

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 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:

	Size of paper	Pence per sheet of paper
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:

Customer Service Improvement Manager
Highlands and Islands Enterprise
An Lòchran
10 Inverness Campus
Inverness
IV2 5NA
Email: customer.service@hient.co.uk
Tel: 01463 383073

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 financial year and at least two previous 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 HIE Information about HIE, who we are, where to find us, how to contact us, how we are managed and our external relations	
Information we publish under this class	How to access it
General information about HIE	
About us	https://www.hie.co.uk/about-us
Our office locations	https://www.hie.co.uk/contact
Contact details for customer care and complaints functions	https://www.hie.co.uk/about-us/policies-and-publications/complaints-handling-procedure
Customer service charter	https://www.hie.co.uk/about-us/policies-and-publications/service-charter
Our purpose and priorities	https://www.hie.co.uk/about-us/our-purpose-and-priorities
How we provide support	https://www.hie.co.uk/about-us/how-we-provide-support
General enquiries	https://www.hie.co.uk/contact-us/general-enquiries
Our enabling legislation	
Scotland's National Strategy for Economic Transformation	https://www.gov.scot/publications/scotlands-national-strategy-economic-transformation/documents
Framework Document between Scottish Ministers and HIE	https://www.hie.co.uk/about-us/our-purpose-and-priorities
HIE strategic direction	https://www.hie.co.uk/about-us/our-purpose-and-priorities
Public Services Reform (Scotland) Act 2010	https://www.hie.co.uk/about-us/policies-and-publications/public-services-reform-scotland-act-2010
How HIE is run	
Board meeting minutes, member profiles, register of interest and T&S	https://www.hie.co.uk/about-us/our-board
Directors and chief executive profile, register of interest and T&S	https://www.hie.co.uk/about-us/our-leadership-team
Code of conduct for HIE Board members	https://www.hie.co.uk/about-us/our-board
Risk and Assurance Committee role and minutes	https://www.hie.co.uk/about-us/our-board

Corporate planning	
Equality and diversity approach	https://www.hie.co.uk/about-us/policies-and-publications/equalityanddiversity
HIE strategy and operating plan	https://www.hie.co.uk/about-us/our-purpose-and-priorities
HIE annual report and accounts	https://www.hie.co.uk/about-us/policies-and-publications/annual-report-and-accounts
News and media	
Media releases	https://www.hie.co.uk/news-and-blogs
Media contacts	https://www.hie.co.uk/contact
Events directory	https://www.hie.co.uk/events-and-training

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

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

Information we publish under this class	How to access it
Functions and services	
HIE sector information and strategy	https://www.hie.co.uk/our-region/our-growth-sectors
Support for businesses	https://www.hie.co.uk/support
Support for communities	https://www.hie.co.uk/support/support-for-community-organisations
Regional projects	https://www.hie.co.uk/our-region/regional-projects
Complaints handling policy	https://www.hie.co.uk/about-us/policies-and-publications/complaints-handling-procedure
Freedom of Information procedures	https://www.hie.co.uk/about-us/policies-and-publications/freedom-of-information
Funding terms and conditions	https://www.hie.co.uk/about-us/policies-and-publications/terms-and-conditions
Our Gaelic plan	https://www.hie.co.uk/about-us/policies-and-publications/gaelic-plan

CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE DECIDED

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

Information we publish under this class	How to access it
HIE Board minutes	https://www.hie.co.uk/about-us/our-board
HIE Risk and Assurance Committee minutes	https://www.hie.co.uk/about-us/our-board
Commissioned economic reports and research	https://www.hie.co.uk/research-and-reports
Argyll and the Islands economic area profile	https://www.hie.co.uk/our-region/our-areas/argyll-and-the-islands
Caithness and Sutherland economic area	https://www.hie.co.uk/our-region/our-areas/caithness-and-sutherland

profile	
Inner Moray Firth economic area profile	https://www.hie.co.uk/our-region/our-areas/inner-moray-firth
Outer Hebrides economic area profile	https://www.hie.co.uk/our-region/our-areas/outer-hebrides
Lochaber, Skye and Wester Ross economic area profile	https://www.hie.co.uk/our-region/our-areas/lochaber-skye-and-wester-ross
Moray economic area profile	https://www.hie.co.uk/our-region/our-areas/moray
Orkney economic area profile	https://www.hie.co.uk/our-region/our-areas/orkney
Shetland economic area profile	https://www.hie.co.uk/our-region/our-areas/shetland

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

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.

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

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

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

Information we publish under this class	How to access it
Human resources	
Staff policies	Please contact us for the information
Physical resources	
Commercial property for sale or lease	https://www.hie.co.uk/property-and-land/
Information resources	
Records management policy	Please contact us for the information
Records retention policy	Please contact us for the information
Freedom of Information policy	https://www.hie.co.uk/about-us/policies-and-publications/freedom-of-information/
Privacy and data protection policy	https://www.hie.co.uk/legal/privacypolicy/

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

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

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

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

Information we publish under this class	How to access it
Audited annual report and accounts	https://www.hie.co.uk/about-us/policies-and-publications/annual-report-and-accounts/
Freedom of Information performance	Contained in annual report and accounts
Complaints performance	Contained in annual report and accounts
Customer service performance	Contained in annual report and accounts

CLASS 8: OUR COMMERCIAL PUBLICATIONS

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.

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

Open data made available by HIE

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

Guide updated: 13 October 2026