission, and any information relating to planning applications will therefore be available through the relevant local authority website.

Maintenance arrangements

Where maintenance is planned and scheduled by HIAL, standard procurement procedures will be followed as outlined in Class 6.

<i>Information resources</i>	
Information relating to the Records Management Plan and information governance within HIAL.	Resources that fall within this class are currently being developed and will be available from the website as and when they are completed. In the meantime, please contact us if you wish to confirm which documents are currently held.
List of statistical information published by the authority	Information published by the authority can be found in Class 7, How HIAL is Performing.
Freedom of information policies and procedures	https://www.hial.co.uk/hial-group/about-us/corporate-information/
Data protection policy	Made available by request.
Privacy notices	HIAL processes personal information for a number of different purpose and the privacy notices can be found at https://www.hial.co.uk/privacy-policies/ .

Class 6: How HIAL procures goods and services from external providers

Description

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

Information we publish

How to access it

Procurement policies, procedures, and invitations to tender

All procurement that requires a formal tendering process is managed through Public Contracts Scotland (PCS) <https://www.publiccontractsscotland.gov.uk/default.aspx>.

Contracts awarded

HIAL maintains a contracts register, which can be found at the website above.

Class 7: How HIAL is performing

Description

Information about how we perform as an organisation, and how well we deliver our functions and services.

Information we publish

How to access it

Performance statements required by statute (e.g., section 32 of the Public Service Reform (Scotland) Act 2010

Performance statements under the Public Service Reform (Scotland) Act 2010 are available from the website and can be found at <https://www.hial.co.uk/hial-group/about-us/annual-report-board-minutes/>.

Performance indicators

HIAL publishes quarterly figures on passenger numbers which can be found at <https://www.hial.co.uk/hial-group/media-centre/>.

Key measures of performance are also in the annual report, which can be found at <https://www.hial.co.uk/hial-group/about-us/annual-report-board-minutes/>.

	Statistics relating to number of flights and passengers can also be found on the Civil Aviation Airport website at https://www.caa.co.uk/default.aspx?catid=80&pagetype=90 .
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Class 8: HIAL's commercial publications	
Description Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet, for example, bookshop, museum or research journal. HIAL does not produce any publications that are sold on a commercial basis.	
Information we publish	How to access it
N/A	N/A

Class 9: Our open data	
Description Open data made available by the authority as described by the Scottish Government's Open Data Resource Pack and available under open licence.	
Information we publish	How to access it
N/A	N/A