



**GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL
PUBLICATION SCHEME**

FOR

BON ACCORD CARE / BON ACCORD SUPPORT SERVICES LTD

Last Updated 28/01/2025

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Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that 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

Bon Accord Care and Bon Accord Support Services are subject to the Act because they are “publicly-owned company”, as defined in section 6 of the Act. Bon Accord Care and Bon Accord Support Services are wholly owned by Aberdeen City Council.

Bon Accord Care and Bon Accord Support Services have adopted the **Model Publication Scheme** produced by the Scottish Information Commissioner. This scheme has the Commissioner’s approval.

You can see this scheme on the Scottish Information Commissioner’s website at: www.itspublicknowledge.info/MPS

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme, or this Guide to Information, to be provided in a different format.

Bon Accord Care
1st Floor
Marischal College
Broad Street, Aberdeen
AB10 1AB

The purpose of the Guide to Information is to:

- allow you to see what information is available (and what is not available) for Bon Accord Care in relation to each class of information
- 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

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This Guide to Information also contains details of the environmental information that we routinely make available.

Section 2: About Bon Accord Care and Bon Accord Support Services

Bon Accord Care and Bon Accord Support Services were set up by Aberdeen City Council. Further information regarding Aberdeen City Council is available at www.aberdeencity.gov.uk

Bon Accord Care was incorporated on 10th February 2012 as a Private Limited Company and commenced business on 1st August 2013. Its company registration number is SC416826. Bon Accord Support Services was incorporated on 18th September 2012 and commenced business on 1st August 2013. Its company registration number is SC432814.

Bon Accord Support Services contracts directly with Aberdeen City Council and Bon Accord Care contracts directly with Bon Accord Support Services. For ease of reference it should be noted the term 'Bon Accord Care' shall refer to both companies.

As a private limited company Bon Accord Care is regulated by the FCA and Scottish Company Law.

Bon Accord Care is governed by its Memorandum and Articles of Association which determine its operation and governance. The Company's strategic objectives are as follows:

- Delivering core business
- Maximising efficiency and quality of service delivery
- Commencing innovative services at an early intervention stage to reduce demand on more complex services

Bon Accord Care deliver services for Older People, enablement and rehabilitation under the terms of a contract with Aberdeen City Council in the following services:

Home Support - [Home Support](#)

- Housing Support
- Care at Home
- Community Meals
- Telecare

Community Support - [Community Support](#)

- Residential Care
- Very Sheltered Housing
- Day Care
- Rehabilitation
- Clashieknowe

Support and Wellbeing - [Equipment Provision](#)

- Joint Community Equipment Store
- Hospital Direct Service

Occupational Therapy - [Occupational Therapy](#)

Learning and Development - [Learning & Development](#)

- SVQs
- Bespoke Training Solutions

Section 3: Accessing Information Under the Scheme

Principle One: Availability and formats

The information published through this Guide to Information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want, 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 – see "Section 6: Our Charging Policy").

Information in our Guide to Information will normally be available through the routes described below. "Section 10: Classes of Information" provides more details on the information available under the Guide, along with additional guidance on how the information falling within each "class" may be accessed.

Online:

Most information listed in our Guide to Information is available to download from our website. In many cases a link within "Section 10: Classes of Information" will direct you to the relevant page or document. If you are having trouble finding any document listed in our guide, then for further assistance please contact:

Compliance Manager, Bon Accord Care, 1st Floor, Marischal College, Broad Street, Aberdeen AB10 1AB

Tel: 01224 053333

BACQualityandCompliance@bonaccordcare.org www.bonaccordare.org

By email:

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible.

When requesting information from us, please provide your telephone number so that we can telephone you to clarify details, if necessary.

By telephone:

All information in the guide will be available in hard copy form eg paper copies. Hard copies of information can be requested from us over the telephone. Please call us to request information available under this scheme.

By post:

You can also request hard copies of any information in the Guide by post. Please address your request to Compliance Manager, Bon Accord Care, 1st Floor, Marischal College, Broad Street, Aberdeen AB10 1AB

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see "Section 6: Our Charging Policy" for further information on fees). Please also include a telephone number so we telephone you to clarify any details, if necessary.

Personal Visits:

If you prefer to visit us to inspect the information, you will be required to make an appointment to view the information. Contact details will be provided within the relevant class, "Section 10: Classes of information."

Advice and Assistance

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Exempt Information

We will publish all the information we hold that falls within the classes of information in Section 9. 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 (black out) the information before publication and explain why.

Section 4: Information that we may withhold

Principle Two: Exempt Information

All information covered by our Guide to Information can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in adopting the Commissioner's Model Publication Scheme and in maintaining this guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10: Classes of Information. Information will only be withheld where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

For example, information may be withheld where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment.

Information may be withheld if it is another person's personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information redacted. If you wish to complain about any information which has been withheld from you please refer to "Section 7: Contact details for enquiries, feedback and complaints".

Section 5: Our Copyright Policy

Principle Three: Copyright and re-use

Where Bon Accord Care hold 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 Bon Accord Care does not hold copyright in information we publish, we will make this clear.

Section 6: Our Charging Policy

Principle Four: Charges

Unless otherwise stated in "Section 10: Classes of Information", all information contained within our scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

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

We reserve the right to impose charges for providing information in paper copy or removable storage device. Charges will reflect the actual costs to Bon Accord Care of supplying the information to you, eg photocopying and postage, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated.

Information will not be provided to you until payment has been received.

Reproduction Charges

Black & White Photocopying

Size of Paper	Pence per sheet
A4	10p
A3	20p

Colour Photocopying

Size of Paper	Pence per sheet
A4	20p
A3	40p

Alternative Formats

Format	Charge
Removable Storage Device	£5.00 - £20.00 for memory stick, depending on the amount of information required

Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

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.

Section 7: Contact details for enquiries, feedback and complaints

Principle Five: Contact details

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme, this means we will review our Guide to Information from time to time.

As a result, we welcome feedback on how we can develop our Guide further. If you would like to comment on any aspect of this Guide to Information, then please contact us.

You may, for example wish to tell us about:

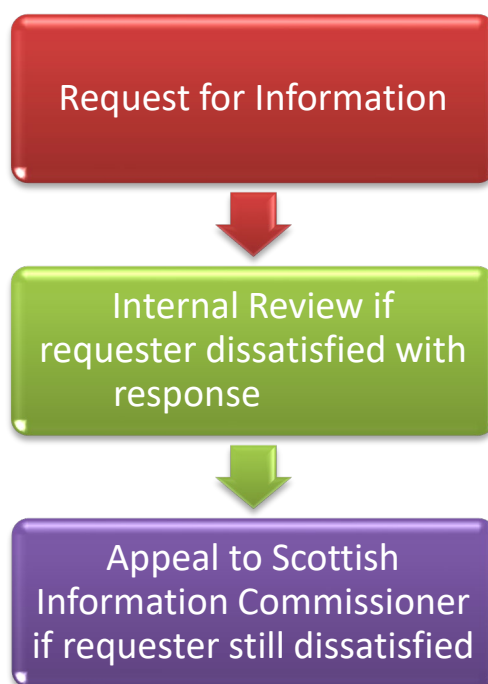
- other information that you would like to see included in the guide
- whether you found the guide easy to use
- whether you found the Guide to Information useful
- whether our staff were helpful
- other ways in which our Guide to Information can be improved

Our aim is to make our Guide to Information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible.

Any complaint will be acknowledged within 3 working days of receipt and we will respond in full within 20 working day.

You have legal rights to access information under the Model Publication Scheme (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights apply only to information requests made in writingⁱ or another recordable format. If you are unhappy with our responses to your request you ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.



The Commissioner's website has a guide to this three step process, and they operate an enquiry line service Monday to Friday from 9:00am to 5:00pm

The office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Tel: 01334 464610

Email: enquiries@itspublicknowledge.info

Website: [Guidance about your rights to access public and environmental information](#)

ⁱVerbal requests for environmental information may carry similar rights

All enquiries, feedback and complaints relating to this Guide to Information, or any other aspect of Freedom of Information, Data Protection and the EIRs should be directed to:

Freedom of Information – Publication Scheme
Compliance Manager
Bon Accord Care
1st Floor, Marischal College, Broad Street, Aberdeen
AB10 1AB
Email: BACQualityandCompliance@bonaccordcare.org
Website: www.bonaccordcare.org

Section 8: Records Management Policy

Principle Six: Duration

Bon Accord Care regards its records as major assets of the Company. It confirms that its records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. Bon Accord Care's Record Management Policy can be found in Section 10: Classes of Information

Section 9: How to Access Information which is not available in the Guide for Information

If the information you are seeking is not available via the Model Publication Scheme (as described in this Guide) then you may wish to request it from us.

The Act provides you with the right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while UK GDPR / Data Protection Act 2018 (DPA) provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exceptions or exemptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme (and described in the Guide), please write to:

Freedom of Information
Compliance Manager
Bon Accord Care
1st Floor, Marischal College, Broad Street, Aberdeen
AB10 1AB

Email: BACQualityandCompliance@bonaccordcare.org

Charges for information which is not available under the scheme:

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General Information requests:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time takes to decide whether the information can be released. Charges will be made for locating, retrieving and providing information to you.
- In the event we decide to impose a charge we will issue you with notification of the charge (fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Environmental information is provided under the EIRs rather than the Act. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released.

Charges may be made for locating, retrieving and providing information to you eg photocopying and postage. In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of actual cost to Bon Accord Care of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying
- Postage is charged at actual rate for Royal Mail First Class
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you we will ask you pay the full cost of providing the information, with no waiver for any portion of the cost.

Charges for request for your own personal data (subject access request)

There are no fees levied to respond to a Subject Access Request unless the request is deemed manifestly unfounded, excessive or repetitive, the Company reserves the right to charge a reasonable fee for the expense incurred in the supply of information or refuse to respond (on the same basis as for FOI requests).

Section 10: Classes of Information

The classes of information that we publish

We publish all the 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 published. If you would like to see previous versions, you may make a request to us for that information.

The classes are:

Class 1: About Bon Accord Care

Class 2: How we deliver our functions and services

Class 3: How we take decisions and what we have decided

Class 4: What we spend and how we spend it

Class 5: How we manage our human, physical and information resources

Class 6: How we procure goods and services from external providers

Class 7: How we are performing

Class 8: Our commercial publications

Class 9: Our Open Data

CLASS 1: ABOUT BON ACCORD CARE

Class description:

Information about Bon Accord Care, 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
Organisation's Purpose, Vision and Values	Who we are
Contact Details	Contact Us
Organisational Chart	About Us Bon Accord Care
Our Board	About Us Bon Accord Care
Articles of Association – Memorandum and Articles of Association	Written Request

Enabling Legislation	Local Government in Scotland Act 2003
External Regulators	www.careinspectorate.com
Relationship between Bon Accord Care and Aberdeen City Council	About Us Bon Accord Care
How to complain or make a comment	BACinfo@bonaccordcare.org
How to make a freedom of information request	BACinfo@bonaccordcare.org
How to make a request for personal information	BACinfo@bonaccordcare.org
Model Publication Scheme	The Model Publication Scheme

CLASS 2: HOW BON ACCORD CARE DELIVERS 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
Our Services	Home Support Community Support Support and Wellbeing Occupational Therapy Learning and Development
Jobs at Bon Accord Care	Aberdeen City Council job vacancies Type in Key Word Search – Bon Accord Care

CLASS 3: HOW BON ACCORD CARE TAKES DECISIONS AND WHAT IT HAS DECIDED

Class description:

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

The information we publish under this class	How to access it
Board Agendas	Written Request
Approved Board Minutes	Written Request
Reports of Regulatory Inspections – Care Inspectorate	Find a care service / Look for a care service inspection report Provider – Bon Accord Care

CLASS 4: WHAT BON ACCORD CARE SPENDS AND HOW IT SPENDS 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
Annual Report & Accounts	Written Request or www.gov.uk/government/organisations/companies-house
Auditors Report	Written Request

Expenses Policy & Procedure – Bon Accord Care have currently adopted all Aberdeen City Council Policy's	www.aberdeencity.gov.uk
Pay & Grading Structure for Bon Accord Care staff	Currently regulated by Aberdeen City Council
Senior Staff/Board Member expenses	Written Request
Board Member remuneration	Written Request
Financial Management and Administration Policies	P 2020 Finance Policy
Purchasing plans and capital funding plans	Not Applicable

CLASS 5: HOW BON ACCORD CARE MANAGES ITS HUMAN, PHYSICAL AND INFORMATION RESOURCES

Class description:

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

The information we publish under this class	How to access it
Human Resources – current policies. Our HR function is undertaken by Aberdeen City Council	www.aberdeencity.gov.uk
Physical Resources	Not Applicable
Information Resources - Bon Accord Care have currently adopted all Aberdeen City Council Policy's	
Freedom of Information policies and procedures	WI 2065 Freedom of Information
Data protection policy	WI 2063 Data Protection
Records management policy	P 2060 Records Management Policy

CLASS 6: HOW BON ACCORD CARE 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
Our procurement policy and procedure. Is carried out by Aberdeen City Council.	www.aberdeencity.gov.uk

CLASS 7: HOW BON ACCORD CARE IS PERFORMING

Class description:

Information about how Bon Accord Care performs as an organisation, and how well it delivers its functions and services

The information we publish under this class	How to access it
Annual Report to Council	Written request
Performance indicators	Written request

Mainstreaming Equality Reports produced under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended	www.aberdeencity.gov.uk
Employee and board equality monitoring reports, produced under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended	Written request
Gender Pay Gap	

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
Bon Accord Care does not hold or publish any information under this class	Not applicable

CLASS 9: OUR OPEN DATA

Class description:

At present Bon Accord Care does not have an Open Data Publication Plan.

No open data is available.

Section 10: Glossary

Term Used	Explanation
FOISA	The Freedom of Information (Scotland) Act 2002
EIRs	The Environmental Information (Scotland) Regulations 2004
The Model Publication Scheme	A standard framework for authorities to publish information under FOISA, approved by Scottish Information Commissioner
MPS	Model Publication Scheme
Guide to Information	A guide that every public authority adopting the MPS must produce to help people access the information it makes available
MPS Principles	The six key principles with which all information published under the MPS must comply
Classes of Information	Nine broad categories describing the types of information authorities must publish (if they hold it)
Notification Form	The form an authority must submit to the Commissioner of its adoption of the MPS

DOCUMENT CONTROL SHEET

Version	Date	Pages Amended	Author	Approved by
1.0	25/05/2015	New Document	Susan Mowatt	Sandra Ross
2.0	01/08/2016	Whole Document	Susan Mowatt	Sandra Ross
3.0	20/09/2017	Whole Document	Susan Mowatt	Sandra Ross
4.0	11/01/2018	Whole Document	Susan Mowatt	J Alistair MacLean
5.0	07/03/2022	Update Hyperlinks	Susan Mowatt	
6.0	28/01/2025	Update addresses	Sarah Clark	