



**Business Stream**

**Freedom of Information**

**Publication Scheme**

**August 2010**

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## **1. Introduction to Freedom of Information (FOI)**

The Freedom of Information (Scotland) Act 2002 (the Act) gives a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. Any person who makes a request to a public authority for information is entitled to receive that information, subject to exemptions.

You can find out more about the Freedom of Information Act and what it means for you by contacting:

Kevin Dunion  
Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Telephone: 01334 464 610  
Facsimile: 01334 464 611  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
www: <http://www.itspublicknowledge.info>

## **2. Purpose of Publication Scheme**

The purpose of our publication scheme is to help members of the public gain access to information held by Business Stream and to let them know what information is readily available to them.

Under Section 23 of the Freedom of Information (Scotland) Act 2002, Business Stream must adopt and maintain a publication scheme setting out the information we routinely make publicly available. Our scheme has to be approved by the Scottish Information Commissioner, who is responsible for the enforcement of the Act. In addition we have to review the scheme from time to time. In adopting (or reviewing) our publication scheme, we are required to have regard to the public interest in:

- allowing public access to the information we hold; and
- the publication of reasons for the decisions we make.

Under the Act the Business Stream publication scheme must:

- specify the classes of information which we publish or intend to publish;
- specify how the information will be published; and
- specify charges, where applicable.

## **3. About Business Stream**

Scottish Water Business Stream, trading as Business Stream was created, in accordance with the requirements of the Water Services etc. (Scotland) Act 2005, to take over the supply of water and sewerage services to non-household customers in Scotland from 1 November 2006. We were granted the appropriate licences by the Water Industry Commission for Scotland at the end of October 2006.

Business Stream is a wholly owned subsidiary of Scottish Water, but as required by the Act and its licence conditions, we are governed, managed and operated on an entirely independent basis.

### **3.1 The Business Stream Board**

The Board comprises the chief executive officer, finance director, 2 non-executive directors and the Chair.

### **3.2 Interfaces with other public bodies**

Business Stream has close liaison with the following public bodies:

- The Water Industry Commission for Scotland. The Commission is responsible for regulation of the market. This includes licensing retailers and opening the water and sewerage supply market to non household customers in an orderly manner.
- Waterwatch Scotland. Waterwatch has responsibility for handling customer complaints against Scottish Water and Retailers including Business Stream.
- The Scottish Executive. The Scottish Executive has responsibility for defining policy within the water market.

## **4. Formatting the Scheme**

Section 23 of the Act provides that in adopting or reviewing its publication scheme Business Stream must have regard to the public interest in allowing public access to information about:

- the services provided by Business Stream;
- the costs of those services;
- the standards attained by those services;
- the facts which form the basis of decisions taken by Business Stream which are of importance to the public; and
- the publication of reasons for decisions made by it.

In formatting this scheme, Business Stream has had regard to the guidance issued by the Scottish Information Commissioner and took the following steps:

- reviewed the information we are legally required to make available;
- reviewed the publication schemes of Scottish Water and the Water Industry Commission for Scotland;
- assessed and considered the types of information requested via written and telephone enquires; and,
- consulted with its own employees.

The findings and results of the above steps have been incorporated to create this Publication Scheme.

## **5. Responsibility for the Publication Scheme**

The person who has overall responsibility for the Publication Scheme is:

Trevor Nelson  
Compliance Manager  
Business Stream  
7 Lochside View  
Edinburgh  
EH12 9DH  
[Trevor.nelson@business-stream.co.uk](mailto:Trevor.nelson@business-stream.co.uk)

Responsibility for maintaining the Publication Scheme on a day-to-day basis is:

Louise Speedie  
Compliance Analyst  
Business Stream  
7 Lochside View  
Edinburgh  
EH12 9DH  
[louise.speedie@business-stream.co.uk](mailto:louise.speedie@business-stream.co.uk)

## **6. Exemptions**

The Act contains a number of exemptions to your right to obtain information by Business Stream. Information may be withheld from any of the classes of information listed below where we consider that the disclosure may fall within one of the exemptions contained in the Act. For example, we may withhold information if its disclosure would breach the law of confidentiality, seriously prejudice the commercial interest of any person or organisation whether Business Stream or anyone else or is a trade secret. We may also withhold information which is personal data under the Data Protection Act 1998.

In these cases, we will withhold information and indicate why the information is being withheld. Even where an exemption exists, it may nevertheless be possible to provide copies with the exempted information edited out.

If you wish to complain about the information which is being withheld from you, please read the “complaints” section below, section 10.

## **7. Copyright**

The material supplied through this Publication Scheme is provided for use by the individual requesting it.

Copyright material accessed by the Publication Scheme may belong to Business Stream or to other copyright holders. Unless otherwise stated, copyright is reserved to Business Stream or to other copyright holders. Permission to reproduce it must be obtained from the copyright holder. The right to information under this Publication Scheme does not include permission to copy or reproduce that information and to do so may infringe copyright and entitle the copyright holder to take action against you.

If Business Stream indicates that Business Stream copyright material may be copied or distributed by you free of charge it must be reproduced accurately and not used in a misleading context or for commercial purposes. In addition, you must identify the source of the material, the fact that it is subject to copyright and identify Business Stream as owner of the copyright.

Your use of the material provided under this Publication Scheme is at your own risk. Business Stream gives no warranty as to the quality or accuracy of the material or its suitability for any use.

## **8. Accessing Information under the Publication Scheme**

It should be noted that only single copies of hardcopy material will be provided, furthermore, for some items available electronically you may need to have appropriate software such as Adobe Acrobat Reader, to read it.

When requesting information please provide the follow details: your name and address, the information or documents you want to see. Please also include a telephone number, so that we can telephone to clarify any details, if necessary.

Depending on the format of the item you will be able to access information by:

- downloading a copy from our website [www.business-stream.co.uk](http://www.business-stream.co.uk)
- emailing: [FOI@business-stream.co.uk](mailto:FOI@business-stream.co.uk) to request an electronic copy or a single printed copy
- telephoning our customer response centre on 0845 602 8855 to request an electronic copy or a single printed copy
- writing to the following address requesting a single printed copy:

Louise Speedie  
Compliance Analyst  
Business Stream  
7 Lochside View  
Edinburgh  
EH12 9DH

Business Stream will respond to all requests within 20 working days. If we are unable to provide a full response within this timescale, we will contact you with an update and an explanation for the delay within the 20 working days, and an expected timescale to meet your request.

## **9. Charging Policy**

Information that we publish is available free on our website. For those with no access to our website a single print out can be requested free of charge. Multiple printouts of material from our website, or their hardcopy equivalent may attract a charge to cover printing, photocopying and postage. This charge will not exceed five pence per copy page.

Some classes of information contain information that Business Stream has had to devote professional time, skill and effort in collecting, assembling and analysing with a view to it having a commercial value. This information may not be routinely published but is made available only on payment of applicable fees.

Any such fees as determined above would be advised to you at the time of your request, including an explanation of why we are levying a fee. Payment will be due in advance of the information being made available.

## 10. Complaints

If you have any queries or complaints about this Publication Scheme you should give full details to:

Louise Speedie  
Compliance Analyst  
Business Stream  
7 Lochside View  
Edinburgh  
EH12 9DH  
[louise.speedie@business-stream.co.uk](mailto:louise.speedie@business-stream.co.uk)

If you are unable to resolve any complaint, you can complain to the Scottish Information Commissioner who oversees the Act and whose contact details are below. There is a formal appeals mechanism when information is withheld. Further details on this are available from the Commissioner's website at [www.itspublicknowledge.info](http://www.itspublicknowledge.info).

The contact details for the Commissioner are:

Kevin Dunion  
Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Telephone: 01334 464 610  
Email: [enquiries@itspublicknowlege.info](mailto:enquiries@itspublicknowlege.info)

## 11. Feedback

As part of our statutory duty we are required to review our Publication Scheme periodically. Business Stream welcomes feedback on how we can develop our Scheme further. If you want to make any comments about the publication scheme or if you require any assistance please contact:

Louise Speedie  
Compliance Analyst  
Business Stream  
7 Lochside View  
Edinburgh  
EH12 9DH  
[FOI@busines-sstream.co.uk](mailto:FOI@busines-sstream.co.uk)

For example:

- What did you like and dislike about this Publication Scheme?
- What else would you like to see included?
- Did you find the information you wanted easily and were the members of staff helpful?

The form in section 13 at the end of this publication can be filled in and returned via any of the above methods to Business Stream.

## 12. Classes of Information

The following classes of information are available either as free downloads from our website, or as single printed copies on request.

Business Stream has no plans to publish any further information at present. Should this situation change, the information in the following table will be updated to reflect this.

<b>Corporate</b>	
About Business Stream	Organisation and management structure
	General information on services offered
	Number of employees
	Number of sites and locations
	Number of customers
Business Stream reports	Annual reports and accounts
	Interim accounts
Business Stream CSR	Corporate social responsibility policy
External public presentations	Presentations to stakeholder groups, customer groups, MSPs
Press releases	All press releases issued by Business Stream
<b>Human Resources</b>	
Recruitment Information	Recruitment adverts
	Recruitment and selection policy
	External vacancies
	Information for applicants including job descriptions
	Guidance on filling vacancies
Directors' interests	Statement of Directors' interests
Business Stream employee information	Local Government Pension Scheme
	Current terms and conditions
Health and safety	Health and safety management systems manual
	Incident reporting
Corporate personnel policies and procedures	Holiday entitlement
	Compassionate leave
	Sickness
	Disciplinary procedures
	Maternity policy
	Handling grievances and disputes
	Harassment policy
	Working time directive
Training and development policy	
<b>Regulation</b>	
Compliance and Performance Reports	Regulatory returns to the Water Industry Commission for Scotland
External consultations	Business Stream responses to external consultations (for the current year only)

<b>Customer</b>	
Business Stream charges for service	Scheme of Charges
General Product and service information for business customers	Water and waste water charges
	Service standards
	Terms and conditions
	Example supply contract
	Publication of tariffs
	Direct debit forms
	Letter of authority form

### 13. Feedback and Suggestions Form

<b>FOI Feedback Form</b>	
Title:	
Name:	
Address:	
City/Town:	
County:	
Postcode:	
Telephone No:	
Email:	
Preferred contact type:	
Details of request and/or comments:	

Please send any requests or comments to:

Louise Speedie

Compliance Analyst

Business Stream

7 Lochside View

Edinburgh

EH12 9DH

[FOI@business-stream.co.uk](mailto:FOI@business-stream.co.uk)