



PUBLICATION SCHEME

99 WAVERLEY ROAD
ST ALBANS
HERTS AL3 5TL

www.hpft.nhs.uk

Last reviewed	Last revised	Revisions sent to information commissioner	Reviewed by Trust Board	Date Published
	30 th October 2003			31 st October 2003
	4 th May 2004			4 th May 2004
	11 th November 2004			11 th November 2004
	18 th November 2004			18 th November 2004
	22 nd May 2006			
	19 January 2007			
	18 th January 2008			
	15 th February 2008			
	January 2009		7 May 2009	January 2009
	September 2009			September 2009
	August 2011			December 2011 (approved by IG&R)
	April 2012 (minor update)			May 2012
	September 2012 (update to introduction)			September 2012
	November 2012 (minor amendment)			November 2012
	September 2015			November 2015

**This document is available in alternative formats from the
Publication Scheme Co-ordinator**

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HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Welcome to the Hertfordshire Partnership University NHS Foundation Trust Publication Scheme.

The Publication Scheme is in two parts, as follows:

PART ONE: Introduction

PART TWO: The classes of information that we hold

PART 1 - INTRODUCTION

How to use this publication scheme

Under Section 19 of the [Freedom of Information Act 2000](#) (referred to as FOIA from this point), the Trust has a legal duty to adopt and maintain a Publication Scheme. The Publication Scheme is a 'guide' to the information routinely published by the Hertfordshire Partnership NHS Foundation Trust (HPFT). It has been developed to help the people who access our services, their carers and other members of the public find information that is useful and relevant to them.

Information about the Trust is available on the Trust's website www.hpft.nhs.uk. Copies are also available from the **Publication Scheme Co-ordinator** who is based at:

Hertfordshire Partnership University NHS Foundation Trust
Information Governance & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL
foi@hpft.nhs.uk

About the FOIA

The purpose of the [FOIA](#) is to promote greater openness by all public authorities (of which HPFT is one). The [FOIA](#) recognises that members of the public have the right to know how public services such as NHS services are organised and managed, how much they cost and how to make a complaint.

An individual has the right to know details such as:

- What services we provide
- The targets that are being set
- Standards of service that are expected and the results achieved

The right to request and access this information are subject so some exemptions, which the Trust has to take into consideration before deciding what information can be released. The [FOIA](#) does not change the Trust's obligations to protect the confidentiality of individuals receiving a service and its staff. This is in accordance with Article 8 of the Human Rights Convention, the [Data Protection Act 1998](#) and at common law.

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Information of a personal and confidential nature will be excluded as will any other confidential material. Material relating to the health and safety of specific individuals, as to law enforcement or criminal or regulatory investigative material or audit issues may also be excluded from publication.

Maintaining the legal right to confidentiality continues to be an important commitment on our part. To help with this, the Trust has appointed a Caldicott Guardian who has responsibility for ensuring the protection of service user confidentiality throughout the Trust in accordance with their legal rights.

The **Caldicott Guardian** is:

Dr Jane Padmore

[Executive Director – Quality & Safety and and Director for Infection Prevention and Control \(DIPC\)](#)

Trust Head Office

The Colonnades

Beaconsfield Road

Hatfield

Hertfordshire

AL10 8YE

Rights of Access to Information

In addition to accessing the information identified in this Publication Scheme, individuals are also entitled to [request other information](#) about the Trust under the [FOIA](#).

The [FOIA](#) requires the Trust to respond to requests about the information it holds (this could be in any form) and the Act creates a right of access to that information.

The right to request and access this information is subject to some exemptions (reasons) which the Trust has to consider before deciding what information can be released.

Sometimes, some or all of the information cannot be provided and we will explain the reasons why when this happens.

A hard copy of the [FOIA](#) legislation is available free of charge from the:

Department of Health

Publications Department

PO Box 777

London SE1 6XH

Tel: 0800 555777

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Under the [Data Protection Act 1998](#) (DPA), service users are also entitled to access their clinical records or any other personal information held about them by contacting the **Information Governance and Compliance Team** at:

Hertfordshire Partnership NHS Foundation Trust
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL
Tel: 01727 804707/804228

Further information on the protection & use of service user information is available on the Trust website – www.hpft.nhs.uk and a leaflet is also available from:

Publication Scheme Co-ordinator
Hertfordshire Partnership NHS Foundation Trust
99 Waverley Road
St Albans
Hertfordshire
AL5 3TL
foi@hpft.nhs.uk

[Environmental Information Regulations](#) (EIR) were also introduced on 1st January 2005. These regulations have similar requirements to [FOIA](#) but are concerned with environmental information. You can contact the Information Commissioner's Office for more information:

[Information Commissioners Office](#)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Reconsideration Process

The Trust does operate a reconsideration process in the event that you are not satisfied with the response to a request you have made under the [FOIA](#), [DPA](#) or [EIR](#). You can write to:

Head of Information Governance & Compliance
Hertfordshire Partnership University NHS Foundation Trust
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

You also have a right to ask the Information Commissioner to determine if the Trust has complied with the provisions of the [FOIA](#), [DPA](#) or [EIR](#). You can write to:

[Information Commissioner's Office](#)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Copyright

The material available through this Publication Scheme is subject to the Hertfordshire Partnership NHS Foundation Trust's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items in this Scheme are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status.

Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned. For guidance notes on a range of copyright issues please see <http://www.legislation.gov.uk> , or you can contact:

Postal addresses:

London Office
The National Archives
102 Petty France
London
SW1H 9AJ

Kew Office
The National Archives
Kew
Richmond
Surrey
TW9 4DU

Further Information

Explanatory notes relating the [FOIA](#) are available from the National Archives. They are not, and are not meant to be, a comprehensive description of the Act. They do not form part of the Act and have not been endorsed by Parliament. The notes need to be read in conjunction with the Act.

Please contact the Information Commissioner's Office for more information regarding the [FOIA](#), [DPA](#) or [EIR](#).

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Feedback

It is important that the Publication Scheme meets your needs; the Trust would welcome your questions, comments and feedback on how we can improve this tool and make it work for you. Please write to the Publication Scheme Co-ordinator at the address below with any comments you may have:

Publication Scheme Co-ordinator
Hertfordshire Partnership NHS Foundation Trust
99 Waverley Road
St Albans
Hertfordshire
AL5 3TL
foi@hpft.nhs.uk

PART 2 - THE CLASSES OF INFORMATION

Information falling into the 'Classes' outlined within this Publication Scheme will be retained in line with the Trust's retention and disposal schedule, which complies with the Department of Health's Records Management NHS Code of Practice. Information not required for the business purposes of the Trust is stored at the Trust or at the Trust's approved storage provider.

The information within this scheme is grouped into broad categories:

1. [Who we are and what we do](#)
(Organisational information, structures, locations and contacts)
2. [What we spend and how we spend it](#)
(Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)
3. [What are our priorities and how are we doing](#)
(Strategies and plans, performance indicators, audits, inspections and reviews)
4. [How we make decisions](#)
(Decision making processes and records of decisions)
5. [Our policies and procedures](#)
(Current written protocols, policies and procedures for delivering our services and responsibilities)
6. [List and registers](#)
(Information we are currently legally required to hold in publicly available registers, list of main contractors/suppliers, asset registers)
7. [The services we offer](#)
(Information about the services we offer, including leaflets, guidance and newsletters)

The Publication Scheme explains how you can obtain the information outlined within each Class. As explained in the introduction, further details will be available on the Trust's website or in hard copy. The publications are free unless it is otherwise indicated. [Where information is provided at a cost, the charges will be calculated as set out in the [Freedom of Information Act 2000 Policy, section 9](#)]. The Trust's commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the FOIA.

Where individual classes are subject to exemptions, the main reasons are to protect commercial interests and personal information under the DPA.

This applies to all Classes within the Publication Scheme.

1. WHO WE ARE AND WHAT WE DO

How we fit into the NHS Structure

The Hertfordshire Partnership NHS Trust (HPFT) was established by the Secretary of State in April 2001 and became a [Foundation Trust](#) in August 2007.

NHS foundation trusts were created to devolve decision making from central government to local organisations and communities. They provide and develop healthcare according to core NHS principles - free care, based on need and not ability to pay. NHS foundation trusts are not-for-profit, public benefit corporations. They are part of the NHS and provide over half of all NHS hospital, mental health and ambulance services.

HPFT provides mental health and specialist learning disability services in Hertfordshire and specialist learning disability services in North Essex and Norfolk for Adults of Working Age, Older Adults, Children and Adolescents. The Trust employs approximately 3,300 staff based at over 80 sites, has an annual turnover in excess of £200m, and help tens of thousands of service users every year.

The Trust works in close Partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community and has integrated health and social care teams who work in the community and within hospital settings.

Organisational Structures

The Trust is managed by a Trust Board. The Board consists of Executive Directors, who are usually full-time staff and have a permanent contract, and Non-Executive Directors, who are usually part-time and have a fixed term of office.

The [Board](#) ensures that the Executive Committee is performing effectively, that high standards of care are maintained and that the needs and interests of people who access our services are taken into account. For these reasons, the Board has seven lay people as Non-Executive Directors (including the Chair) who are usually part-time and have a fixed term of office and six representatives from the Executive Committee including the [Chief Executive](#).

Composition of the HPFT [Board of Directors](#)

- Chair
- Chief Executive
- Seven Non-Executive Directors
- Executive Director – Strategy and Improvement/Senior Information Risk Owner
- Executive Director - Finance
- Executive Director – Quality & Medical Leadership/Caldicott Guardian
- Executive Director – Quality & Safety – Deputy Chief Executive
- Executive Director of Community Services and Integration – (currently on maternity leave till June 2016)
- Executive Director of Workforce and Organisational Development

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

In attendance (non-voting)

- Company Secretary/Head of Corporate Affairs
- Hertfordshire County Council – Assistant Director for Mental Health and Learning Disability
- Interim Director of Service Delivery and Customer Experience
- Interim Director of Integration

The Executive Team is responsible for the day-to-day running of the Trust. Its functions include setting priorities, developing service strategies and ensuring these are implemented in the services the Trust provides.

Composition of the [Executive Team](#)

- Chief Executive
- Executive Director – Strategy & Improvement/Senior Information Risk Owner
- Executive Director - Finance
- Executive Director – Quality & Medical Leadership/Caldicott Guardian
- Executive Director – Quality & Safety – Deputy Chief Executive
- Executive Director of Community Services and Integration (currently on maternity leave till June 2016)
- Executive Director - Workforce & Organisational Development
- Company Secretary/Head of Corporate Affairs
- Interim Director of Service Delivery and Customer Experience
- Interim Director of Integration

The [Executive Structure](#) for HPFT is available as an organisational chart, on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

The following department charts are also available:

- [Information Management & Technology Structure](#)
- [Finance Structure](#)
- [Workforce & Organisational Development Structure](#)
- [Marketing, Communications and Engagement Structure](#)

Board of Governors

All NHS foundation trusts are required to appoint a board of governors, to be responsible for representing the interests of the local community in the management of the trust.

Our Trust has 39 governors, appointed as follows:

- 21 public governors, elected by the Trust's membership
- 5 staff governors, elected by the Trust's workforce
- up to 13 appointed governors, nominated by the Trust's partner organisations

[Board of Governors](#) meetings are held quarterly throughout the year and key dates, agenda's, minutes etc are available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Lists of and information relating to organisations with which the authority work in partnership

HPFT works in partnership with other health organisations and local stakeholders including:

- Hertfordshire County Council
www.hertsdirect.org
- Children, Schools and Families
<http://www.hertsdirect.org/your-council/hcc/childserv/>
- Hertfordshire Primary Care Trust
www.hertfordshire.nhs.uk
- Local voluntary groups and members of the public ie:
[Herts Mind Network](#)
[Viewpoint](#)
[Guidepost Trust](#)
[Carers in Herts](#)

Meeting with Pharmaceutical Companies and other Medical Suppliers

Medical Representatives must follow the Association of the British Pharmaceutical Industry (ABPI) Code of Practice, 2011. Adherence to the ABPI Code by companies and their representatives should ensure that medicines and associated products are promoted in a responsible and ethical manner. The ABPI has a complaints procedure which may be invoked in the event of a representative or promotional literature breaching standards laid down in the Code.

For more information please refer to Section 7.4 of the [Trust's Medicines Policy](#).

Location and contact details for all public-facing departments

The Trust Communications and Partnership Development Department is based at:

Trust Head Office
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253906

2. WHAT WE SPEND AND HOW WE SPEND IT

Annual Report and Statement of Accounts

The Annual Report covers the financial year from April to March and is available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Full details of the Trust's financial performance are provided in part 2 of the Annual Report.

Budgets and Variance Reports

A financial report is included on the agenda of Board meetings. Summaries of the [Board of Directors](#) meetings are available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Capital Programme

The capital programme is included in the Financial information is available from the [Executive Director - Finance & Performance Improvement](#) or via the [Publication Scheme Co-ordinator](#)

Financial Audit Reports

The Audit Commission's report to the Board of Governors of HPFT is available in the Annual Report, on the Trust's website www.hpft.nhs or via the [Publication Scheme Co-ordinator](#).

The HPFT [Audit Committee](#) provides assurance to the Board. It oversees the probity and internal financial control of the Trust, working closely with external and internal auditors. Key activities include reviewing governance, risk management and assurance functions. It also approves the External Audit plan, the Internal Audit plan, Counter Fraud plan, accounting policies and reviews draft Annual Accounts before submission to the Board of Directors.

Standing Financial Instructions

A copy of the Standing Financial Instructions can be requested via email from comments@hpft.nhs.uk or from:

Communication and Partnership Development Team
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253800

Staff and Board Members' Allowances and Expenses

Details of the allowances and expenses that can be incurred or claimed are available [here](#) in the NHS Employers Agenda for Change Terms and Conditions of Service Handbook section 17 & 18.

Staff Pay and Grading Structures

The pay and grading structures for staff are set nationally by the Department of Health under the Agenda for Change programme. Pay bands and points from 1 April 2015 can be found [here](#). Please see the NHS Employers Agenda for Change Terms and Conditions of Service [Handbook](#) for information relating to Staff Pay and Grading Structures or via the [Publication Scheme Co-ordinator](#)

Funding

The main source of income for the Trust is from The Integrated Health & Care Commissioning Team ([IHCCT](#)) which commissions services for adults and children with mental health problems and adults with learning disabilities in Hertfordshire.

The IHCCT is a partnership between Hertfordshire County Council and the two Hertfordshire Clinical Commissioning Groups: East & North Hertfordshire CCG and Herts Valleys CCG, who are the organisations in the County for commissioning NHS services in Hertfordshire. The partnership brings together the money we have to spend on health and social care for these areas so that we can ensure that we maximise the health and wellbeing benefits to our communities.

Other sources of income include contracts with NHS England East Anglia LAT, Norfolk CCGs, and Essex CCGs.

Procurement and Tendering Procedures

The Trust has a small Procurement Team. They work in collaboration to provide this service with the Hertfordshire Procurement Team and East of England Procurement Hub.

Details of Contracts Currently being Tendered

Currently (as of October 2015) we are not in the process of running any tenders.

List and value of contracts awarded

The Trust aims to be open and transparent. However, this activity is conducted in a commercial environment. Disclosing this information could inhibit future procurement exercises and our ability to ensure value for money should the previous value of contracts be within the public domain.

Financial information is available from the [Executive Director - Finance & Performance Improvement](#) or via the [Publication Scheme Co-ordinator](#)

3. WHAT ARE OUR PRIORITIES AND HOW ARE WE DOING

Annual Report

The Trust's Annual Report covers the financial year April to March is available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Targets, Aims and Objectives

The Trust's vision is:

'to be the leading provider of mental health and specialist learning disability services in the country'

Our Values are available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#)

Strategic Plan Summary

The Trust's [Five Year Plan](#) for 2014-2019 which has been forwarded to and is published, by [Monitor](#)¹ * is also available via the [Publication Scheme Co-ordinator](#).

The Trust has an [Operational Plan](#) for 2014-2016 which is published by [Monitor](#) * and is available via the [Publication Scheme Co-ordinator](#)

Performance against targets (KPI)/Performance framework

The Trust has an outstanding track record of service delivery and quality. The Trust continues to meet and exceed all its Monitor Targets and has been rated as 'good' in a recent CQC inspection.

The Trust's performance targets, including CQUIN are included on the agenda of the Trust's Board meetings. Summaries of the [Board of Directors meetings](#) are available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Clinical Governance

The Trust's [Risk Management Strategy 2014-2016](#) is available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Information about [medication](#) is available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

CQC (Care Quality Commission)

The [CQC](#) is the independent regulator of health and social care in England. They regulate care provided by the NHS, local authorities, private companies and voluntary organisations and aim to make sure better care is provided for everyone - in hospitals, care homes and people's own homes. They also seek to protect the interests of people whose rights are restricted under the Mental Health Act.

The Trust's CQC registration details and any available CQC checks and surveys about the whole organisation are available [here](#).

NHSLA (National Health Service Litigation Authority)

The [NHSLA](#) provide indemnity cover for legal claims against the NHS, assist the NHS with risk management, share lessons from claims and provide other legal and professional services for our members.

IG (Information Governance)

[Information Governance](#) ensures necessary safeguards for, and appropriate use of, patient and personal information. Key areas are information policy for health and social care, IG standards for National Programme for IT systems and development of guidance for NHS and partner organisations.

¹ * [Monitor](#) is the independent regulator of NHS foundation trusts.

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Good progress has been made in achieving assurance and meeting at least level 2 in all 45 requirements by March 2016. To support self-assessment process, external auditors reviewed our toolkit in January and October 2015 and we currently have an assurance rating of Green.

Audit Reports

Some of the organisations mentioned below conduct inspections of our services. Copies of reports are available from those bodies.

The bodies involved in the monitoring and/or inspection of our services are:

- Public Sector Audit Appointments Ltd (www.psaa.co.uk)
- National Audit Office (www.nao.org.uk)
- Cabinet Office (www.gov.uk)
- Financial Reporting Council (www.frc.org.uk)
- British Psychological Society (www.bps.org.uk)
- Child Protection Teams
- Confidential Inquiry into Suicides and Homicides
- Hertfordshire County Council (www.hertsdirect.org)
- Coroner's Offices
- Counter Fraud and Security Management Service (www.nhsbsa.nhs.uk/security)
- Environmental Health Officers
- General Medical Council (www.gmc-uk.org)
- Health and Safety Executive (www.hse.gov.uk)
- Health Service Ombudsman (www.ombudsman.org.uk)
- Health Professions Council (www.hpc-uk.org)
- HM Customs and Excise (www.hmce.gov.uk)
- Home Office Mental Health Unit (www.homeoffice.gov.uk)
- Inland Revenue (www.inlandrevenue.gov.uk)
- Medicines Devices Agency (MDA) (www.mhra.gov.uk/index.htm)
- Medicines Control Agency (www.mhra.gov.uk/index.htm)
- Care Quality Commission (www.cqc.org.uk)
- National Clinical Assessment Authority (www.ncas.nhs.uk)
- National Patient Safety Agency (www.npsa.nhs.uk)
- NHS Litigation Authority (www.nhsli.com)
- Nursing and Midwifery Council (www.nmc-uk.org)
- Royal College of Psychiatrists (www.rcpsych.ac.uk)
- East of England Psychiatrist Deanery

Service User Surveys

Service User Surveys are carried out by the CQC www.cqc.org.uk and are included on the agenda of the Trust's Board meetings. Summaries of the [Board of Directors](#) meetings are available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Privacy Impact Assessment

Hertfordshire Partnership NHS Foundation Trust's data processing activity MUST comply with the Data Project Act 1998. The Privacy Impact Assessment process helps managers identify how the collection and use of people's data may affect their privacy. The Privacy Impact Assessment is a report comprising 7 sections:

- Introduction & Overview
- Description of Project & Information Flows
- Privacy Analysis
- Privacy Risk Assessment
- Privacy Enhancements
- Compliance Mechanisms
- Conclusions

More information on the ICO Conducting privacy impact assessment code of practice can be found [here](#).

4. HOW WE MAKE DECISIONS

Board Papers – Agenda, supporting papers and minutes

Decision making processes and records of decisions are summarised and available on the [Board meeting](#) page of our website www.hpft.nhs.uk or on request as PDF documents, by contacting 01727 804811.

Patient and Public Involvement Strategy (PPI)

Patient and public involvement is the responsibility of every individual working for our Trust. The communities we serve are central to all we do, not only in terms of care we provide to residents but also in terms of the contribution we can make to those communities as an employer of local people and consumer of local goods and services.

The Trust's [Involvement Strategy](#) is available on our website www.hpft.nhs.uk or from the [Publication Scheme Co-ordinator](#).

To find out more about the patient and public involvement agenda in the NHS, visit the [Department of Health](#) website.

Our Statutory Duty

The Trust has a statutory duty to involve people who access our services, their carers and the public in the work of the organisation. We will use this Publication Scheme to inform the public of any proposed service changes or variations in accordance with our duties under section 11 of the Health and Social Care Act 2001. This Act can be found from the link [here](#):

Public Consultations

(For example, concerning closures/variations of services)

Details of consultations are available on the Trust's website www.hpft.nhs.uk

Internal communications guidance and criteria used for decision making (ie: process systems and key personnel)

HPFT is continuing to develop organisational policies in a number of areas. The policies identified as needed by the organisation have been prioritised and there is a formal process agreed for the production, ratification and review process.

Please see section 5 of this Publication Scheme for our policies and procedures.

Please see section 1 of this Publication Scheme for key personnel details.

5. OUR POLICIES AND PROCEDURES

Policies and Procedures

The policies that are currently available are grouped under the following headings:-

- Practice
- Management
- Health & Safety
- Finance
- Infection Control
- Human Resources

If you would like a copy of a policy please email comms@hpft.nhs.uk or contact:

Marketing, Communication & Engagement Team
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253906

Standing Financial Procedures and Standing Orders

A copy of the Standing Financial Instructions and Standing Orders can be requested by email comments@hpft.nhs.uk or via:

Marketing, Communication & Engagement Team
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253906

Complaints and other customer service policies and procedures

Hertfordshire Partnership NHS Foundation Trust is always pleased to hear from people who feel we have provided a good service and we always welcome suggestions on how we can make improvements. We also like to hear from people if they are not happy with the standard of service, care or treatment we provide

If you wish to provide feedback about our services or the care you receive, please use the [form](#) available on the Trust website or contact:

Complaints and Customer Relations Manager
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253800

A copy of the Trust Complaints policy can be requested by email comms@hpft.nhs.uk or from:

Marketing, Communication & Engagement Team
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253906

The Trust provides a Patient Advice and Liaison Service (PALS) to promote and facilitate the involvement of the public in our Trust, please see section 7 of this Publication Scheme for further information.

Data Protection/Information Governance/Caldicott Guardian

Data Protection (including data sharing), security and patient confidentiality policies, records retention, destruction and archive procedures (both clinical and corporate) are all available via email comms@hpft.nhs.uk or from:

Marketing, Communication & Engagement Team
The Colonnades
Beaconsfield Road
Hatfield
Hertfordshire
AL10 8YE
Telephone: 01707 253906

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Under the [Data Protection Act 1998](#), you are also entitled to access your clinical records or any other personal information held about you. For more information, please contact the:

Information Governance and Compliance Team
99 Waverley Road
St Albans
Herts
AL3 5TL
Tel: 01727 804707

The **Caldicott Guardian** is:

Dr Jane Padmore
Executive Director – Quality & Safety and and Director for Infection Prevention and Control (DIPC)
Trust Head Office
The Colonnades
Beaconsfield Road
Hatfield
Hertfordshire
AL10 8YE

Estate Management

The Trust operates from a number of sites across Hertfordshire, North Essex and Norfolk. Some of the properties from which we operate are owned by the Trust; some are leased from or shared with other organisations. Details of the main [Trust sites](#) can be found on the Trust website www.hpft.nhs.uk

The Trust's Headquarters are based at:

The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253800

The Estates Strategy is currently under review and will be available via the [Executive Director - Finance & Performance Improvement](#) or the [Publication Scheme Co-ordinator](#)

Charging Regimes and Policies

The Trust will not charge for information that is published in the Publication Scheme. Information that is available from our website will be free of charge, although any charges for Internet service provider and personal printing costs would have to be met by the individual. For those without Internet access, a single printout of the information on the website will be available by post or personal application. The Trust will not provide printouts of other organisation's websites.

The duty to comply with a request for information will not occur if the Trust estimates that the cost would exceed £450 (national limit set by Parliament), based on £25 per hour of staff time. The £450 limit covers the time taken to find, sort, edit and collate the material. If the cost of providing the information exceeds the £450 limit the Head of Information Governance and Compliance

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Team will provide advice and assistance (section 10.5) to investigate ways of bringing cost within appropriate limits. The applicant will be notified in writing of the estimated cost.

Please refer to HPFT [Freedom of Information Act 2000](#) .

6. LIST AND REGISTERS

List of main contractors/suppliers

Our main contractors/suppliers are:

- East & North Herts NHS Trust
- West Herts Hospitals Trust
- Interserve
- Beds & Herts Ambulance Services
- Medical Services
- Kept

- IT functions are provided by:
Hertfordshire, Bedfordshire and Luton ICT Services
Charter House
Parkway
Welwyn Garden City
Herts
AL8 6JL

- Payroll services are provided by:
East and North Herts NHS Trust
Salaries and Wages Department (Ref: HPFT)
Wiltron House
Meadway Tech Park
Stevenage
SG1 2EF

Assets Registers and Information Asset Register

The Trusts Assets Registers are available in the [Annual Report](#) part 2 which is available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

The Trust maintains a register of our information assets however this is not published for security reasons.

The IT hardware asset register is held and maintained by:
Hertfordshire, Bedfordshire and Luton ICT Services
Charter House
Parkway
Welwyn Garden City
Herts
AL8 6JL

CCTV

Hertfordshire Partnership University NHS Foundation Trust (HPFT) places the health, safety and wellbeing of its service users, staff and visitors among its highest priorities and will make every effort to ensure the maintenance of a safe and secure environment throughout the Trust.

Closed Circuit Television (CCTV) is now widely used in NHS care settings, including that of mental health care, with the specific purpose of supporting clinical practice and providing a safe environment. The provision of CCTV enhances and complements other existing systems and processes set in place to reduce risks to staff and service users and support staff in the provision of safe and effective healthcare.

CCTV can only be put into operation within a clear framework which encompasses both the legal, statutory and regulatory requirements

Any register of interest kept in the authority

The annual declarations of interest forms for 2014-2015 have been completed and signed by Board members. These are held centrally by the [Company Secretary](#) and are available for inspection or via the [Publication Scheme Co-ordinator](#).

Register of Gifts and Hospitality provided to Board members and senior personnel

The Register of Gifts and Hospitality are held centrally by the [Company Secretary](#) and are available for inspection or via the [Publication Scheme Co-ordinator](#).

Disclosure Log

The Trust maintains a log of Freedom of Information requests we have received over the last 12 month period and the response we gave. The [disclosure log](#) is available on the Trust website www.hpft.nhs.uk

7. THE SERVICES WE OFFER

Clinical services provided and/or commissioned

The services provided by HPFT are commissioned by other organisations. Some services works through a Joint Commissioning Partnership Board, which also includes some County Council Social Services responsibilities. Many of the decisions about our services are taken in partnership

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with these organisations, and with other partners including local authorities, people who use our services and their carers.

A [full list of our services](#) is available on the Trust website which gives a full description of what each service does, including the area and service user group it serves. To find out more, please log on to our website www.hpft.nhs.uk

Currently the interim posts of [Director of Service Delivery and Customer Experience](#) and the [Director of Integration](#) along with the Heads of Service manage local service delivery. The [Executive Director Quality and Medical Leadership](#) and [Executive Director Quality and Safety](#) provide professional advice and support to clinicians.

Non-clinical services

Corporate Services are based at both Trust Head Office, Hatfield and 99 Waverley Road, St Albans. For more information please telephone 01707 253800

Services for which the authority is entitled to recover a fee together with those fees

Under the Data Protection Act we are entitled to collect a fee where applicable. Please see the Formal Access to Service User Records Policy and Procedure section 5 of this Publication Scheme.

Under the Freedom of Information Act we are entitled to collect a fee of up to £450 when applicable. Please see section 9.2 of the [Freedom of Information Act Policy](#) or [section 5](#) of this Publication Scheme.

Patient information leaflets and other booklets and newsletters

Leaflets that are currently available are grouped under the following headings:

- [Leaflets](#)
- [Leaflets on Services](#)
- [Easy Read Leaflets](#)
- [Easy Read Medication Leaflets](#)

Copies of the leaflets are available from the links above on the Trust's Website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

HPFT members' [newsletter](#) is issued at least twice a year and is available on the Trust's Website www.hpft.nhs.uk or contact:

Membership Office

Telephone: 01727 804442

Email: foundation@hpft.nhs.uk

PALS

The Trust provides a Patient Advice and Liaison Service to promote and facilitate the involvement of the public in our Trust. The PALS service is a confidential service that will listen to your concerns and issues and support you to put things right as soon as possible. Contact details:

Patient Advice and Liaison Service
The Colonnades
Beaconsfield Road
Hatfield
AL10 8YE
Telephone: 01707 253800
Email: pals.herts@hpft.nhs.uk

Information regarding the [PALS](#) service is available on the Trust's website www.hpft.nhs.uk or via the [Publication Scheme Co-ordinator](#).

Advice and Guidance

Useful Resources:

- Information Commissioner - www.informationcommissioner.gov.uk
- Lord Chancellor - www.justice.gov.uk
- National Archives - <http://www.nationalarchives.gov.uk/>

Publications

FOI Act 2000

<http://www.legislation.gov.uk/ukpga/2000/36/contents>

FOI Act 2000 Explanatory Notes

<http://www.legislation.gov.uk/ukpga/2000/36/notes/contents>

Code of Practice under Section 45 FOI Act 2000

<http://www.justice.gov.uk/downloads/guidance/freedom-and-rights/foi-section45-code-of-practice.pdf>

Code of Practice under Section 46 FOI Act 2000

<http://www.justice.gov.uk/downloads/guidance/freedom-and-rights/foi-section-46-code-of-practice.pdf>

Corporate Communications and Media Releases

The Trust has a Communications and Partnership Development Team that provides advice and support to staff on internal and external communication issues, co-ordinates organisational responses to media enquiries and supports other public relations activities by the Trust. Press releases are regularly included in local papers throughout Hertfordshire and are available from the Communications and Partnership Development Team.

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All enquiries should be directed to the:
Head of Marketing, Communication & Engagement Team
The Colonnades
Beaconsfield Road
Hatfield
Hertfordshire
AL10 8YE
Telephone: 01707 253906