

Southern Health and
Social Services Council

Publication Scheme

November 2003
Revised November 2008

Publication Scheme

The information contained in this publication can be made available in other languages for members of the public whose first or second language is not English. It can also be made available on request in other formats.

المعلومات الموجودة في هذه المطبوعة يمكن توفيرها في لغات أخرى للعموم الذين لا يتكلمون اللغة الإنجليزية كلغة أولى أو ثانية. يمكن أن توفرها أيضا في أشكال، عند الطلب.

اس اشاعت میں شامل معلومات عوام کے ان ممبرز کے لئے دو سرے زبانوں میں مل سکتی ہے جن کی پہلی یا دوسری زبان انگریزی نہیں ہے۔ یہ درخواست کرنے پر دو سرے صورتوں میں بھی مل سکتی ہے۔

這出版當中所包含的資料可以用其它語言供給大眾，尤其他們的第一或第二語言不是英語，如有特別要求的話，這資料可以用其它版式供應。

英語若不是您的母語或第二語言，您可索取其他語言版本。
您亦可要求其他形式的版本。

A informação contida nesta publicação pode ser obtida em outros idiomas, para aqueles que não falem inglês como primeira ou segunda língua. Quando solicitado, este documento também pode ser obtido em outros formatos.

'Les informations contenues dans cette publication peuvent être obtenues dans d'autres langues pour les membres du public dont la langue maternelle, ou la deuxième langue n'est pas l'anglais. Elles sont aussi disponibles dans d'autres formats sur demande.'

Is féidir an t-eolas atá sa bhfoirseachán seo a chur ar fáil i dteangacha eile dóibh siúd nach bhfuil an Béarla mar chéad nó mar dhara teanga acu. Is féidir freisin é a chur ar fáil i bhfoirmeacha eile ach é a iarraidh.

Tha wittins keppit athin this buik's fit tae be pit tae hann in ither leids fur tha guid o resydentèrs at haesnae tha Inglis fur thair furst or saiconn leid. Forbye, ye'll can hae it in ither layoots, gin ye spier.

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'Asmenys, kuriems anglø kalba nėra jø pirmoji ar antroji kalba, ðiame leidinyje pateiktà informacijà gali gauti kitomis kalbomis. Papraðius, ji taip pat gali bûti pateikta kitame formate.'

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Part 1: Introduction

1.1 What is a Publication Scheme?

This Publication Scheme is a complete guide to the information routinely published by the Council. It is a description of the information about the Council, which we make publicly available. We will review the Scheme at regular intervals and monitor how it is operating.

It is important that this Scheme meets your needs and we have designed it so that you can easily find information about the Council. Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act on our website www.nhssc.org), the Council has a legal duty to adopt and maintain a Publication Scheme for the publication of the Council's information. The purpose of the Act is to promote greater openness by public authorities (of which the Council is one).

The Publication Scheme will help you to find all the information which the Council publishes. The Freedom of Information Act does not change the right of individuals to confidentiality in accordance with Article 8 of the Human Rights Act (1998), the Data Protection Act (1998) and at common law. Maintaining confidentiality continues to be an important commitment on our part. To help with this, we have an officer who has responsibility to ensure the protection of individuals' confidentiality in accordance with your legal rights. In the Council, this officer is:

Data Protection Co-coordinator/Senior Administration Officer
SHSSC
Quaker Buildings
High Street
Lurgan
BT66 8BB

The Publication Scheme will be available in hard copy and may be found on our website www.shsscouncil.net

1.2 Feedback, Comments and Complaints

Any questions or comments about this Scheme, or its operation, are welcomed and should be sent in writing to:

Chief Officer
SHSSC
Quaker Buildings
High Street
Lurgan
BT66 8BB

Email address: reception@shssc.n-i.nhs.uk

If you have a complaint about the operation of the Scheme or how the Council has dealt with your request for information listed in the Scheme please write to the Chief Officer at the above address. The Chief Officer will investigate the complaint and provide you with a reply, normally within 20 working days of receipt of the complaint. A leaflet outlining the Council's complaints procedure is available on request.

If you are not satisfied with the reply you may contact the Council Chairman (the Chairman can be contacted through the Council Office).

If the matter is not resolved to your satisfaction you may refer your complaint to the Information Commissioner's office, which is independent of the Council. The Information Commissioner's address is as follows:

Information Commissioner's Office – Northern Ireland
51 Adelaide Street
Belfast
BT2 8FE

Tel: 028 9026 9380

Fax: 028 9026 9488

More information about the Freedom of Information Act 2000 can be obtained from the Information Commissioner's website:

www.ico.gov.uk/about_us/regional_offices/northern_ireland.aspx

1.2 Rights of Access to Information

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about the Council under the Code of Practice on Openness in the HPSS (1996). A hard copy is available free of charge from the DHSSPS, Castle Buildings, Stormont, Upper Newtownards Road, BELFAST, BT4 or at www.dhsspsni.gov.uk. Sometimes, some or all of the information cannot be provided and we will explain the reasons when this happens.

The Freedom of Information Act enables you to know how public services such as the Health & Personal Social Services (HPSS) are organised and run, how funds are used and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of services that are expected and the results achieved.

From 1 January 2005 Freedom of Information Act will also oblige the Council to respond to requests about the information which it holds and is recorded in any form and it will create a right of access to that information. The rights to request and access this information are subject to some exemptions that the Council has to take into consideration before deciding what information can be released.

Under the Data Protection Act 1998, individuals are also entitled to access any personal information held about them (subject to certain exceptions) and you can contact the Information/Complaints Officer to do this.

The Council's commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the Code of Practice on Openness in the HPSS or the Freedom of Information Act. Where individual classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to most Classes within the Publication Scheme

Revised Environmental Information Regulations may be introduced in the future. These will enable similar access to environmental information, as under the Freedom of Information Act 2000.

Unless otherwise specified, the version of the document(s) available will be the most recently approved by the Council.

Part 2: The Classes of Information

The information is grouped into broad categories as follows:

1. The HPSS and where we fit in
 2. Who we are
 3. Financial and Funding Information
 4. Corporate Information
 5. Aims, Targets and Achievements
 6. Our Services
 7. Reports and Independent Enquiries
 8. Policies and Procedures
 9. Public Involvement and Consultation
 10. Communications with the public
 11. Complaints
 12. Human Resources
 13. Environmental Information
 14. This Publication Scheme
- Charges for information
 - Copyright
 - How to obtain information (referral/contact details)
 - Reviewing the scheme
 - Disposal and retention

We will state how to obtain the information and detail our charging policy in Class 14.

CLASS 1: THE HPSS AND WHERE WE FIT IN

DEFINITION: Planning and other documents outlining how we fit into the HPSS structure.

The Department of Health, Social Services and Public Safety (DHSSPS) is only one of 11 Northern Ireland Departments created in 1999 as part of the Northern Ireland Executive by the Northern Ireland Act 1998 and the Departments (Northern Ireland) Order 1999. The Southern Health and Social Services Council (SHSSC) is part of the DHSSPS family along with other organisations (examples follow):

- Four Health and Social Services Boards, responsible for assessing the needs of their respective populations and commissioning services.

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- Six Health and Social Services Trusts who are the providers of health and social services as commissioned by the HSS Boards.
- Local Commissioning Groups, responsible for reflecting the local dimension in the planning and delivery of care.

There are four Health and Social Services Councils in Northern Ireland – one in each Board area. They are known as the Northern, Southern, Eastern and Western Health and Social Services Councils. Councils are independent organisations which represent the views and opinions of the general public in all areas of health and social services.

The SHSSC covers the areas of Armagh and Dungannon, Craigavon and Banbridge and Newry and Mourne.

Main activities of the SHSSC:

- Provide information and advice on health and social care issues
- Offer advice, information and help to people who want to complain about a service
- Monitor the quality of local services
- Work with local groups to help them give their opinions on health and social services
- Act for the public to improve the range, type and quality of services
- Carry out independent surveys to find out what the public thinks about services
- Regularly visit health and social services facilities

HSSCs were established by legislation in 1991 and are funded directly by the Department of Health and Social Services and Public Safety. They are responsible to the Director of Planning and Performance Management, Department of Health and Social Services and Public Safety, Room D4.17, Castle Buildings, Stormont, Belfast, BT4 3SJ – Telephone: 0289052 2254.

Each year the Councils produce an Annual Work Programme that is agreed with their respective Board.

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Content Title	Content Description	Format of Information	Date available from	Frequency of Update
HPSS Structure	Organisational chart Shows the Council's position within the HPSS structure.	Hard copy /Website	2003	As required

Other useful links/references:

<p>The Operation of Health and Social Services Councils (Circular CIRC.OCE 1/94) - Public Appointments Unit, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SQ. Telephone: 028 90523250 Text phone: 028 90528343 Fax: 02890 523206 E mail: public.appointments@dhsspsni.gov.uk</p>
<p>Codes of Conduct for Health and Social Services Members (December 1996) - (Regulations set by the DHSSPS regarding the remit of Health and Social Services Council Members): Public Appointments Unit, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SQ. Telephone: 028 90523250 Text phone: 028 90528343 Fax: 02890 523206 E mail: public.appointments@dhsspsni.gov.uk</p>
<p>The Structure of HPSS provision in Northern Ireland (Briefing – Issue no. 85) -DSI NE, Enterprise House, Rolling Mill Road, Jarrow, South Tyneside, NE32 3DP. Telephone 0870 4445841 Fax: 0870 4445842 E-mail: publications@nhsconfed.org, website: www.nhsconfed.org/publications</p>
<p>DHSSPS web site: www.dhsspsni.gov.uk</p>
<p>CSA web site: www.csa.n-i.nhs.uk</p>

CLASS 2: Who We Are

DEFINITION: Details of the organisation, organisational structures and key personnel.

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Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Council Members	List of Council Members names	Website/hard copy	Current year	As required
Registrar of members declared interests	List of Council Members and their spare time interests	Hard copy	Oct 2003	As required
Organisational Chart	Detailed structure and job titles	Hard copy	2003	As required
Standing orders	Guidance on how the Council operates	Hard copy	N/A	As required
Registry of gifts and hospitality	List of donations/gifts made to staff/Council members	Hard copy	2003	As required
A guide to: Health and Social Services Councils leaflet	Information leaflet with contact details	Hard copy /website Also available in Irish, Latvian, Portuguese, Ukrainian, Polish, Lithuanian Chinese and Russian	2006	As required
Annual Report	Outlines the activities for a year	Hard copy / Website	1992 On Website from 2000	Annually

Other useful references/links:

<p>Codes of conduct for Health and Social Services Council Members (December 1996), (Regulations set by the DHSSPS regarding the remit of Health and Social Services Council Members) - Public Appointments Unit, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SQ. Telephone: 028 90523250 Text phone: 028 90528343 Fax: 02890 523206 E-mail: public.appointments@dhsspsni.gov.uk</p>
<p>Website for map identifying geographical area covered by the SHSSC - www.shsscouncil.net Southern Health and Social Services Board, Tower Hill, ARMAGH BT61 9DR. Telephone 028 3741 0041 Fax 028 3741 4550 Text phone 028 3741 4530 Health Information Helpline 0800 665544</p>
<p>The Operation of Health and Social Services Councils (DHSS Circular CIRC.OCE 1/94) - Public Appointments Unit, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SQ. Telephone: 028 90523250 Text phone: 028 90528343 Fax: 02890 523206 Email: public.appointments@dhsspsni.gov.uk.</p>

CLASS 3: Financial and Funding

DEFINITION: Funding details, charging policies and financial accounts

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Annual Work Programme	Income for the coming year	Hard copy / Website	1992 On Website from 2004	Annually
Annual Report	Report on annual income and expenditure	Web site/hard copy	1992 On Website from 2000	Annually

The Council, as a statutory body within NIHPSS, purchases its supplies in accordance with Departmental guidelines as set out in Contract Procedure – Supplies, issued under Circular HSS (PPM) 12/2002, and any relevant Legislation and Departmental guidance which may be issued and revised from time to time.

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The operational purchasing on behalf of the Council is carried out by The CSA Regional Supplies Service.

Other useful references/links:

Policies on procurement – Regional Supplies Service, Southern Health and Social Services Board, Tower Hill, Armagh BT61 9DR Tel: 028 37410041

Standing Financial Instructions – Finance Department, Southern Health and Social Services Board, Tower Hill, Armagh BT61 9DR Tel: 028 37410041
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CSA web site: www.csa.n-i.nhs.uk
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CLASS 4: Corporate Information

DEFINITION: Reports, policies, minutes of Board and Board Sub-committee meetings and planning documents

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Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Annual Report	Overview of the years activities	Hard copy / Website	1992 On Website from 2000	Annually
Annual Work Programme	Work plan for the forthcoming year	Hard copy / Website	1991 On Website from 2004	Annually
Agenda for Council Meetings	List of items to be discussed at meeting	Hard copy	1991	Monthly (except July and August)
Approved Minutes of Council Meeting	Details of discussion that took place at meeting	Hard copy / Website	1991 On website from June 2002	Monthly (except July and August)
Health and Social Services Executive Committee Agenda	Executive Committee is made up of Chairman and Chief Officers of the four Councils	Hard copy	2003	Quarterly
Approved Executive Committee Minutes	Details of discussion that took place at meeting	Hard copy	2003	Quarterly
Equality Scheme	Outlines commitment to comply with Section 75 of the Northern Ireland Act 1998	Website/hard copy/tape	June 2001 On Website from 2003	As Required

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Annual Progress Report for the Equality Commission	Report on compliance with Equality Scheme	Hard copy	2002	Annually
Statutory Review of the Council's Equality Scheme	S75 Effectiveness Review	Hard Copy	2006	N/A

Other useful references/links:

Equality Commission, Equality House, 7-9 Shaftsbury Square, BELFAST, BT2 7DP.
Telephone: 028 90500600 Fax: 02890331544 Text phone: 02890320861
E-mail address: information@equalityni.org
Website: www.equalityni.org

Class 5. Aims, Targets and Achievements

Definition: Financial targets, aims and objectives and key performance indicators.

Publication Scheme

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Complaints protocol	Outlines the role of the Council in the HPSS complaints procedure	Hard copy	July 2001	As required
Research code of conduct	Guidelines on performing research projects	Hard copy	1998	As required
Annual Report	Overview of the previous years activities	Web site/hard copy	1992 On Website from 2000	Annually
Annual Work Programme	Work plan for the forthcoming year	Hard copy	1991 On Website from 2004	Annually
Equality Scheme	Outlines commitment to comply with Section 75 of the Northern Ireland Act 1998	Hard copy / tape / Website	2001 On web site from 2003	As Required
Annual Progress Report for the Equality Commission	Report on compliance with Equality Scheme	Hard copy	June 2001	Annually
Statutory Review of the Council's Equality Scheme	S75 Effectiveness Review	Hard copy	2006	N/A
New TSN (Targeting Social Need) Action Plan	Details of the Council's commitment to New TSN	Hard copy	2001	As required

Other useful references/links:

Listening...Acting ...Improving, Guidance on handling HPSS complaints (1996 & 2000) - Planning & Performance Management Directorate, Room D14, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SF. Telephone 028 90528321

Equality Commission, Equality House, 7-9 Shaftsbury Square, BELFAST, BT2 7DP.

Telephone: 028 90500600 Fax: 02890331544 Text phone: 02890320861
E-mail address: information@equalityni.org

Class 6. Our Services

DEFINITION: The range of services that we provide for the HPSS and how we deliver these.

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Content Title	Content Description	Format of Information	Date available from	Frequency of Update
SHSSC Poster	Information poster with contact details	Hard copy	2003	As required
Your Guide to Leaflets (Numbers 1-7&9)	<p>Information leaflets on service users' rights to health and social care:</p> <ul style="list-style-type: none"> 1 Care in the Community 2 Dental Services 3 GP Services 4 Hospital Services 5 Optical Services 6 Pharmacy Services 7 Seeing your medical Records 9 Helping you make a complaint 	<p>Hard copy (large print)/tape /other languages - Irish, Urdu & Chinese / Website</p> <p>Number 9 available in Chinese, Urdu, Latvian, Portuguese, Ukrainian, Polish, Lithuanian and Russian</p>	2003	As required

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A guide to the: Health and Social Services Councils	Information leaflet with contact details	Hard copy / website. Also available in Chinese, Latvian, Portuguese, Ukrainian, Polish, Lithuanian and Russian	2006	As required
SHSSC leaflet	Information leaflet with contact details	Hard copy	2003	As required
Annual Work Programme	Work plans for the year	Hard copy / Website	1991 On Website from 2004	As required
Annual Review	Overview of the years activities	Hard copy / Website	1992 On Website from 2000	Annually
Complaints Leaflet	Details of how to complain about the Council	Hard copy (large print)	2003	As required
Replying to Consultative Documents – A Guide to making your voice heard	A step by step guide to responding to consultation documents	Hard copy / website	2003	N/A

Class 7: Reports and Independent Enquiries

DEFINITION: Independent inspections and findings regarding the organisation.

Publication Scheme

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Annual Progress Report on the Implementation of the Equality and Good Relations Duties under S75 NI Act 1998	Update on equality issues/action taken. Report to the Equality Commission NI	Hard copy	2002	Annually
Statutory Review of the Council's Equality Scheme	S75 Effectiveness Review	Hard copy	2006	N/A

Other useful references/links:

Feedback Report - Equality Commission, Equality House, 7-9 Shaftsbury Square, BELFAST, BT2 7DP. Telephone 028 90500600 Fax: 02890331544 Text phone: 02890320861 E-mail address: information@equalityni.org
Website: www.equalityni.org

Internal Audit Reports (from SHSSB) - Finance Department, Southern Health and Social Services Board, Tower Hill, Armagh BT61 9DR Telephone 028 3741 0041 Fax 3741 4550 Text phone 028 3741 4530

Planning & Performance Management Directorate, DHSSPS, Room D14, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SF. Telephone 028 90522193.

Information Commissioner's Office – Northern Ireland, 51 Adelaide Street, Belfast BT2 8FE. Tel: 028 9026 9380 Fax:028 9026 9488 Email address: ni@ico.gsi.gov.uk
Website: www.ico.gov.uk/about_us/regional_offices/northern_ireland.aspx

Please refer to part 3 of the Scheme for a full list bodies that monitor and inspect us.

Class 8: Policies and Procedures

DEFINITION: General policies and procedures in use within the organisation.

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Equality Scheme	Outlines commitment to comply with Section 75 of the Northern Ireland Act 1998.	Hard copy /tape / Website	June 2001	As required
Complaints protocol	Outlines the role of the Council within the HPSS complaints procedure	Hard copy	July 2001	As required
Research Code of Conduct	Guidance on performing research projects	Hard copy	1998	As required
Standing Orders	Guidance on how the Council operates	Hard copy	N/A	As required
Publication Scheme	Guide to the information routinely published by the SHSSC	Hard copy / Website	Nov 2003	Annually

Other useful references/links:

Listening...Acting ...Improving, Guidance on handling HPSS complaints (1996 & 2000) - Planning & Performance Management Directorate, Room D14 Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SF. Telephone 028 90528321

Codes of Conduct for Health and Social Services Council Members (December 1996), (Regulations set by the DHSSPS regarding the remit of Health and Social Services Council Members) - Public Appointments Unit, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SQ. Telephone: 028 90523250 Text phone: 028 90528343 Fax: 02890 523206 E mail: public.appointments@dhsspsni.gov.uk

Policies on procurement – Regional Supplies Service, , Southern Health and Social Services Board, Tower Hill, Armagh BT91 9DR. Tel: 028 3741 0041 Fax 028 3741 4550 Text phone 028 3741 4530

Standing Financial Instructions - Finance Department, Southern Health and Social Services Board, Tower Hill, Armagh BT91 9DR. Tel: 028 3741 0041 Fax 028 3741 4550 Text phone 028 3741 4530

The Council is subject to the policies of the Southern Health and Social Services Board Trust in respect of human resources – policies on recruitment, leave, sickness etc. For a full list of human resources policies see the Board’s Publication scheme or contact the Southern Health and Social Services Board, Tower Hill, Armagh BT61 9DR: Tel 028 3741 0041 Fax 028 3741 4550 Text phone 028 3741 4530 Website www.shssb.org

Class 9: Public Involvement and Consultation

DEFINITION: Details of consultation procedures, decision-making processes, timescales and responses. Consultations in progress and how you can become involved.

Publication Scheme

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Notice of meeting	Details of next Council Meeting	Hard copy / Website	July 2003	Monthly
Agenda for Council Meeting	List of items to be discussed at meeting	Hard copy / website	1991 On Website from 2000	Monthly (except July and August)
Annual Report	Overview of the Councils activities	Hard copy / Website	1992 On Website from 2000	Annually
SHSSC Complaint Leaflet	Guidelines on how to complain about services of the Council	Hard copy / Website	2003	As required
Research Projects: (Titles stated below in bold)	Research	All available via the Web site/hard copy unless stated otherwise	As stated below	N/A
Bugwatch Report: Craigavon Area Hospital (13 October 2008) & Daisy Hill Hospital (14 October 2008)	Hospital Hygiene Survey		October 2008	N/A

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Patient People – Experiences of Adults with a Learning Disability as Hospital Inpatients in Craigavon Area Hospital and Daisy Hill Hospital	Research Report		September 2008	N/A
Patient People – Easy Read Summary Report	Research Report – Easy Read Version		September 2008	N/A
What’s On The Menu? -Survey of Patient Satisfaction with Food at Craigavon Area Hospital and Daisy Hill Hospital	Survey on hospital food		September 2008	N/A
Are You Being Heard? - A Review of Access to Advocacy Services for Older People in Care Homes in NI	Research Report – Joint Report by the Northern Ireland Health and Social Services Councils & RQIA		2008	N/A
Casualty Watch – February 2007	Snapshot survey - Craigavon Area Hospital and Daisy Hill Hospital		February 2008	N/A

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Bug Watch Report – Craigavon Area Hospital, 30 March 2007	Hospital Hygiene Survey		March 2007	N/A
Bug Watch Survey – Daisy Hill Hospital, 4 April 2007	Hospital Hygiene Survey		April 2007	N/A
Patient Access and Communication – An Assessment of the New GMS Contract	Research Report		September 2006	N/A
Casualty Watch – January 2006	Snapshot survey – Craigavon Area Hospital & Daisy Hill Hospital		January 2006	N/A
Assessing the Impact of Service User Participation in the Southern Area	Research Report		March 2006	N/A
Moving Towards a Patient Client Council	Review of a JT Conference held in January 2006		January 2006	N/A

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We Are People Too! What Adults with a Learning Disability think of GP Services	Research Report		February 2006	N/A
Report on NI Bugwatch Pilot	Report on hygiene surveys carried out in September 2005		November 2005	N/A
Patients' Experiences of Dental Services	Research Report		August 2005	N/A
Strengthenin g Links with the Community and Voluntary Sector	Research Report		June 2005	N/A
Patients' and Relatives' Experiences of the Quality of Care Provided by the Southern Area Hospice	Research Report		January 2005	N/A
Intermediate Care – Users' Views of Services in the Southern Area	Research Report		December 2004	N/A

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Review of Locality Sensitive Purchasing (LSP) Community Fora	Research report		September 2003	N/A
Children as Complainants in the Health and Social Services in NI	Research report		July 2003	N/A
Mullinure Day Unit – The Views of Users	Research report		October 2002	N/A
Breast Screening in Newry & Mourne – Women’s Experiences and Attitudes	Research Report		June 2002	N/A
Northern Ireland Prosthetic Services Survey	Research Report		May 2002	N/A
Patients’ Views on Services for Older People at Daisy Hill Hospital	Research Report		May 2002	N/A

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Non – attendance at Outpatient Appointments – A Discussion Paper	Discussion Paper		May 2002	N/A
Investing for Health – The Views of the Public	Research Report		May 2001	N/A
A Survey of the SHSSC’s Performance in Assisting Complainants	Research Report		March 2001	N/A
Review of Cardiac Surgery -	Feedback from Public Meetings in Newry, Craigavon and Dungannon		February 2001	N/A
Relatives’ Voices – Relatives Views on the Quality of Care Provided to Older People in Nursing and Residential Homes	Research Report		January 2001	N/A
Opening the Door to Health – Access to Primary Healthcare Services for Single	Research Report		December 2000	N/A

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Homeless People in NI				
Report of the Locality Needs Assessment	Research Report		Autumn 2000	N/A
Women's Voices – Women's Experiences of Maternity Services at Craigavon Area Hospital following Transfer from South Tyrone Hospital	Research Report		June 2000	N/A
Focus Group Discussion on Patients' Experiences of the Haematuria Clinic, Daisy Hill Hospital	Focus Group Report		August 1999	N/A
Patients' and Relatives' Experiences of Services Provided at Craigavon Area Hospital	Research Report	Hard copy only	September 1999	N/A

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GP Out of Hours Service at Moylinn Medical Centre – Experiences and Perceptions of Patients	Research Report	Hard copy only	September 1999	N/A
Northern Ireland’s Health and Social Services Councils’ Three-Year Strategy 1999- 2002	Strategy Document	Hard copy only	April 1999	N/A
The Wheelchair Service – Experiences and Perceptions of Users	Research Report	Hard copy only	February 1999	N/A
Building and Living in the New Millennium- Accommodation Needs Assessment of Young People (14-24) with Physical or	Research Report	Hard copy only	December 1998	

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Sensory Disabilities in the Southern Board's Area				
Influencing the Future Pattern of Acute Hospital Services – The Views of Southern Board Residents	Research Report	Hard copy only	February 1998	N/A
Carers' Perceptions and Experiences of Palliative Care Services	Research Report	Hard copy only	June 1997	N/A
Patient Satisfaction – Daisy Hill, Newry	Research Report	Hard copy only	April 1997	N/A
Implementing Choice – Women's Perceptions of the Acceptability of Midwife-led Care at Craigavon Area Hospital	Research Report	Hard copy only	February 1997	N/A
Measuring Up – Awareness of Perceptions of Health and Public Services	Research Report	Hard copy only	October 1996	N/A

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Directory of Respite Services in the Southern Board Area	Information on Respite Services	Hard copy only	July 1996	N/A
Perceptions and Experiences of Services Provided by Dentists in the Southern Board's Area	Research Report	Hard copy only	June 1996	N/A
From Policy into Practice – User and Carer Perceptions of Care Management in the SHSSB's Area	Research Report	Hard copy only	February 1996	N/A
Perceptions and Experiences of Services Provided by Health Centres	Research Report	Hard copy only	September 1995	N/A
Patients' Perceptions and Experiences of Services Provided by the Family Doctor	Research Report	Hard copy only	March 1995	N/A
Disabled People's	Research Report	Hard copy only	August 1994	N/A

Publication Scheme

Perception of Services in the Newry and Mourne Area – Qualitative and Quantative				
Women’s Experiences of Maternity Services (ante and Postnatal) – Qualitative and Quantitative	Research Report	Hard copy only	January 1994	N/A
Mental Handicap / Learning Disability – Craigavon and Banbridge	Research Report	Hard copy only	December 1993	N/A
Caring for children in Hospital	Research Report	Hard copy only	September 1993	N/A
Health and Social Care in Kilkeel	Research Report	Hard copy only	November 1992	N/A
Responses to Consultation Documents 2001 - 2008	Responses	Hard copy / Website	2001	As required

Other useful references/links:

Comments welcome via web site www.shsscouncil.net

For details of how to become a member - Public Appointments Unit,
Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SQ.
Telephone: 028 90523250 Text phone: 028 90528343 Fax: 02890
523206 E-mail: public.appointments@dhsspsni.gov.uk

DHSSPS web site: www.dhsspsni.gov.uk (Formal consultation on HPSS
changes/closures etc)

**Class 10: Communications with the Public/Regular publications and
information for the public**

DEFINITION: Guidance and information leaflets, press releases

Publication Scheme

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Press releases	Description of an event/activity	Hard copy / Website	1991 On Website from 2000	As required
Your Guide to Leaflets (Numbers 1-7 &9)	Information leaflets on patients rights to health and social care 1 Care in the Community 2 Dental Services 3 GP Services 4 Hospital Services 5 Optical Services 6 Pharmacy Services 7 Seeing your medical Records 9 Helping you make a complaint	Hard copy (large print) /tape / website. Available in other languages – Irish, Chinese and Urdu / Website Number 9 available in Chinese, Urdu, Latvian, Portuguese, Ukrainian, Polish, Lithuanian and Russian	2003	As required

Publication Scheme

A guide to: the Health and Social Services Councils	Information leaflet with contact details	Hard copy / Website. Also available in Latvian, Portuguese, Ukrainian, Polish, Lithuanian and Russian	1996	As required
SHSSC Information leaflet	Information leaflet with contact details	Hard copy	2003	As required
SHSSC Poster	Information poster with contact details	Hard copy	2003	As required
Telephone Directory Advert	Details how to contact the Council	Hard copy	2003	As required
Yellow Pages Advert	As above	Hard copy	2003	As required
Notice of meeting	Details of next meeting	Hard copy / Website	1991 On Website from 2000	Monthly
SHSSC Complaint Leaflet	Guidance on how to complain about services provided by the Council	Hard copy / Website	1991	As required
Approved minutes of Council Meetings	Details of discussion that took place at meeting	Hard copy / website	1991 On Website from 2000	Monthly (except July and August)
Agenda for Council Meetings	List of items to be discussed at meeting	Hard copy / Website	1991 On Website from 2000	Monthly (except July and August)

Class 11: Complaints

DEFINITION: Policies, procedures and contacts for complaints

Publication Scheme

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Council Complaints leaflet	Information leaflet on how to complain about the Council	Hard copy Website?	1991	As required
Annual Report	Overview of the years activities – including the number of complaints received about the Council	Hard copy / Website	1992 - on Website from 2000	Annually
HSSC guidelines	Information on how to handle complaints about the services of the Council	Hard copy	2001	As required
Annual Progress Report to the Equality Commission for NI	Update on equality issues/action taken (includes the number of complaints received)	Hard copy	2002	Annually

Other useful references/links:

Listening...Acting ...Improving, Guidance on handling HPSS complaints (1996 & 2000) - Planning & Performance Management Directorate, Room D14, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SF. Telephone 028 90528321
Director of Planning & Performance Management, DHSSPS, Room D4.17, Castle Buildings, Upper Newtownards Road, BELFAST, BT4 3SF. Telephone 028 90522193. Website: www.dhsspsni.gov.uk
Ombudsman, Freepost, BELFAST BT1 6BR Telephone Number: 0800343424 (Free phone) E-mail address: ombudsman@ni.ombudsman.org.uk Website: www.ni-ombudsman.org.uk

Equality Commission, Equality House, 7-9 Shaftsbury Square,
BELFAST, BT2 7DP. Telephone 028 90500600 Fax: 02890331544
Text phone: 02890320861
E-mail address: information@equalityni.org.
Website: www.equalityni.org

Information Commissioner's Office – Northern Ireland, 51 Adelaide Street, Belfast BT2 8FE. Tel: 028 9026 9380 Fax:028 9026 9488
Email address: ni@ico.gsi.gov.uk
Website:
www.ico.gov.uk/about_us/regional_offices/northern_ireland.aspx

Class 12: Human Resources

DEFINITION: Employment policies and procedures

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Organisational structure	Organisational chart with job titles	Hard copy	Current	As required

Other Useful references/link:

The Council is subject to the policies of the Southern Health and Social Services Board Trust in respect of human resources – policies on recruitment, leave, sickness etc. For a full list of human resources policies see the Board's Publication scheme or contact the Southern Health and Social Services Board, Tower Hill, Armagh BT61 9DR: Tel 028 3741 0041 Fax 028 3741 4550 Text phone 028 3741 4530
Website www.shssb.org

Agenda for Change (Contains details of a new pay system and other terms and conditions of employment) - Department of Health, Social Services and Public Safety, Castle Buildings, BELFAST, BT4 3SQ. Telephone 028 90520670 Text phone: 028 90527688
www.doh.gov/agendaforchange

Human Resources Strategy - Department of Health, Social Services and Public Safety, Castle Buildings, BELFAST, BT4 3SQ. Telephone 028 90520670 Text phone: 028 90527688 www.dhsspsni.gov.uk

Class 13: Environmental Information

DEFINITION: Our estate and land holdings, and the uses they currently enjoy. Information required to be placed in the public domain as a result of the Environmental Information Regulations, any Environmental Enforcement action and associated information (see also Introduction to Publication Scheme).

Premises are situated at Quaker Buildings, High Street, Lurgan, providing easy access to anyone visiting the town. Designated parking for members of the public with a disability is available.

Content Title	Content Description	Format of Information	Date available from	Frequency of Update
Location Map – SHSSC	Map indicating location of the SHSSC office	Hard copy / Website	2003	As required

CLASS 14: This Publication Scheme

DEFINITION: Information management policies and a referral point for all enquires regarding information management generally in the Southern Health and Social Services Council. We will also publish any changes or additions to publications already available under this Publication Scheme.

14.1 CHARGES FOR INFORMATION

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- a) Via the Council’s Web Site – 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 as on the website would be available by personal application at the Southern Health and Social Services Council free of charge.

However, requests for multiple printouts, or for archived copies of documents, which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopying, postage etc. We will let you know the cost and charges that will have to be paid in advance.

- b) Leaflets and booklets- leaflets, booklets and reports produced by the Council are free of charge.
- c) In some cases tape or other mediums, may be charged for.
- d) Email-will is free of charge.

The charges will be reviewed regularly.

14.2 COPYRIGHT

The material available through this Publication Scheme is subject to the Southern Health and Social Services Council'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 HMSO Guidance Notes on a range of copyright issues, see the HMSO website:

www.hmso.gov.uk/guides.htm

Or contact:

HMSO Licensing Division,
St Clements House,
2-16 Colegate,
Norwich,
NR31BQ,
Tel: 01603 621000,
Fax: 01603 723000,
Email: HMSO Licensing

Crown Copyright, Licensing and Public Sector Information

Tel: 020 88763444

London Office
Admiralty Arch
North Side
The Mall
London
SW1A 2WH

Kew Office
OPSI
Kew
Richmond
Surrey
TW9 4DW

14.3 HOW TO OBTAIN INFORMATION

A large amount of information is already available on the Council's website (Website address: www.shsscouncil.net) and information can be accessed directly from there. Alternatively if you wish to request information shown in this publication scheme you may do so by writing directly to:

Southern Health and Social Services Council
Quaker Buildings
High Street
Lurgan
BT66 8BB

- Details of the information you are requesting
- The way in which you would prefer the information to be sent to you (for example a printed copy or by email).
- Your full name and postal address including postcode.

Other methods of contact include:

Telephone: 028 3834 9900
Text phone: 028 3834 6488
Fax number: 028 3834 9858
Email address: reception@shssc.n-i.nhs.uk

Also see point 1.2 Feedback, Comments and Complaints

14.4 REVIEWING SCHEME

The scheme will be reviewed on an annual basis.

14.5 DISPOSAL AND RETENTION

Currently working on disposal and retention of records policy.

Part 3: Inspection and Monitoring Bodies and Useful Resources

3.1 The bodies involved in the monitoring and/or inspection of the HPSS.

Equality Commission

Equality House

7-9 Shaftsbury Square

BELFAST

BT2 7DP

Telephone 028 90500600

Fax: 02890331544

Text phone: 02890320861

E-mail address: information@equalityni.org

Monitors the SHSSC's compliance with equality legislation within Section 75 of the Northern Ireland Act 1998.

Mr Dean Sullivan

Director of Planning and Performance Management

DHSSPS

Castle Buildings

Stormont,

BELFAST, BT4 3SQ.

Telephone: 02890522193

E-mail address: DeanSullivan@dhsspsni.gov.uk

Complaints about services provided by HSSC's: If a complainant remains dissatisfied with the outcome of the initial investigation carried out by the Council it can request an independent review from above body.

Ms Joanna McDowell

Freedom of Information/Data Protection Unit
Department of Health and Social Services and Public Safety
Annex 4
Castle Buildings
BELFAST
BT4 3SQ

For queries relating to Freedom of Information/Data Protection.

Information Commissioner's Office – Northern Ireland

51 Adelaide Street
Belfast
BT2 8FE

Tel: 028 9026 9380

Fax: 028 26 9488

Website: www.ico.gov.uk/about_us/regional_offices/northern_ireland.aspx

Monitors compliance with the Data Protection Act 1998 and the Freedom of Information Act 2000.

Southern Health and Social Services Board (SHSSB)

Tower Hill

Armagh

BT61 9DR

Tel: 028 3741 0041

Website : www.shssb.org

The SHSSB will carry out spot checks on petty cash held by the SHSSC. The annual work programme will be shared and agreed with the Southern Board.

The Ombudsman

Freepost

BELFAST

BT1 6BR

Telephone Number: 0800343424 (Free phone)

E-mail address: ombudsman@ni.ombudsman.org.uk

The Ombudsman can consider complaints from people who claim to have suffered injustice because of maladministration. You should first put your complaint to the organisation concerned using their internal complaints procedure.

3.2 Index

The alphabetical index will help you find the document you are looking for by referring to the relevant class of information. When you go to the relevant class of information you will find details on what format the information is available in.

DETAILS	CLASS OF INFORMATION
Advertisements Telephone Directory and Yellow Pages Advertisements	Class10 – Communications with the Public / Regular publications and information for the public
Agenda Executive Committee Meeting agenda Council Meeting Agenda	Class 4 – Corporate Information Class 4 – Corporate Information, and Class 9 – Public Involvement and Consultation
Annual Report Overview of the Council's activities Statement on Budget	Class 2 – Who we are, and Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements, and Class 6 – Our Services, and Class 9 – Public Involvement and Consultation, and Class 11 Complaints Class 3 – Financial and Funding
Budget Annual Report	Class 3 – Financial and Funding
Charging Policy Charges for information requests under the Publication Scheme	Class 14 – This Publication Scheme

Publication Scheme

<p>Complaints The role of the Council in the HPSS Complaints Procedure Complaints Leaflet – how to complain about the SHSSC</p>	<p>Class 5 – Aims, Targets and Achievements, and Class 8 – Policies and Procedures Class 6 – Our Services, and Class 9 –Public Involvement and Consultation, and Class 10 - Communications with the Public / Regular publications and information for the public, and Class 11 - Complaints</p>
<p>Copyright Copyright for this Publication Scheme</p>	<p>Class 14 – this Publication Scheme</p>
<p>Council Standing Orders Register of Gifts and Hospitality Location Map</p>	<p>Class2 – Who we are, and Class 8 – Policies and Procedures Class 2 – who we are Class 13 – Environmental Information</p>
<p>Council Members Members’ Names Register of Members’ Declared Interests</p>	<p>Class 2- Who we are Class 2 – who we are</p>
<p>Council Staff Organisational Chart</p>	<p>Class 2 – who we are</p>
<p>Equality Scheme Equality Scheme Annual Progress Report to Equality Commission for NI Statutory Review of the Council’s Equality Scheme</p>	<p>Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements, and Class 8 – Policies and Procedures Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements, and Class 7 – Reports and Independent Enquiries Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements, and Class 7 – Reports and Independent Enquiries</p>
<p>Expenditure SHSSC expenditure for the year</p>	<p>Class 3 – Financial and Funding</p>
<p>Executive Committee Meetings Agenda Approved Minutes</p>	<p>Class 4 – Corporate Information Class 4 – Corporate Information</p>

Publication Scheme

<p>Finance SHSSC income and expenditure</p>	<p>Class 3 – Financial and funding</p>
<p>Information Requests How to obtain information listed in the Publication Scheme</p>	<p>Class 14 – This Publication Scheme</p>
<p>Information Leaflet Role of the Council</p>	<p>Class 2 – Who we are, and Class 6 – Our Services, Class 10 - Communications with the Public / Regular publications and information for the public</p>
<p>Leaflets Role of the Council</p> <p>SHSSC Complaint Leaflet – how to make a complaint about the Council</p> <p>Your guide to leaflets 1 Care in the Community 2 Dental Services 3 GP Services 4 Hospital Services 5 Optical Services 6 Pharmacy Services 7 Seeing your medical Records 9 Helping you make a complaint</p> <p>A guide to: the HSSCs</p>	<p>Class 2 – Who we are, and Class 6 – Our Services, and Class 10 - Communications with the Public / Regular publications and information for the public Class 6 – Our Services, and Class 9 – Public Involvement and Consultation, and Class 10 - Communications with the Public / Regular publications and information for the public Class 11 – Complaints Class 6 – Our services, and Class 10 - Communications with the Public / Regular publications and information for the public</p> <p>Class 2 – Who we are, and Class 6 – Our Services, and Class 9 – Public Involvement and Consultation, and Class 10 - Communications with the Public / Regular publications and information for the public</p>

Publication Scheme

<p>Location Map Location Map</p>	<p>Class 13 – Environmental Information</p>
<p>Meetings Agenda for Council Meeting Approved Minutes of Council Meeting Notice of Council Meeting Agenda for Executive Committee Meeting Approved Minutes of Executive Committee Meeting</p>	<p>Class 4 – Corporate Information, and Class9 – Public Involvement and Consultation Class 4 – Corporate Information, and Class 10 - Communications with the Public / Regular publications and information for the public Class 9 – Public Involvement and Consultation, and Class 10 - Communications with the Public / Regular publications and information for the public Class 4 – Corporate Information Class 4 – Corporate Information</p>
<p>Members Council Members Register of Members’ Declared Interests</p>	<p>Class 2- Who we are Class 2 – who we are</p>
<p>Minutes Approved Minutes of Council Meetings Approved Minutes of Executive Committee Meetings</p>	<p>Class 4 – Corporate Information, and Class 10 - Communications with the Public / Regular publications and information for the public Class 4 – Corporate Information</p>
<p>Organisation List of SHSSC Members Organisational Chart for SHSSC staff</p>	<p>Class 2 – Who we are Class 2 - Who we are Class 12 – Human Resources</p>
<p>Posters Poster with contact details for the Council</p>	<p>Class 6 – Our Services, and Class 10 - Communications with the Public / Regular publications and information for the public</p>

Publication Scheme

<p>Press Releases Press Releases</p>	<p>Class 10 - Communications with the Public / Regular publications and information for the public</p>
<p>Protocols Complaints Protocol Research Code of Conduct</p>	<p>Class 5 – Aims, Targets and Achievements, and Class 8 – Policies and Procedures Class 8 – Policies and Procedures</p>
<p>Registry of Gifts and Hospitality Details of donations/gifts to staff and Council Members</p>	<p>Class 2 – who we are</p>
<p>Reports Annual Report Equality Scheme Annual Progress Report to Equality Commission for NI / Statutory Review of the Council’s Equality Scheme Research Reports (see class for list of reports)</p>	<p>Class 2 – Who we are, and Class 3 – Financial and Funding, and Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements, and Class 6 – Our Services, and Class 9 – Public Involvement and Consultation, and Class 11 Complaints Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements, and Class 8 – Policies and Procedures Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements, and Class 7 – Reports and Independent Enquiries Class 9 – Public Involvement and Consultation</p>
<p>Research Research Code of Conduct Research Reports (see class for list of reports)</p>	<p>Class 8 – Policies and Procedures Class 9 – Public Involvement and Consultation</p>
<p>Responses Responses to consultation documents</p>	<p>Class 9 – Public Involvement and Consultation</p>

Publication Scheme

Staff Organisational Chart for SHSSC Staff	Class 2 – Who we are, and Class 12 – Human Resources
Standing Orders Standing Orders guidance on how the Council operates	Class 2- Who we are, and Class 8 – Policies and Procedures
Structure of Organisation List of SHSSC Members Organisational Chart for SHSSC staff	Class 2 – who we are Class 2 – Who we are, and Class 12 – Human Resources
Work Programme Work Programme – plan for forthcoming year	Class 4 – Corporate Information, and Class 5 – Aims, Targets and Achievements Class 6 – Our Services

3.3 Useful Resources

Other Councils

Eastern Health and Social Services Council

Lesley House

BELFAST,

Telephone 028 90321230

Fax: 028 90321750

Text phone: 028 90321285

Email: ecouncil@ehssc.n-i.nhs.uk

Website: www.ehssc.org

Northern Health and Social Services Council

Houston's Mill Site

10A Buckna Road

Broughshane

Ballymena

BT42 4NJ

Tel: 028 2586 3950

Fax: 028 2586 3951

Email: info@nhssc.n-i.nhs.uk

Website: www.nhssc.org

Publication Scheme

Western Health and Social Services Council
Hilltop
Tyrone and Fermanagh Hospital
OMAGH
BT79 0NS
Tel: 028 82252555
Fax: 028 82252544
Email: kloughran@hilltop.n-i.nhs.uk
Website: www.whssc.org

Department for Constitutional Affairs
Selbourne House
54-60 Victoria Street
London SW1E 6QW
Tel: 020 72108500
Lord Chancellor's Department Website: www.lcd.gov.uk
Department for Constitutional Affairs Email: generalenquiries@lcd.gsi.gov.uk
Court Service Email: cust.ser.cs@gtnet.gov

Public Records Office
66 Balmoral Avenue
Belfast
BT9 6NY
Northern Ireland Website: www.proni.gov.uk

Websites:

www.ico.gov.uk/about_us/regional_offices/northern_ireland.aspx
This is the Information Commissioner's website

www.lcd.gov.uk
This is the Lord Chancellor's Department website

www.foi.nhs.uk
This is the NHS Freedom of Information website

www.pro.gov.uk
This is the public records office website

www.shssb.org
This is the Southern Health and Social Services Board website

www.ni-ombudsman.org.uk

This is the Ombudsman website

www.dhsspsni.gov.uk

This is the Department of Health and Social Services and Public Safety website.

3.4 Publications

- Code of Practice on Openness in the HPSS (1996):
Code of Practice on Openness -
www.dhsspsni.gov.uk/order_publication?title
- Northern Ireland Act 1998 –
<http://www.legislation.hmso.gov.uk/acts/acts1998/19980047.htm>
- FOI Act 2000 -
www.legislation.hmso.gov.uk/acts/acts2000/2000036.htm
- FOI Act 2000 Explanatory Notes -
www.legislation.hmso.gov.uk/acts/en/2000en36.htm
- Code of Practice under Section 45 FOI Act 2000 - www.lcd.gov.uk
- Code of Practice under Section 46 FOI Act 2000 – www.lcd.gov.uk