

## **NHS FORTH VALLEY**

FREEDOM OF INFORMATION (SCOTLAND) ACT (2002)

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL  
PUBLICATION SCHEME

2014 – 2018

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## Section 1: Introduction to NHS Forth Valley's Guide to Information

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

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment

NHS Forth Valley has adopted the **Model Publication Scheme 2014** which has been produced and approved by the Scottish Information Commissioner. It is approved until 31 May 2018.

You can see this scheme on our website at: <http://nhsforthvalley.com/wp-content/uploads/2014/01/Publication-Scheme.pdf>. It is also available on the Scottish Information Commissioner's website at [www.itspublicknowledge.info/MPS](http://www.itspublicknowledge.info/MPS)

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2014, or this Guide to Information, to be provided in a different format.

The purpose of the Guide to Information is to:

- allow the public to see what information is available (and what is not available) for NHS Forth Valley in relation to each class in the Model Publication Scheme 2014
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with access to the information
- explain how to request information 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 NHS Forth Valley

NHS Forth Valley is governed by a Board of Directors and is accountable to the Cabinet Secretary for Health and Well-being through the Scottish Government Health Directorate. The Board controls an annual budget of £550 million, and is responsible for providing health services and improving the health for the population of Forth Valley.

NHS Forth Valley employs around 7000 staff from a wide range of professional and support occupations in our acute hospital, four community hospitals and 56 health centres. NHS Forth Valley's main office is located at: Carseview House, Castle Business Park, Stirling, FK9 4SW.

With a population of nearly 300,000 and covering a wide geographic area, NHS Forth Valley incorporates patients from Killin and Tyndrum in the North to Strathblane and Bo'ness in the South.

NHS Forth Valley strives to uphold the best care possible for patients and its staff. Our objectives are:

- Improve Health, address inequalities & modernise services
- Improve the quality of care, experience & safety for patients in a person centred way
- Maximise efficient & productive use of resources focusing on integration and partnership and shifting the balance of care closer to home
- Financial stability, living within our means and ensuring best value

We greatly value the contribution of our employees in the delivery of health services to local communities. As an employer we are committed to equality and treat our staff with the dignity, respect and consideration they deserve and helping staff to reach their full potential at work. NHS Forth Valley recognises that a diverse organisation with a range of abilities, experience and skills is more likely to be sensitive to the needs of the various communities that we serve. Our values are:

- **Be Person Centred** – Treating staff and patients as individuals.
- **Be Ambitious** – High expectations to deliver world class healthcare.
- **Have Integrity** – Be accountable, open and honest.
- **Be Respectful** – Treat each other, our partners and people who access our service with dignity and respect.



## **Section 3: Accessing Information under the Scheme**

### **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 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 – see “Section 5 – 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 us directly by any one of these methods:

- **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 a telephone number so that we can telephone you to clarify details, if necessary. Please send any emails to NHS Forth Valley’s Freedom of Information email address: [FV- UHB.FreedomofInformation@nhs.net](mailto:FV-UHB.FreedomofInformation@nhs.net).

- **By phone:**

All information in the guide will be available in hard copy form e.g. paper copies. Hard copies of information can be requested from us over the telephone. Please call us to request information available under this scheme: 01786 433282 or 01786 433284.

- **By post:**

You can also request hard copies of any information in the Guide by post. Please address your request to:

NHS Forth Valley  
Freedom of Information Enquiries  
Information Governance  
Colquhoun Street  
Stirling, FK7 7PX

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 5: Our Charging Policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

#### **Personal visits:**

If you prefer to visit us to inspect the information, in limited cases you may be required to make an appointment to view the information. In such cases, this will be set out within Section 10 – Classes of Information, and contact details will be provided within the relevant class.

#### **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 10. 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**

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 2014 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, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

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

Information may also 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 edited out. If you wish to complain about any information which has been withheld from you, please refer to "Section 8 – Contact details for enquiries, feedback and complaints".

## Section 5 - Our Charging Policy

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.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs to NHS Forth Valley of supplying the information to you, e.g. 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.

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

### Reproduction Charges

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.

#### 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
Computer Discs	£1.00 per CD-ROM / DVD

## **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 6 – Our Copyright Policy**

Where NHS Forth Valley 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 NHS Forth Valley does not hold copyright in information we publish, we will make this clear.

## **Section 7 - Records Management Policy**

NHS Forth Valley regards its records as a major asset of the organisation. 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. NHS Forth Valley's Records Management Policy can be found in Section 10 Classes of Information - Class 5.

## **Section 8 - Contact details for enquiries, feedback and complaints**

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2014, 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.

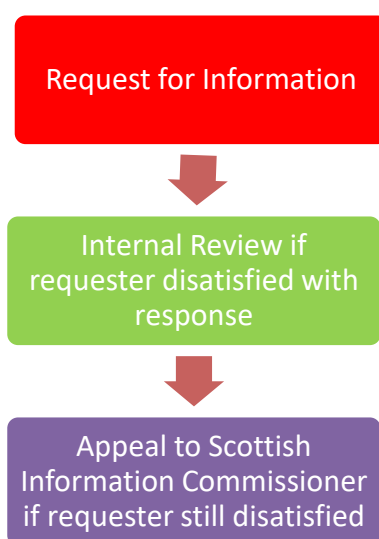
Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide then please contact us and we will try and resolve your complaint as quickly as possible.



Any complaint will be acknowledged and we will respond in full within twenty working days.

You have legal rights to access information under the Model Publication Scheme 2014 (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 writing<sup>1</sup> or another recordable format. If you are unhappy with our responses to your request you can 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 she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm.

Her 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](mailto:enquiries@itspublicknowledge.info)  
Website: [www.itspublicknowledge.info/YourRights](http://www.itspublicknowledge.info/YourRights)

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

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<sup>1</sup> Verbal requests for environmental information carry similar rights

Miss Deirdre Coyle  
Head of Information Governance  
CSD  
Colquhoun Street  
Stirling, FK7 7PX

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

If the information you are seeking is not available via the Model Publication Scheme 2014 (as described in this Guide) then you may wish to request it from us.

The Act provides you with a 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 the Data Protection Act 1998 (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 2014 (and described in this Guide), please write to:

NHS Forth Valley  
Freedom of Information Enquiries  
Information Governance  
Colquhoun Street  
Stirling  
FK7 7PX

### **Charges for information which is not available under the scheme:**

The charges for information which is available under NHS Forth Valley's Guide to Information are set out under "Section 5 – Our Charging Policy".

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 may 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 it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a 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.

### **Charges for environmental information:**

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 e.g. 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 the actual cost to NHS Forth Valley 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, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

## Charge for request for your own personal data

The charge is a standard fee of £10.00 plus any reproduction and postage costs (both on the same basis as for FOI requests).

## Section 10: The classes of information that we publish

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.

Please be advised that NHS Forth Valley has detailed all known information that is currently available for viewing through our public website: [www.nhsforthvalley.com](http://www.nhsforthvalley.com). All links have been listed below for your convenience. Once information is published under a class we will continue to make it available for the current and previous two financial years. We publish all the information that we hold within the following classes:

Classes	Pages
1 - About NHS Forth Valley	13 – 14
2 - How we deliver our functions and services	15
3 - How we take decisions and what we have decided	16
4 - What we spend and how we spend it	17
5 - How we manage our human, physical and information resources	18 – 23
6 - How we procure goods and services from external providers	23
7 - How we are performing	23 – 24
8 - Our commercial publications	24

In cases where information has not been listed below, please contact the Freedom of Information officer directly for further advice or submit a Freedom of Information request to obtain further information – see 'Section 3 – Accessing Information under the Scheme' for information on how to submit a request.

## CLASS 1: ABOUT NHS FORTH VALLEY

**Class description:** Information about NHS Forth Valley, 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 includes:	Description	How to access it/details of any charges
<i>About Us</i>		
Organisation's Purpose, Mission Statement Vision & Values	Our Purpose, vision & values / mission statement describes why we are here? Where we are going & how do we deliver.	<a href="http://nhsforthvalley.com/about-us/">http://nhsforthvalley.com/about-us/</a>
Contact Details	Contact details of all our venues and of our head/principal offices.	<a href="http://nhsforthvalley.com/contact-us/">http://nhsforthvalley.com/contact-us/</a>
Organisational Chart	Details the organisational structure of NHS Forth Valley	<a href="http://nhsforthvalley.com/about-us/board-matters/structure-charts/">http://nhsforthvalley.com/about-us/board-matters/structure-charts/</a>
Our Board	Details who our Board are and what they do, plus names of Board members	<a href="http://nhsforthvalley.com/about-us/board-matters/board-members/">http://nhsforthvalley.com/about-us/board-matters/board-members/</a>
Charitable Trust & Objectives	Information on NHS Forth Valley's charitable status	<a href="http://nhsforthvalley.com/get-involved/donations-and-fundraising/">http://nhsforthvalley.com/get-involved/donations-and-fundraising/</a>
Directors	List of NHS Forth Valley Company Directors including their roles and responsibilities.	<a href="http://nhsforthvalley.com/about-us/board-matters/board-members/">http://nhsforthvalley.com/about-us/board-matters/board-members/</a>
Articles of Association	Describes the make-up and purpose of the organisation, what we are here for, governance issues.	<a href="http://nhsforthvalley.com/about-us/board-matters/governance/">http://nhsforthvalley.com/about-us/board-matters/governance/</a>
Company Governance	Details of NHS Forth Valley corporate governance e.g. governance policy, risk register, codes of conduct, standing orders and other governance information. This information can be found in the links shown to the right.	<a href="http://nhsforthvalley.com/about-us/board-matters/governance/">http://nhsforthvalley.com/about-us/board-matters/governance/</a>
Committee Roles & Remits	Roles and remits of our committees and subcommittees.	
News	News about NHS Forth Valley e.g. news releases, newsletters.	<a href="http://nhsforthvalley.com/news/">http://nhsforthvalley.com/news/</a>

Accountability and Audit Relationships	Details of bodies we are audited and/or regulated by, and the nature of our relationship with them e.g. establishing council, OSCR, Financial Conduct Authority. Reports to these bodies.	
Subsidiary companies	Details of any subsidiary companies wholly owned by NHS Forth Valley.	
<b>External relations and working with others</b>		
Sponsorship & Partnership Opportunities	Details on current sponsor partners	<a href="http://nhsforthvalley.com/get-involved/donations-and-fundraising/partners-and-friends/">http://nhsforthvalley.com/get-involved/donations-and-fundraising/partners-and-friends/</a>
Partnership Opportunities	Information on working in partnership with NHS Forth Valley.	<a href="http://nhsforthvalley.com/about-us/community-health-partnership/">http://nhsforthvalley.com/about-us/community-health-partnership/</a>
Partnership Agreements and Strategic Agreements with other organisations.	Details of our Partnership Agreements and any other strategic agreements we have with other bodies e.g. Memoranda of Understanding. Contract information can be found in Class 6.	
<b>Information on rights, how to make a request</b>		
How to complain or make a comment	How to complain or make a comment e.g. complaints policy, and contact details.	<a href="http://nhsforthvalley.com/contact-us/compliments-and-complaints/">http://nhsforthvalley.com/contact-us/compliments-and-complaints/</a>
How to make a freedom of information request	How to request information, contacts details for FOI section/unit.	<a href="http://nhsforthvalley.com/contact-us/freedom-of-information/">http://nhsforthvalley.com/contact-us/freedom-of-information/</a>
How to make a request for personal information	How to apply your rights under the Data Protection Act 2008 & request personal information held by NHS Forth Valley about you.	<a href="http://nhsforthvalley.com/contact-us/data-protection/">http://nhsforthvalley.com/contact-us/data-protection/</a>
Model Publication Scheme 2014	NHS Forth Valley has adopted the Scottish Information Commissioner's Model Publication Scheme 2014.	<a href="http://nhsforthvalley.com/wp-content/uploads/2014/01/Publication-Scheme.pdf">http://nhsforthvalley.com/wp-content/uploads/2014/01/Publication-Scheme.pdf</a>

## CLASS 2: HOW WE DELIVER 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 includes:	Description	How to access it/details of any charges
Corporate Strategy – Workforce Plan 2013 - 2014	Provides a high level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there. Detailed business plans may contain commercially sensitive information so are not published- but you can still make a request for them.	<a href="http://nhsforthvalley.com/wp-content/uploads/2014/01/NHS-Forth-Valley-Workforce-Plan.pdf">http://nhsforthvalley.com/wp-content/uploads/2014/01/NHS-Forth-Valley-Workforce-Plan.pdf</a>
Strategic planning process	Information on how we undertake our strategic planning e.g. planning policies, decision making structures, timetables.	
Venue/Section Plans	High level details of NHS Forth Valley operation plans for venues & sections. Detailed service plans are not routinely published but can be requested from us under the Act. Generalised floor plans can however be found on the link shown.	<a href="http://nhsforthvalley.com/hospitals/">http://nhsforthvalley.com/hospitals/</a>
Our Venues	Our venues, contact details & facilities	<a href="http://nhsforthvalley.com/hospitals/">http://nhsforthvalley.com/hospitals/</a>
Our Venues Opening Hours	Opening hours of our venues	<a href="http://nhsforthvalley.com/hospitals/">http://nhsforthvalley.com/hospitals/</a>
Venue Timetables and Programmes	Information about the timetables and programmes in each venue showing what's on e.g. fitness class timetables, shows/performances, events/exhibitions etc.	<a href="http://nhsforthvalley.com/events/">http://nhsforthvalley.com/events/</a>
Memberships	Details of all the membership products available and how to join.	<a href="http://nhsforthvalley.com/get-involved/">http://nhsforthvalley.com/get-involved/</a>
Corporate policies and procedures for performing statutory functions.	Corporate-wide policies e.g. Child Protection Policy, Safe Swim Guidelines, Health and Safety, Equality, Sustainability etc.	
How to access our services	Information on how to access services e.g. for people with disabilities, can be found on each respective hospital's website. Floor plans are also available detailing the means of access to each facility.	<a href="http://nhsforthvalley.com/hospitals/">http://nhsforthvalley.com/hospitals/</a>

Jobs at NHS Forth Valley	Our current vacancies	<a href="http://nhsforthvalley.com/get-involved/jobs/">http://nhsforthvalley.com/get-involved/jobs/</a>
<b>CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED</b>		
<b>Class description:</b> 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 includes:	Description	How to access it/details of any charges
Board/Committee Agendas	The agendas for our Board/Committee Meetings by month.	
Approved Board/Committee Reports	The approved reports from our Board/ Committee Meetings by month. These are published alongside the relevant approved minutes following the Board or Committee meeting to which they refer, but can be requested from us under the Act before that.	
Approved Board/Committee minutes	The approved minutes from our Board/Committee Meetings by month. The approved minutes will be published as soon as they have received approval. You can request copies of minutes, prior to their approval, from us under the Act.	
Public Consultations	Details of any wider consultations we have undertaken with the general public. Note that some market research studies may not be published as we consider them to contain commercially sensitive information which is exempt. However you still have the right to ask for these under the Act.	<a href="http://nhsforthvalley.com/get-involved/public-consultations/">http://nhsforthvalley.com/get-involved/public-consultations/</a>
Engagement Strategies	Details of our public engagement strategy.	<a href="http://nhsforthvalley.com/wp-content/uploads/2014/01/NHS-Forth-Valley-Patient-Focus-and-Public-Involvement-Strategy-2010-2013.pdf">http://nhsforthvalley.com/wp-content/uploads/2014/01/NHS-Forth-Valley-Patient-Focus-and-Public-Involvement-Strategy-2010-2013.pdf</a>
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations carried out by the authority	



#### CLASS 4: WHAT WE SPEND AND HOW WE SPEND 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 includes:	Description	How to access it/details of any charges
Annual Report & Accounts	Annual report and audited financial statements.	<a href="http://nhsforthvalley.com/about-us/annual-reportsreviews/">http://nhsforthvalley.com/about-us/annual-reportsreviews/</a> <a href="http://nhsforthvalley.com/publications/financial-information/">http://nhsforthvalley.com/publications/financial-information/</a>
Expenses Policy & Procedures - Business Code of Conduct	Information on expenses can be found within the NHS Forth Valley Business Code of Conduct. Declaration of Interest registers can also be found on the Policies and Procedures home page: <a href="http://nhsforthvalley.com/publications/policies-and-procedures/">http://nhsforthvalley.com/publications/policies-and-procedures/</a> .	<a href="http://www.nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/business-conduct-policy.pdf">http://www.nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/business-conduct-policy.pdf</a>
Pay & Grading Structure	Pay & grading structure for NHS Forth Valley staff. As per Agenda for Change, pay and grading structures are set out as detailed in the link provided. This pay structure is therefore applicable NHS-wide.	<a href="http://www.nhscareers.nhs.uk/working-in-the-nhs/pay-and-benefits/agenda-for-change-pay-rates/">http://www.nhscareers.nhs.uk/working-in-the-nhs/pay-and-benefits/agenda-for-change-pay-rates/</a>
Senior Staff/Board Member expenses	Details of senior staff/board member expenses	<a href="http://nhsforthvalley.com/wp-content/uploads/2014/01/Board-Members-and-Execs-Travel.pdf">http://nhsforthvalley.com/wp-content/uploads/2014/01/Board-Members-and-Execs-Travel.pdf</a>

#### CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES

**Class description:** Information about how we manage the human, physical and information resources of the authority.

The information we publish under this class includes:	Description	How to access it/details of any charges
Policies and Procedures	Access to all current NHS Forth Valley policies and Declaration of Interest	<a href="http://nhsforthvalley.com/publications/poli">http://nhsforthvalley.com/publications/poli</a>

	registers can be found in the link provided.	<a href="#">cies-and-procedures/</a>
Human Resources – Current Policies	Access to all current NHS Forth Valley HR Policies in PDF format.	<a href="http://nhsforthvalley.com/publications/policies-and-procedures/human-resources/">http://nhsforthvalley.com/publications/policies-and-procedures/human-resources/</a>
Alcohol Drugs & Substance Abuse Policy	Outlines support provided to staff if they have issues with alcohol, drug and substance abuse.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/alcohol_and_drugs.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/alcohol and drugs.pdf</a>
Attendance Management Policy	Explains the procedures and guidelines to assist managers and employees during absence from work due to illness.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/attendance_management_-_absence_recording_and_good_practice.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/attendance management - absence recording and good practice.pdf</a>
Career Break Policy	Outlines the policy for employees to take a break from paid employment, which could be to deal with personal responsibilities or for other personal reasons.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/career_break_policy.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/career break policy.pdf</a>
CCTV Code of Practice and Procedures	Details NHS Forth Valley policy and procedures for the monitoring, recording, holding and processing of images of identifiable individuals constitutes personal data as defined by the Data Protection Act 1998 (DPA).	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_riskmanagement/cctv_policy.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_riskmanagement/cctv policy.pdf</a>
Data Protection Policy	This policy details how personal information about employees and customers will be kept and processed by NHS Forth Valley. It follows the principles of the Data Protection Act and subsequent Codes as published by the UK Information Commissioner.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_infogovernancefiles/data_protection_and_confidentiality_policy_for_personal_information-1.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_infogovernancefiles/data protection and confidentiality policy for personal information-1.pdf</a>
Disciplinary Policy	Outlines the Disciplinary procedures to help and encourage all employees to improve, achieve and maintain required standards of conduct whilst ensuring that all employees are treated fairly, consistently, and without discrimination.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/employee_conduct_policy.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/employee conduct policy.pdf</a>
Disclosure Handling Policy	Outlines the process for the correct handling, holding and destroying Disclosure information, provided by Disclosure Scotland under Part V of the	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/model_handling">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/model handling</a>

	Police Act 1997, for the purposes of assessing applicants' suitability for positions of trust. NHS Forth Valley also complies fully with the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.	<a href="#">policy_new 2007_code.pdf</a>
Driving Policy	Ensure that NHS Forth Valley meets necessary vehicle and driving at work requirements as laid out by Health & Safety legislation, Inland Revenue regulations and requirements from our insurance companies.	<a href="http://www.nhsforthvalley.com/documents/ig/policies_areawide_generalfiles/drivers-handbook.pdf">http://www.nhsforthvalley.com/documents/ig/policies_areawide_generalfiles/drivers-handbook.pdf</a>
Equal Opportunities Policy	Policy aims to prevent all forms of discrimination in the provision of services and employment of people, particularly on the grounds of sex, marital status, disability, race, colour, religion, sexual orientation, nationality, ethnic origin, political belief, trade union activity, responsibility for dependants, employment status, age, culture or language.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/equalopportunitiespolicy.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/equalopportunitiespolicy.pdf</a>
Flexible Working	This policy explains the different types of working arrangements that are in place in NHS Forth Valley and sets out the framework to use for requests to work flexibly.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/flexible_working_policy.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/flexible_working_policy.pdf</a>
Further & Higher Education Support Policy	The purpose of the policy is to ensure that employees requesting support to undertake further and higher education qualifications are aware of the application process and that they understand the criteria for approval of support.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/learning_education_study.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/learning_education_study.pdf</a>
Hospitality Policy	This policy details the standards required by NHS Forth Valley where employees are offered hospitality, goods or other benefits through the performance of their duties. This information can be found within the Standards of Personal Business Conduct document.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/standards_of_personal_business_conduct.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/standards_of_personal_business_conduct.pdf</a>
HR Strategy	NHS Forth Valley Human Resources strategy.	
ICT and IT Security Policies	These policies ensure that employees of NHS Forth Valley understand the way in which Information Security handled by staff.	<a href="http://nhsforthvalley.com/publications/policies-and-procedures/information-governance/">http://nhsforthvalley.com/publications/policies-and-procedures/information-governance/</a>

Job Evaluation Policy	The purpose of our Job Evaluation policy is to explain the process of job evaluation.	<a href="http://www.nhsemployers.org/~media/EmployeeDocuments/Pay%20and%20reward/JE%20Handbook%20fifth%20edition/NHS%20Job%20Evaluation%20Handbook%20-%20fifth%20edition.pdf">www.nhsemployers.org/~media/EmployeeDocuments/Pay%20and%20reward/JE%20Handbook%20fifth%20edition/NHS%20Job%20Evaluation%20Handbook%20-%20fifth%20edition.pdf</a>
Managing Smoking Policy	This policy ensures that NHS Forth Valley complies with “The Smoking, Health and Social Care (Scotland) Act 2005” and “The Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006”.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/staff_tobacco_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/staff_tobacco_policy.pdf</a>
Mobile Phone Policy	This policy clarifies the responsibilities of employees and NHS Forth Valley in managing the use of NHS Forth Valley’s mobile communication devices. Information can also be found within the ‘Standards of Person Business Conduct’ policy, detailed further in this document.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/mobile_phone_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/mobile_phone_policy.pdf</a>
Parental Leave Policy	This policy outlines the entitlements of employees in relation to maternity, adoption and paternity leave and pay. It also details the rights of employees with children to take parental leave and to request flexible working patterns.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/leave_policy_parental.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/leave_policy_parental.pdf</a>
Pension Regulations Policy	NHS Forth Valley currently does not hold information specifically relating to the regulations of pensions, however further information can be found on the SPPA website or additionally by submitting a FOI request.	<a href="http://www.sppa.gov.uk">www.sppa.gov.uk</a>
Recruitment & Selection Policy	The aims of the policy are to promote equality of employment opportunities and the elimination of discrimination in employment.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/recruitment_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/recruitment_policy.pdf</a>
Redundancy Policy	Outlines the process of dismissal of employees through redundancy.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/organisational_change_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/organisational_change_policy.pdf</a>

Resolution of Difference Policy	Outlines the procedures for resolving a difference between staff.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/managing_employee_concern.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/managing_employee_concern.pdf</a>
Retirement Policy	Explains policy on retirement.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/retirement_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/retirement_policy.pdf</a>
Special Leave of Absence Policy	Outlines how NHS Forth Valley supports reasonable requests for time off to deal with unexpected situations that arise and may necessitate short periods of leave that can be accommodated within the needs of the service.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/special_leave_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/special_leave_policy.pdf</a>
Stress Policy	This policy explains the action NHS Forth Valley are taking, as an employer, with regard to stress related problems in the workplace.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/mental_health_and_wellbeing.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/mental_health_and_wellbeing.pdf</a>
Threats or Violence Policy	This policy covers the threat of, or actual, violence towards employees by other employees and people visiting venues such as contractors and customers.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_riskmanagement/fvrh-management-of-violence-and-aggression-procedure.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_riskmanagement/fvrh-management-of-violence-and-aggression-procedure.pdf</a>
Time Off for Union Duties & Activities Policy	Details guidelines on the granting of time off for trade union duties and activities, and on the provision of facilities to assist officials in the exercise of their functions.	<a href="http://www.nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/facilities-arrangements_v1.00.pdf">http://www.nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/facilities-arrangements_v1.00.pdf</a>
Training & Development Policy	Details how NHS Forth Valley aims to develop and improve the competency and efficiency of all staff both as members of teams and as individuals to enable the maximum delivery of service to our customers.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/learning_education_study.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/learning_education_study.pdf</a>
Transfer Policy	Details how employees of NHS Forth Valley can apply to transfer to work at another venue in the same type of post.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/secondment_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/secondment_policy.pdf</a>
Travel & Expenses Policy	Details how NHS Forth Valley will reimburse reasonable expenses incurred by employees while on authorised business.	<a href="http://www.nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/business">http://www.nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/business</a>

		<a href="#">ness-travel-policy.pdf</a>
Volunteering Policy	Details NHS Forth Valley on engaging volunteers and how to become a volunteer.	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/volunteering_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_generalfiles/volunteering_policy.pdf</a>
Whistleblowing Policy	Provides guidance to employees on the action to take in disclosing a serious wrongdoing such as fraud or dangerous practices at NHS Forth Valley	<a href="http://www.nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/whistleblowing-arrangements_v1.00.pdf">http://www.nhsforthvalley.com/_documents/ig/policies_areawide_hrfiles/whistleblowing-arrangements_v1.00.pdf</a>
<b>Information Resources</b>		
Records Management Policy	Outlines our policy on record management.	<a href="http://www.nhsforthvalley.com/_documents/ig/policies_areawide_healthrecords/health-records-management-policyv21.pdf">http://www.nhsforthvalley.com/_documents/ig/policies_areawide_healthrecords/health-records-management-policyv21.pdf</a>
Retention Schedule	Details what documents we keep for how long and by whom.	<a href="http://www.nhsforthvalley.com/_documents/ig/policies_areawide_healthrecords/health-records-management-policyv21.pdf">http://www.nhsforthvalley.com/_documents/ig/policies_areawide_healthrecords/health-records-management-policyv21.pdf</a>
FOI Procedures	Procedures & Guidance for Staff	<a href="http://nhsforthvalley.com/_documents/ig/policies_areawide_infogovernancefiles/foi_policy.pdf">http://nhsforthvalley.com/_documents/ig/policies_areawide_infogovernancefiles/foi_policy.pdf</a>
ICT strategy/policy	Details of our policy for managing ICT.	
<b>Health &amp; Safety</b>		
Health & Safety Policy and procedures	Health and safety policies and procedures for NHS Forth Valley.	<a href="http://nhsforthvalley.com/publications/policies-and-procedures/risk-management/">http://nhsforthvalley.com/publications/policies-and-procedures/risk-management/</a>
Risk Assessments	Details of risk assessment carried out for NHS Forth Valley venues.	
Accident Statistics	Statistical detail of accidents and incidents at venues in NHS Forth Valley.	
Normal Operating Procedures	Normal Operating procedures for NHS Forth Valley venues.	

Emergency Action Plans	Emergency Action Plans for NHS Forth Valley.	<a href="http://nhsforthvalley.com/wp-content/uploads/2014/02/NHS-Forth-Valley-Major-Emergency-Plan.pdf">http://nhsforthvalley.com/wp-content/uploads/2014/02/NHS-Forth-Valley-Major-Emergency-Plan.pdf</a>
<b>Physical Resources</b>		
Land and property holdings	Description of NHS Forth Valley land and property holdings.	
Environmental reports	Details of reports on environmental issues e.g. sustainability, energy usage, carbon footprint etc.	
<b>Facility Maintenance &amp; Asset Management</b>		
Estates Policies	All policies relating to estates issues.	<a href="http://nhsforthvalley.com/publications/policies-and-procedures/estates-policies/">http://nhsforthvalley.com/publications/policies-and-procedures/estates-policies/</a>
Asbestos Policy Management Plan	NHS Forth Valley policy and procedures for managing asbestos; details an effective organisational means for controlling the risk to health from asbestos within properties owned by NHS Forth Valley.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_estatespc/procedureforstaffworkinginthevicinityofasbestosprimarycare.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_estatespc/procedureforstaffworkinginthevicinityofasbestosprimarycare.pdf</a>
Energy and Environmental Awareness	Details staff responsibilities for good practice to reduce energy usage and to raise awareness of environmental issues affecting working with NHS Forth Valley.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_generalfiles/environmental_strategy.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_generalfiles/environmental_strategy.pdf</a>
Energy Efficiency Review	Details NHS Forth Valley policy on managing energy usage and promoting energy efficiency.	<a href="http://nhsforthvalley.com/documents/ig/policies_areawide_generalfiles/nhsfv_energy_policy.pdf">http://nhsforthvalley.com/documents/ig/policies_areawide_generalfiles/nhsfv_energy_policy.pdf</a>
<b>Employee Relations</b>		
Agreement with Trade Unions	Details agreements with Trade Unions	<a href="http://www.nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/facilities-arrangements_v1.00.pdf">http://www.nhsforthvalley.com/documents/ig/policies_areawide_hrfiles/facilities-arrangements_v1.00.pdf</a>
Staff Rep Group Approved Minutes	Approved minutes (redacted) of Staff Reps Group	

## CLASS 6: HOW WE PROCURE 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 includes:	Description	How to access it/details of any charges
Procurement Policies & Procedures	NHS Forth Valley procurement policy	
Contracts	Details of NHS Forth Valley let contracts which have gone through formal tendering, including contractor and value.	<a href="http://www.publiccontractsscotland.gov.uk/">http://www.publiccontractsscotland.gov.uk/</a>
Invitations to tender	Details of invitations to tender	<a href="http://www.publiccontractsscotland.gov.uk/">http://www.publiccontractsscotland.gov.uk/</a>

## CLASS 7: HOW WE ARE PERFORMING

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Key Performance Indicators	Information on NHS Forth Valley key performance indicators and performance against them.	
Audits & Inspections	Reports from audits and inspections.	<a href="http://nhsforthvalley.com/about-us/annual-reportsreviews/">http://nhsforthvalley.com/about-us/annual-reportsreviews/</a>
Annual Performance Report	Annual report and audited financial statements.	<a href="http://nhsforthvalley.com/about-us/annual-reportsreviews/">http://nhsforthvalley.com/about-us/annual-reportsreviews/</a>
Customer satisfaction surveys and reports	Details of our customer satisfaction measures e.g. mystery shopping, surveys and reports.	
Staff Survey	Details the results of our staff survey	<a href="http://www.scotland.gov.uk/Publications/2014/12/8893">http://www.scotland.gov.uk/Publications/2014/12/8893</a>



Sickness Absence Statistics	Breakdown of sickness absence statistics	<a href="http://www.isdscotland.org/Health-Topics/Workforce/Publications/data-tables.asp">http://www.isdscotland.org/Health-Topics/Workforce/Publications/data-tables.asp</a>
Health & Safety Audits	Details the Health & Safety Audits of our venues	

#### 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 includes:	Description	How to access it/details of any charges
NHS Forth Valley does not hold or publish any information under this class		

### **Publications in Alternative Formats**

NHS Forth Valley is happy to consider requests for publications in other languages or formats, such as large print.

To request another language, please contact: 01786 434784.

For other formats contact: 01324 590886

Text: 07990 690605

Fax: 01324 590867

Email: [fv-uhb.nhsfv-alternativeformats@nhs.net](mailto:fv-uhb.nhsfv-alternativeformats@nhs.net)