

Policies and procedures

Publication Scheme

Created/revised:	April 2019
Next review due:	May 2022



Introduction

The Freedom of Information Act 2000 (FOIA) gives rights of public access to recorded information held by public authorities. The FOIA is intended to promote a culture of openness and accountability amongst public sector bodies, and therefore facilitate a better understanding of how public authorities carry out their duties; make decisions and spend public money. One way in which the FOIA achieves this is by requiring public authorities to make information about itself and its activities routinely available to the public. The purpose of this guide is to describe the information that Healthwatch Havering makes routinely available and how to find it.

Healthwatch Havering has adopted the Information Commissioner's Office (ICO) 'Model Publication Scheme'. Under the scheme, Healthwatch Havering is committed to:

- Proactively publish, or otherwise make available as a matter of routine, information that falls within the 'classes of information' listed below
- Specify the information that it holds, and which falls within those 'classes of information'
- Publish guidance on how this information is made available, so that it can be easily identified and accessed by members of the public
- Review and update, on a regular basis, the types of information it makes available
- Publish information on any fees that may be charged for this information, and
- Make this publication scheme available to the public

Publication of Information

Healthwatch Havering uses its website www.healthwatchhavering.co.uk as the principal means of disseminating information about itself and its activities. In most cases, this information can be located using the 'search' facility on the site. A

guide to the 'classes of information' that we routinely publish is included below.

Information falling into the categories below will not, generally, be made routinely available:

- Information in draft form
- Information which would be impractical or resource intensive to prepare for routine release
- Information which is no longer readily available because it is archived or its retrieval would be difficult, impractical or resource intensive to prepare for routine release
- Information whose release is prohibited by law or exempt under the FOIA or is otherwise considered to be protected from disclosure.

Making a request under the Freedom of Information Act 2000

If the information you need is not in the publication scheme you can also contact us to request information under the Freedom Of Information Act. Please email your requests to enquiries@healthwatchhavering.co.uk You can also write to Healthwatch Havering at **Queens Court, 9-17 Eastern Road, Romford RM1 3NH.**

We will usually respond to your request within 20 working days following receipt of your request, however this deadline may be extended if we need to seek clarification of your request from you, or if (in very rare circumstances) we need to consider complex issues of public interest in deciding whether to provide certain information. We will tell you if we need to extend the deadline and will explain the reason why.

Some information might be exempt from disclosure under the FOIA; however, we will usually tell you if we are withholding information. We will also explain why we feel that it is appropriate to apply the exemption. In some cases, the FOIA allows us to refuse to confirm or deny holding certain information.

For example, we can use exemptions under FOI to refuse to disclose confidential personal information, or to refuse to make disclosures that would make it difficult for us to carry out our regulatory role.

We may need to consult with other people or organisations before providing you with requested information. This usually happens where you have requested information that was provided to Healthwatch Havering by another organisation.

Unhappy with our response?

If you are unhappy with the response you received from us relating to your FOIA request please let us know, giving your reasons. We will respond to you in writing.

If you remain dissatisfied following your appeal, you can contact the Information Commissioner at the address below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 01625 545 745

Classes of Information

We routinely publish information within the following classifications:

1. Who we are and what we do

Organisational information, structures, locations and contacts.
Visit www.healthwatchhavering.co.uk/our-activities

2. What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

Financial statements:

We publish monthly and annual financial reports at www.healthwatchhavering.co.uk/our-activities - click **Financial reports**

Our Annual Reports are available at
www.healthwatchhavering.co.uk/our-activities - click **Annual Reports**

3. What are our priorities and how are we doing

Strategies and plans, performance indicators and reviews

Our key priorities are published at:
www.healthwatchhavering.co.uk/our-activities - click **Our key priorities for [the current year]**

4. How we make decisions

Decision making processes and records of decisions

Details of our decision-making processes are available at
www.healthwatchhavering.co.uk/our-activities - where there are a number of options - click the one that interests you.

5. Our policies and procedures

Current written protocols, policies and procedures for delivering our services and responsibilities are available at
www.healthwatchhavering.co.uk/our-activities - click **Policies and procedures**

6. Lists and registers

Information we are currently required to hold in publicly available registers.

Persons authorised to carry out Enter & View visits:
www.healthwatchhavering.co.uk/our-activities - click **Policies and procedures/Enter and View: authorisation to enter and view**

7. The services we offer

Information about services we offer is available across our website. It is organised in eight sections of webpages:

- Health and Social Care reviews - our monitoring reports on premises and services
- Have your say - Event Reports and follow-up
- Improving health and social care in Havering
- It Starts With You - Tell Us What You Think
- What we do, and how we do it...
- Working with others
- Frequently asked questions - and joining us
- Data protection and Freedom of Information

Keeping this Publication Scheme up to date

The Company Secretary is responsible for ensuring that this Publication Scheme and Information Guide are kept up to date.

The Publication Scheme will be reviewed annually, or whenever there is a significant change to the way we work, the types of information we publish, or the way in which we make that information available.

What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

***'You make a living by what you get,
but you make a life by what you give.'***
Winston Churchill

Joining Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?



Call us on **01708 303 300**

email enquiries@healthwatchhavering.co.uk

Find us on Twitter at [@HWHavering](https://twitter.com/HWHavering)



*Healthwatch Havering is the operating name of
Havering Healthwatch C.I.C.
A community interest company limited by guarantee
Registered in England and Wales
No. 08416383*

*Registered Office:
Queen's Court, 9-17 Eastern Road, Romford RM1 3NH
Telephone: 01708 303300*



Call us on **01708 303 300**



email **enquiries@healthwatchhavering.co.uk**



Find us on Twitter at **@HWHavering**

