



## Freedom of Information Publication Scheme

**1. Introduction:** The Western Health and Social Care Trust has an obligation, under the Freedom of Information (FOI) Act, to make available a range of information to the public. This is known as a 'Publication Scheme'. The information set down in the Publication Scheme is designed to embrace the central theme of FOI – that the public has a right to know what is going on in publicly funded organisations.

The Information Commissioner, who is responsible for making sure the FOI Act is properly implemented throughout the UK, has worked with a wide range of groups, organisations and individuals to agree the type of information the public wants to see.

The Western Trust will make information identified in the ICO "*Definition document for Health Bodies in Northern Ireland* (version 3)" publicly available unless:

- we do not hold the information;
- the information is exempt under one of the FOIA exemptions or Environmental Information Regulations (EIR) exceptions, or its release is prohibited under another statute;
- the information is readily and publicly available from an external website; we will provide a link to that information;
- the information is archived, out of date or otherwise inaccessible; or
- it would be impractical or resource-intensive to prepare the material for routine release.

In the Western Trust, we provide this information, or details about it and how to access it, on our website – [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net). Most of what we provide on the website can be downloaded free of charge. If the information can't be downloaded, you can contact us to obtain a copy. Contact details are provided on the website and at the end of this document.

In this document, we summarise the information you can expect to find on our website, and where to find it. You can download this document as a guide to where to find things. You can also ask for a paper copy of this document from the Trust, using the contact details provided. Ask for a copy of the 'FOI 'Publication Scheme' guidance document.

If you do not have access to the internet, you can ask for paper copies of any information referred to in this document. The contact details are provided at the end of this document.

**2. What we need to tell you about:** As part of our Publication Scheme, we are required to tell you about:

- i. *Who we are and what we do.*
- ii. *What we spend and how we spend it*
- iii. *What our priorities are and how we are doing*
- iv. *How we make decisions*
- v. *Our policies and procedures*
- vi. *Lists and registers we hold*
- vii. *The services we offer*

**3. The information we provide and where you will find it:** We provide the information in different sections of our website. The remainder of this section tells you what we provide and where you will find it.

All of the information we provide, *which covers the types of information listed at section 2 above*, can be found under one or more of the contents headings on our website. The contents headings are:

- Home
- Our Services
- Our Hospitals
- Healthy Living
- About the Trust
- Contact us

Further information can be found by clicking on any of the tab headings or in the different drop-down subheadings under these tabs.

- **Home:** <http://www.westerntrust.hscni.net/index.htm>. On the website homepage you will find links to key initiatives and information for service users. You will also find:
  - Latest News
  - Quick Links to key information on the website
  - Links to the Trust's Privacy Notices
  - Information on ways service users can get involved in the development and improvement of services
  - Main contact telephone numbers
  - A Site Map for quick links to service information
- **Our services:** <http://www.westerntrust.hscni.net/services.htm> In this section, you will find information on *the services we offer*. It provides a list of our patient and client services, as well as information about private patient services. Location and contact details on public facing departments and other service areas can be found under the sub-headings:

- Services A-Z
- Carer's Information
- Information for GPs
- Bereavement information

Information is provided on the different services we offer and how you can find out more about these services. Links are also provided to additional patient and client information booklets and leaflets and details on how to contact service areas for more information. We also direct you to links to organisations that provide support to patients and clients with particular disabilities, illnesses or conditions.

Individual service areas will keep this information accurate and up-to date

- **Our Hospitals:** <http://www.westerntrust.hscni.net/1461.htm>. This section will provide information on all the Hospitals within the Western Trust area, including, contact details, exact locations, visiting times and additional visitor and patient information. Details can be found under the links to each hospital:

- Altnagelvin Hospital
- South West Acute Hospital
- Omagh Hospital and Primary Care Complex
- Grangewood Hospital
- Lakeview Hospital
- Tyrone & Fermanagh Hospital
- Waterside Hospital

You can also find information on other community based facilities in the Western Trust area. You can find out more about these services and where they are delivered.

- **Healthy Living:** <http://www.westerntrust.hscni.net/HealthyLiving.htm> In this section you will find information from the Trust's Health Improvement Department aimed at improving the health and wellbeing of all people in the Western Trust area. This includes information on the range of services provided, including training, project development and a wide variety of health information and resources.

Further details and information can be found under a number of sub-headings including advice for certain client groups and information on specific initiatives or conditions i.e.:

- Adult Learning Disability clients
- Be Active
- Breastfeeding

- Cancer prevention
- Children and Young People
- Concerned about Suicide
- Looking After your sexual health
- Neighbourhood Renewal
- Mental health and emotional well-being,
- Eat well,
- Staying healthy in later years,
- Staying safe online
- Stop Smoking
- Traveler Health and Well-being

You will also find information on available health improvement resources linked to the above areas (Health Improvement Catalogue) and details on how to request copies of these leaflets and other resources.  
<http://www.westertrust.hscni.net/livewell/2670.htm>

➤ **About the Trust:** <http://www.westertrust.hscni.net/about.htm>

This includes information about how the Trust provides services, key contacts in the Trust, and how the Trust makes its decisions and how it is performing. You will find information on:

- *who we are and what we do;*
- *what our priorities are and how we are doing;*
- *what we spend and how we spend it;*
- *how we make our decisions; and*
- *our policies and procedures*

Information can be found under the following sub-headings:

- Corporate information.
- Involving you
- Latest News
- Publications
- Access to Information
- Working for us
- Research and Development
- Medical and Dental Education
- Library Services
- Transforming your care
- Emergency and Urgent Services

- **Corporate information:**

<http://www.westerntrust.hscni.net/about/1564.htm>

This is the biggest section on our website with corporate information provided under the following sub headings:

- Our Structure
- How we make decisions
- Our priorities and performance
- Financial information
- Our partners
- Our Policies

Here you will find information on how we fit into the National Health Service and the Health and Social Care structure. Further information about Health and Social Care in Northern Ireland can also be found at:

- <http://online.hscni.net/>
- <https://www.health-ni.gov.uk/>
- <http://www.hscboard.hscni.net/>

You will also find links to:

**The Western Trust Corporate Plan** - the overarching strategic plan for the Western Trust and sets out at a high level the direction and priorities for the Trust over the next four years.

[http://www.westerntrust.hscni.net/pdf/Corporate\\_Plan\\_201721.pdf](http://www.westerntrust.hscni.net/pdf/Corporate_Plan_201721.pdf)

**Organisational Structure / Senior staff and board members:** Under “Our Structure” you will find corporate governance information including under “Who’s who” where you will find details of our internal structure of the Trust and how this relates to roles and responsibilities. This includes biographical details of our Chief Executive, Chairman, Non-Executive Directors, and Executive Directors who make up our Trust Board. <http://www.westerntrust.hscni.net/about/1622.htm>

You will find out more about the Western Trust structures below each Directorate, using the links provided, and an **organisational chart** for each service area.

<http://www.westerntrust.hscni.net/pdf/Organisational%20Chart%20w%20contact%20nos%20-Jul%202018.pdf>

**How we make decisions:**

<http://www.westerntrust.hscni.net/about/1592.htm>

You will find information on a number of key groups involved in key decision-making within the Trust:

- Corporate Management Team
- Trust Board (see further details below)
- Integrated Governance Committee
- Audit Committee
- Remuneration and Terms of Service Committee

You will find information on group / committee membership, their terms of reference and how they relate to other key Trust groups.

**Trust Board:** <http://www.westerntrust.hscni.net/about/TrustBoard.htm>

Trust Board sets the strategic direction of the Trust. It reviews performance and quality outcomes; determines effective stewardship of the Trust's resources; and ensures that the highest standards of governance and personal conduct are maintained. In this section of our website you will find key documents on how we make decisions. You will find:

- The timetable for Trust Board meetings for the current year.
- Agendas, approved minutes and supporting papers from Trust Board meetings.

You will also find information on how to obtain a copy of the Register of Interests and details of any other *lists and registers* we hold (contact Chief Executive's office). The Trust's 'Gifts and Hospitality Policy' can also be found in the Policies section of our website.

**Our Priorities and Performance:**

<http://www.westerntrust.hscni.net/about/1594.htm> Here you will find information on *our Priorities and how we are doing* - how the Trust improves the services we provide and the robust performance management, monitoring and accountability arrangements in place to achieve this.

This includes information on the Trust's internal arrangements that cover all aspects of performance and external monitoring of performance targets by the Department of Health (DoH) and the NI Health and Social Care Board (HSCB). For example:

- **Performance Management Report**
- **Longest waiting times for a routine consultant led outpatient, inpatient and/or day case appointment by specialty**

### Financial Information:

<http://www.westerntrust.hscni.net/about/1593.htm> Here you will find information on *what we spend and how we spend it*. You will find information on what the Trusts priorities are, how it is doing and the Trusts financial performance. You will find, for example, the following key documents:

- **Trust Annual Accounts** – set of annual accounts published at the end of each financial year which describe in detail the financial performance of the Trust  
<http://www.westerntrust.hscni.net/about/1593.htm>
- **Western Trust Funds Annual Accounts** - annual report and accounts of the trust funds held by the Trust published at the end of each financial year  
<http://www.westerntrust.hscni.net/about/1593.htm>
- **Standing Financial Instructions** - for the regulation of the conduct of its members and officers in relation to all financial matters with which they are concerned  
[http://www.westerntrust.hscni.net/pdf/Standing\\_Financial\\_Instructions\\_WHSCT.pdf](http://www.westerntrust.hscni.net/pdf/Standing_Financial_Instructions_WHSCT.pdf)
- **Standing Orders and Scheme of Reservation and Delegation**  
[http://www.westerntrust.hscni.net/pdf/Standing\\_Orders\\_\(2\).pdf](http://www.westerntrust.hscni.net/pdf/Standing_Orders_(2).pdf)
- **The Financial Memorandum** between the Department of Health and the Western HSC Trust – which sets out certain aspects of the financial framework within which the Trust is required to operate.  
<http://www.westerntrust.hscni.net/pdf/Finance%20Paper%201.pdf>
- **The Management Statement between the Department of Health and the Western HSC Trust** – which sets out the broad framework within which the Trust will operate.  
<http://www.westerntrust.hscni.net/pdf/Management%20Statement.pdf>

You will find a link to documentation and guidance followed by the Trust in relation to **procurement and tendering procedures** for major capital build projects

<https://www.finance-ni.gov.uk/central-procurement-directorate>

You will also find a link to the **Procurement and Logistics Services** (PaLS) (see also 'Contacts' at the end of this document) who look after tendering and purchasing for the Trust and will provide information on:

- Procurement and tendering procedures explaining how goods and services are purchased
- Details of current contracts out to tender
- List and value of current contracts awarded following a tendering process

You will find information about the Trust's involvement in the **National Fraud Initiative** data matching exercise

<http://www.westerntrust.hscni.net/about/1762.htm>

### **Pay structure and remuneration**

Information on pay and grading structure for senior management can be found in the **Remuneration Report** which is part of the Trust's year end Annual Report and Accounts

<http://www.westerntrust.hscni.net/about/1593.htm>

Further **pay band information** can be found on the 'HSC Recruit' website at <https://www.hscrecruit.com/>. This is the official website for Health & Social Care Jobs in N Ireland

### **Our Partners**

You will find a list of and links to key organisations with which the Trust works in partnership including:

- Health and Social Care Board: [www.hscboard.hscni.net](http://www.hscboard.hscni.net)
- Public Health Agency: [www.publichealth.hscni.net](http://www.publichealth.hscni.net)
- Business Services Organisation: [www.hscbusiness.hscni.net](http://www.hscbusiness.hscni.net)
- Patient Client Council: [www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net)
- The Regulation and Quality Improvement Authority: [www.rqia.org.uk](http://www.rqia.org.uk)
- Privacy Advisory Committee for Northern Ireland (PAC): [www.privacyadvisorycommittee.hscni.net/](http://www.privacyadvisorycommittee.hscni.net/)

### **Policies**

We will also provide on our website links to current Western Trust policies (listed alphabetically).

<http://www.westerntrust.hscni.net/about/2541.htm>

- **Involving you:** This section provides information on how service users can get involved in the development and improvement of services and patient experiences. This includes information on:
  - participating in the **Personal and Public Involvement (PPI) Strategy**;
  - the Trust's **consultations** about service developments;
  - providing feedback about patient experience (**complaints, comments and compliments**); or
  - Supporting our services through **volunteering**.

This section also provides information on **Equality and Involvement** within the Trust including:

- Equality Scheme;
- Equality Action Plan;
- Disability Action Plan;
- Equality Progress Reports;
- Equality Screening Reports;

and information about the Trust's

- Equality & Involvement Team;
- Disability Steering Group; and
- Equality and Human Rights Forum

You will also find information on any **patient experience surveys** such as the '10,000 Voices' initiative.

- **Publications:** In this section you will find a number of key documents about the Trust, mostly about how we do things and our vision for the future. This includes Annual Reports and General Reports such as:
  - Annual Equality Progress Report
  - PPI Annual Progress Report
  - Annual Complaints Report
  - Annual Quality Report
  - Equality Action Plan and Disability Action Plan
  - Equality Action Plan
  - Disability Action Plan
  - Trust Consultation Scheme
  - Personal and Public Involvement Strategy
  - Equality Scheme

Any patient/client/public newsletters that we publish will also be found in this section.

The Trust makes regular submissions to the Department of Health (DoH) in relation to “waiting times statistics for inpatients, outpatients and diagnostics”; and “activity volumes for inpatients in-patients, day cases and out-patients”. The DoH will publish activity reports based on data submitted by all HSC Trusts on their website. <https://www.health-ni.gov.uk/publications>

- **Data Protection**

On the Trust website we will provide ‘**privacy notice**’ information which explains the main reasons why we need personal information about you and how this will be processed. This includes:

- Privacy Notice for Patients and Service Users
- Children’s Privacy Notice

You will also find the Trust’s **Information Governance and ICT Security Policies**, which include:

- Data Protection and Confidentiality policy (including details of key personnel such as the Personal Data Guardian and Senior Information Risk Owner);
- Records Management Policy
- Email Policy;
- Internet Policy;
- Management of User accounts and Passwords Policy;
- Server, Desktop and Portable Security Policy.
- Malicious Software Policy
- ICT Disposals Policy
- Social Media Policy
- CCTV Policy
- Waste Manual – including disposing of confidential information

Other Guidance followed by the Trust is referenced in these Trust policies and includes:

- Department of Health (DoH) Code of Practice on Protecting the Confidentiality of Service User Information
- DoH ‘Good Management Good Records’ guidelines including guidelines on the retention and disposal of Trust records (how long we keep records for)
- Information Commissioners Office (ICO) guidance and codes of practice

- **Access to Information:** In this section of our website we explain the process for requesting information, either for organisational

information under the Freedom of Information Act 2000; or personal information under the Data Protection Act 2018 / General Data Protection Regulation.

We will explain what the FOI Act does, what you can ask for and how to do this. This includes contact details and an online Form for submitting an FOI request to the Trust.

You will find a link that takes you to advice on how to access your personal information under data protection legislation. This includes links to the Trust Application Form to assist those who want to make a request.

- **Working for us:** This section provides details on the different career paths and job opportunities within the Trust and how jobs are advertised. It also provides links to information on terms and conditions of employment, personal and professional development opportunities and work experience opportunities.

A link is available to a **Health and Social Care Career Handbook** which provides information about job roles, qualifications required, experience required, career pathways and useful contacts to external bodies and organisations.

There are also a section providing specific information on **Medical and Dental Education** within the Trust

A further section provides information on '**Transforming Your Care**' (TYC) which sets out proposals for the future health and social care services in Northern Ireland. This includes the TYC Reports and supporting information.

Further information is provided in sections on:

- [Research and Development](#);
- [Library Services](#); and
- [Emergency and Urgent Services](#).

#### **4. How to make a request under FOI:**

- Obtaining information within the Publication Scheme.** You'll find the information that we routinely make available as part of our Publication Scheme on our website – [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net). Most of it will be downloadable however for information that is not downloadable or if you do not have access to a computer you can request this in writing. An email or letter is acceptable (see address below).

- b. Obtaining information not contained within the Publication Scheme.** You have a right to request information that is not contained within the Publication Scheme and unless it falls under one of the exemptions contained within the FOI Act, we are obliged to provide it to you. We have 20 working days in which to provide the information. Requests must be in writing, including email or by using the online Form on our website. You can also write to:

FOI Office  
Lime Villa  
Gransha Park  
Clooney Road  
Londonderry  
BT47 6WJ

[foi.request@westerntrust.hscni.net](mailto:foi.request@westerntrust.hscni.net)

We will publish on our website an FOI Disclosure Log which includes a reference number for each FOI request received and a summary of the information requested. We also provide details on how to obtain a copy of any of the Trust's FOI responses.

**5. Copyright:** It is important to note that giving you information under the Freedom of Information Act, does not mean that you can re-use the information in any way that would infringe copyright. This includes making multiple copies or publishing and issuing copies to the public. You are free to use any information supplied for your own use, including for non-commercial research purposes. The information may also be used for the purposes of news reporting.

The reuse of information or any dataset provided in response to a Freedom of Information request is governed by the restrictions set out in the Open Government Licence for public sector information. The onus is on the recipient to ensure future use of public sector information complies with the terms and conditions of this Licence. For further information please see: <http://www.nationalarchives.gov.uk/doc/open-government-licence/>

**6. What we charge for providing information under FOI:** Most information contained within the Publication Scheme is downloadable and, as such, is free of charge. If it is not downloadable or if you are unable to download it, we may charge for the cost of photocopying/printing and postage. If we are going to charge, we will let you know the cost when you contact us.

If you request information outside the Publication Scheme, we are allowed to charge a fee. If we reasonably estimate that the cost of providing the information is greater than £450 (as set down in the FOI Appropriate Limit and Fees Regulations 2004) we do not have to provide it. This figure is known as the 'appropriate limit'. If the cost exceeds the appropriate limit, we must tell

you, except in some specific cases, if we hold the information, and how the cost has been estimated.

We also have a duty to assist you so we will contact you to see if you can refine your request so that the cost of providing the information is less than £450.

If the cost of providing the information is less than £450, unless the information falls under one of the exemptions in the FOI Act, we must provide it to you within 20 working days of receipt of your request. We may charge you for printing and photocopying costs, for postage costs and, if you have asked for the information in a particular way that will incur additional costs, we may charge those costs to you.

Although we are not obliged to provide information if the cost is greater than £450, we may choose to do so. In this case, we will charge for the cost of locating and retrieving the information, and postage and photocopying costs, including staff time. Staff time will be charged at a rate of £25 per hour.

In all cases where we intend to charge a fee, we will advise you of the cost of the fee in advance so that you can decide whether or not you wish to continue with your request.

**7. How to make a complaint under the FOI Act:** The Western Trust embraces both the spirit and the letter of the FOI Act and is biased towards disclosure. We will always do our best to provide you with the information you request, unless it falls under one of the exemptions in the FOI Act or the cost of providing it falls outside the appropriate fees limit. We take seriously our duty to assist and will try to ensure that we work with you to refine your request if possible, so that it falls within the appropriate limit, or to direct you to other sources of information.

We recognise however, that some people will not be happy with decisions we may make regarding the release of information. We therefore have a complaints procedure and we provide details of this procedure in all of our responses to FOI requests. A summary of the procedure is:

1. The person who made the request (the applicant) can contact the Trust's FOI office within two months of receiving the response to ask for a review of the decision. An 'Internal Review' will be carried out and we endeavour to provide a further response within 20 working days of receipt of the request for a review. In exceptional cases it may take up to 40 working days to complete an internal review.
2. If the applicant remains unhappy, he/she has recourse to the Information Commissioner. It is important to note that the Information Commissioner will want to see evidence of the applicant having gone through the Trust's FOI complaints procedure before approaching his office.

As indicated above, this process is outlined in all FOI responses sent to applicants and the necessary contact details are provided.

## **8. Contacts:**

In the 'Contact Us' section of our website you will find details of how to contact the Trust as follows:

- Contact us in an emergency
- Information on public facing departments including links to the key Facilities and Locations. This will include contact details of hospitals, family centres, health centres, day centres, residential homes, supported living unit and other facilities within the Western Trust area.
- How to make an FOI request (see also section 4 above)
- For media requests
- To provide website feedback
- If interested in getting involved with the Trust
- For Senior Western Trust staff (link to organisational chart)
- Western Trust Headquarters
- For general enquiries ([info.enquiry@westerntrust.hscni.net](mailto:info.enquiry@westerntrust.hscni.net))
- A link to our complaints, comments and compliments section.
- Other useful contacts

For information on our purchasing and tendering procedures and on our current contracts, contact Procurement & Logistics Services (PaLS).

PaLS is part of the Business Services Organisation and is the sole provider of professional supplies services (logistics and procurement) to all public Health and Social Care organisations in Northern Ireland. For further information and contact details see:

[www.hscbusiness.hscni.net/services](http://www.hscbusiness.hscni.net/services)

Last updated 25 September 2018