



Glasgow City Integration Joint Board

GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2015

Contents

- SECTION 1:** Introduction to the Integration Joint Board - Guide to Information
- SECTION 2:** About Glasgow City Integration Joint Board
- SECTION 3:** Accessing information under the Guide
- SECTION 4:** Information that we may withhold
- SECTION 5:** Our Charging Policy
- SECTION 6:** Our Copyright Policy
- SECTION 7:** Records Management Policy
- SECTION 8:** Contact details for enquiries, feedback and complaints
- SECTION 9:** How to access information which is not available in the Guide to Information
- SECTION 10:** Classes of Information
 - [Class 1: About Glasgow City Integration Joint Board](#)
 - [Class 2: How we deliver our functions and services](#)
 - [Class 3: How we take decisions and what we have decided](#)
 - [Class 4: What we spend and how we spend it](#)
 - [Class 5: How we manage our human, physical and information resources](#)
 - [Class 6: How we procure goods and services from external providers](#)
 - [Class 7: How we are performing](#)
 - [Class 8: Commercial publications](#)

Section 1: Introduction

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

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

Glasgow City Integration Joint Board has adopted the **Model Publication Scheme 2015** which has been produced and approved by the Scottish Information Commissioner. It is approved until [date to be added following approval by the Scottish Information Commissioner].

You can see this scheme on our website at www.glasgow.gov.uk/GlasgowCityHSCP_FOI

This is a temporary address until our new web site becomes operational.

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2015, or this Guide to Information, to be provided in a different format.

The purpose of the Guide to Information is to:

- allow you to see what information is available (and what is not available) for the Glasgow City Integration Joint Board in relation to each class in the Model Publication Scheme 2015
- state what charges may be applied
- explain how to find the information easily
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

Section 2: About Glasgow City Integration Joint Board

The Integration Joint Board was established on 6th February 2016 as a corporate body under the terms of the Public Bodies (Joint Working) (Scotland) Act 2014. It is one of 29 Integration Boards each created covering one or more areas coterminous with that of local authorities. The function of the Integrated Board which contains representatives of Glasgow City Council, NHS Greater Glasgow & Clyde and a number of professional and stakeholder representatives, is to provide arrangements for the development of the integration of health and social care. This integration will improve the outcome for patients, service users, carers and their families. The Integration Joint Board has delegated to it in terms of the Act and an Integration Scheme approved by the Scottish Parliament functions and resources of Glasgow City Council and NHS Greater Glasgow & Clyde.

The Board is commonly referred to as the Glasgow City Health and Social Care Partnership. This is the public facing aspect of the Board and comprises the organisation drawing staff from the Council and Health Board which supports to Board in delivering its objectives.

Introducing the Glasgow City Integration Joint Board

The Joint Board has its Principal offices at Commonwealth House, 32 Albion Street, Glasgow G1 1LH.

Telephone 0141 287 0499

Fax 0141 287 0492

e-mail Partnerships.FOI@ggc.nhs.scot.uk

The Chief Officer to the Board is David Williams

We cover the area of Glasgow City Council.

We work in co-operation with other Integrated Joint Boards, the NHS Board and Glasgow City Council and other agencies in planning and commissioning health and social care services.

The governing Body is the Integrated Joint Board, which comprises 16 voting members - 8 members appointed from Councillors on Glasgow City Council; and 8 members from the Non-Executives of NHS Greater Glasgow & Clyde. Additionally there are non-voting stakeholder members and professional members. For more information on the Board see Section 10 – Classes of information - Class 1.

Section 3: Accessing Information under the Scheme

Availability and formats

The information published through this Guide to Information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online, including by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see Section 5: Our Charging Policy).

Information in our Guide to Information will normally be available through the routes described below. Section 10 – Classes of Information provides more details on the information available under the Guide, along with additional guidance on how the information falling within each class may be accessed.

Online:

Most information listed in our Guide to Information is available to download from our website. In many cases a link within Section 10: Classes of Information will direct you to the relevant page or document. If you are having trouble finding any document listed in our guide, then for further assistance contact:

Business Administration (Freedom of Information)
Commonwealth House
32 Albion Street
Glasgow
G1 1LH

Telephone: 0141 287 0394

Email: Partnerships.FOI@ggc.scot.nhs.uk

Website: www.glasgow.gov.uk/GlasgowCityHSCP_FOI

By email:

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible. When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

By phone:

All information in the guide will be available in hard copy form for example, paper copies. Hard copies of information can be requested from us over the telephone. Please call us to request information available under this scheme.

By post:

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

Business Administration (Freedom of Information)
Commonwealth House
32 Albion Street
Glasgow
G1 1LH

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see Section 5: Our Charging Policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

Personal visits:

If you prefer to visit us to inspect the information you may do so during our normal office hours of 9.00 am to 5.00pm Monday to Thursday and to 4.00pm on a Friday. It may avoid delay if you notify us in advance that you intend to visit. In a limited number of cases you may be required to make an appointment to view the information. In such cases, this will be set out within Section 10 – Classes of Information, and contact details will be provided within the relevant class.

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact us to help you.

Exempt information

We will publish all the information we hold that falls within the classes of information in the Model Publication Scheme 2015. We publish this information in Section 10 of this guide. If a document contains information that is exempt under Scotland's freedom of information laws (for example personal information or a trade secret), we will remove or redact (blank out) the information before publication but we will explain why.

Section 4: Information that we may withhold

All information covered by our Guide to Information can either be accessed through our website, or will be provided promptly following our receipt of your request. Our aim in adopting the Commissioner's Model Publication Scheme 2015 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in "Section 10 – Classes of Information". Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it. Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment.

Information may also be withheld if it is another person's personal information, and its release would breach data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to Section 8 – Contact details for enquiries, feedback and complaints.

Section 5: Our Charging Policy

This section explains when we may make a charge for our publications and how any charge will be calculated.

There is no charge to view information on our website, at our premises (except where there is a statutory fee, for example to access registers), or where it can be sent to you electronically by email.

We may charge you for providing information to you, for example photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charges per sheet of paper are shown in the table below:

Size of paper/alternative format	Black and White Pence per sheet	Colour Pence per sheet
A4	10p	20p
A3	20p	40p

Information provided on CD-ROM will be charged at £1.00 per computer disc.

We will recharge postage costs at the rate we paid to send the information to you. Our charge is based on sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge you no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

Details of any individual charges which differ from the above charging policy are provided within “Section 10 – Classes of information”.

Section 6: Copyright

Glasgow City Integration Joint Board holds the copyright for the vast majority of information in this Publication Scheme. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, is not used for profit, and provided that the source of the material is acknowledged.

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to re-use the information to:

Business Administration (Freedom of Information)
Glasgow City Integration Joint Board
Commonwealth House
32 Albion Street
Glasgow
G1 1LH

Telephone: 0141 287 0394

Email: Partnerships.FOI@ggc.scot.nhs.uk

Your request will be considered under the Re-use of Public Sector Information Regulations 2005, which may provide the right to impose a charge. In the event that a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information go to www.oqps.gov.uk or contact Business Administration.

The Publication Scheme may contain information where the copyright holder is not the Integration Joint Board. In most cases, the copyright holder will be obvious from the documents. In cases where the copyright is unclear it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. This includes, for example, Ordnance Survey Maps, which are Crown Copyright.

Section 7: Records Management Policy

Glasgow Integration Joint Board regards its records as a major asset of the organisation. It confirms that its records are one of the essential resources, which support management in the efficient and effective fulfilment of its governance, business and legal responsibilities. The Board will over coming months develop records management and retention policies which will be applied to the management of information held by the Board.

Section 8: Contact details for enquiries, feedback and complaints

The Act requires that we review our publication scheme from time to time. As we have adopted the Model Publication Scheme 2015, this means we will review our Guide to Information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this Guide to Information, or comment or complain that information is not included then please contact us via.

Head of Business Administration
Commonwealth House
32 Albion Street
Glasgow
G1 1LH

Telephone: 0141 287 0394
Email: Partnerships.FOI@ggc.scot.nhs.uk
Telephone: 0141 201 4461

You may, for example wish to tell us about:

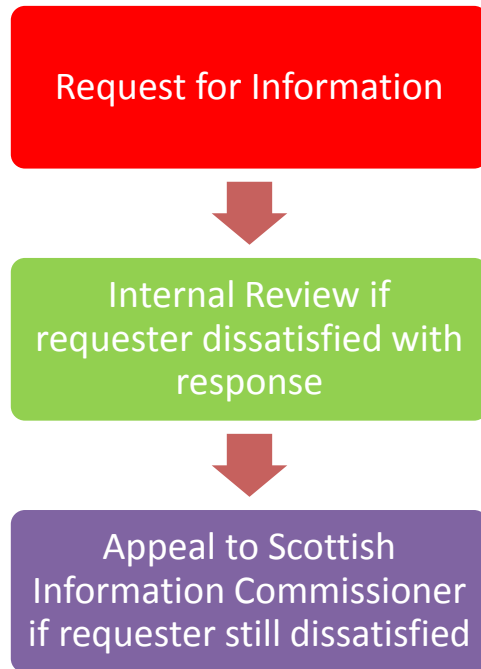
- other information that you would like to see included in the guide;
- whether you found the guide easy to use;

- whether you found the guide to information useful;
- whether our staff were helpful;
- other ways in which our guide to information can be improved.

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

Any complaint will be acknowledged within three working days of receipt and we will respond in full within twenty working days. You have legal rights to access information under the Model Publication Scheme 2015 (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing¹ or another recordable format. If you are unhappy with our response to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

¹ Verbal requests for environmental information carry similar rights



The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm.

Her office can be contacted as follows:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife KY16 9DS
Tel: 01334 464610
Email: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info/YourRights

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

If the information you are seeking is not available through the Model Publication Scheme 2015 (as described in this Guide) then you may wish to request it from us. The Act provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exceptions or exemptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2015 (and described in this Guide), please write to:

For requests under Freedom of Information and the EIRs please contact:

Business Administration (Freedom of Information)
Commonwealth House
32 Albion Street
Glasgow
G1 1LH

Telephone: 0141 287 0394
Email: Partnerships.FOI@ggc.scot.nhs.uk

For requests under the Data Protection Act please contact:

Business Administration (Rights and Enquiries)
Commonwealth House
32 Albion Street
Glasgow
G1 1LH

Telephone 0141 287 8714

Email: jim.charlton@glasgow.gov.uk

Charges for information that is not available under the scheme:

The charges for information that is available under this Guide to Information are set out under Section 5 – Our Charging Policy.

If you submit a request to us for information that is not available in this Guide the charges will be based on the following calculations:

General information requests:

- There will be no charge for information requests that cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost in excess of £100. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500 being chargeable.
- We are not obliged to provide information in response to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, or for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information:

Environmental information is provided under the EIRs rather than the Act. The rules for charging for environmental information are slightly different. We do not charge for the time to determine whether we hold the environmental information requested, or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you, for example photocopying and postage. In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated on the basis of the actual cost to the IJB of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Charge for request for your own personal data:

The minimum cost is £10 rising to a maximum of £50 depending on the volume and type of information requested, plus reproduction and postage costs (both on the same basis as for FOI requests).

Section 10 – Classes of Information

CLASS 1: ABOUT GLASGOW CITY IJB

Class description:

Information about Glasgow Integrated Joint Board, who we are, where to find us, how to contact us, how we are managed and our external relations.

The information we publish under this class includes:	Description	How to access it/details of any charges
About Us	The Glasgow City Integrated Joint Board covers the area of Glasgow City Council	Map of Glasgow City
Organisation's Purpose, Mission Statement, Vision and Values	Our Vision Statement. We are developing a Vision Statement. The current draft is provided.	Vision Statement
Contact Details	Address and contact details for Glasgow City Integration Joint Board.	Commonwealth House, 32 Albion Street, Glasgow G1 1LH
Organisational Chart	Gives details of the organisational structure of the officers working within the Integrated governance arrangements	H&SCP Organisation Chart
Our Board	Profiles of Board Members and Professional Advisers and Stakeholder representatives. Programme of Meeting	List of Board Members Section under development further details will be added Board Meeting Programme

	<p>Papers for Board Meetings</p> <p>Board Members Declarations of Interest and their Register of Gifts and Hospitality.</p> <p>Board Members expenses are published here.</p>	<p>Board Papers</p> <p>Register of Interests and of Gifts and Hospitality - <i>contact Head of Business Administration</i></p> <p>Expenses – <i>contact Head of Business Administration</i></p>
Governance	<p>Governance & Committee Arrangements</p> <p>Standing Orders</p> <p>Code of Conduct for Board members</p> <p>Risk Management</p> <p>Scheme of Delegation</p>	<p>Governance & Committee Arrangements</p> <p>Standing Orders</p> <p>Code of Conduct for Board members</p> <p>Risk Management</p> <p>Scheme of Delegation</p>
News	<p>News about the IJB for example news releases, newsletters.</p>	<p>Newsletters</p>
Accountability and Audit Relationships	<p>Details of bodies we are audited and/or regulated by, and the nature of our relationship with them.</p>	<p>Audit Scotland http://www.audit-scotland.gov.uk</p> <p>Care Commission http://www.careinspectorate.com/</p> <p>Health Improvement Scotland http://healthcareimprovementscotland.org/</p> <p>Healthcare Environmental Inspection http://healthcareimprovementscotland.org/programmes/inspecting_and_regulating_care/environment_inspectorate_hei.aspx</p> <p>Mental Welfare Commission http://www.mwcscot.org.uk/</p>

External relations and working with others		
Partner Agencies	Information on working in partnership with.	Glasgow City Council https://www.glasgow.gov.uk/ NHS Greater Glasgow & Clyde http://www.nhsggc.org.uk
Information on rights, how to make a request		
How to complain or make a comment	How to complain or make a comment, for example complaints policy, and contact details.	Making a Complaint contact Business Administration at Commonwealth House on 0141 314 0394. Patient/Client Feedback contact the local service provider.
How to make a freedom of information request	How to request information, contacts details for FOI section/unit. Rights of appeal under FOI/EIR if you are dissatisfied.	Making an FOI Request Leaflet Review procedure
How to make a request for personal information	How to apply your rights under the Data Protection Act 1998 and request personal information held by the IJB about you.	Contact Rights and Enquiry Unit at Commonwealth House on 0141 287 8714
Model Publication Scheme 2015	The Scottish Information Commissioner's Model Publication Scheme 2015.	Publication Scheme
Guide to Information	Guide to Information it makes available under the Model Publication Scheme 2015.	Guide to information available under the Publication Scheme

CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES

Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class includes:	Description	How to access it/details of any charges
Strategic Plan	The Strategic Plan describes how the functions delegated to the Glasgow City IJB by Glasgow City Council and NHS Greater Glasgow and Clyde will be delivered.	Strategic Plan
Corporate policies and procedures.	Policies adopted by the IJB	Risk Management Strategy Freedom of Information Policy Public Participation and Engagement Policy – Not yet agreed.
How to access services	Information about how to locate health services including: Primary Care Services: Dental Services/General Dental Practitioners GPs/GP Surgeries Optometrists and Opticians Pharmacies Information about how to locate social work services	Accessing NHS Services Hospitals and other service locations http://www.nhsggc.org.uk Accessing Social Work Services https://www.glasgow.gov.uk/index.aspx?articleid=15900

CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED

Class description:

Information about the decisions we take how we make decisions and how we involve others.

The information we publish under this class includes:	Description	How to access it/details of any charges
Integration Joint Board meetings	Agendas, papers and minutes for Integration Joint Board meetings.	Integration Joint Board Meeting Papers See Class 1
Board standing orders for the conduct of business		Standing Orders – See Class 1
Scheme of delegation		Scheme of Delegation – See Class 1
Public consultation and engagement strategies	Details of how we inform and engage with service users, families and key stakeholders. Details of current and previous public consultations.	Public Consultation and Engagement – Participation and Engagement Strategy not yet approved
Reports of Regulatory Inspections	Reports of regulatory inspections, audits and investigations.	List relevant reports – These will be available once published

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

Class description:

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

The information we publish under this class includes:	Description	How to access it/details of any charges
Annual Accounts	Statutory financial statements Directors report including Board member and senior employees' remuneration. Governance statement Independent auditors report	Annual Accounts (Exchequer) – not yet available (The Governance statement is included within the Annual Accounts) Audit Scotland's Reports as they become available
Public Services Reform (Scotland) Act 2010	Public Relations Expenditure Overseas Travel Expenditure Hospitality and Entertainment Expenditure Supplier payments over £25,000 Employees with remuneration in excess of £150,000 Sustainable economic growth information Efficiency, Effectiveness and Economy information	Annual Disclosures – not yet available Not available Not available
Financial Plan	Revenue Financial Plan	Financial Plan 2016/17 available from March/April 2016
Financial Polices	Standing Financial Regulations	Standing Financial Regulations

	Scheme of Delegation	Scheme of Delegation – See Class 1
Financial Monitoring Reports	Overview in-year financial reports	Financial Monitoring Reports are reported to the Integrated Joint Board and included in the Board Papers. See Board Papers

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

Class description:

Information about how we manage the human, physical and information resources of the authority.

The information we publish under this class includes:	Description	How to access/details of any charges
Human Resources		
Current policies	The Integration Board does not employ staff directly. Staff are employed by the Glasgow City Council or NHS Greater Glasgow & Clyde. For relevant Human Resources Policies refer to these bodies.	
Strategies	Workforce Planning	Information on development of workforce Plan – not yet available
Employee relations	Information about partnership arrangements and facilities agreements in place including area partnership forums, HR forums and staff development groups.	Contact Head of Human Resources
Equality and Diversity at NHS Greater Glasgow and Clyde	Establishing Equality Outcome for Glasgow City IJB	Equalities Mainstreaming and Outcomes Plan

Information Resources		
Records management	<p>Information on records management including codes of practice, records management plan, health records policy, administrative records policy, and the removal of data from vacated properties policy.</p> <p>A records management plan requires to be produced under the Public Records (Scotland) Act 2011 which should then be approved by the Keeper of the Records of Scotland. This plan will be published on our website when it becomes available.</p>	Contact Business Administration on 0141 314 0394
Information assurance and management	<p>Information on using, protecting and the fair processing of another individual's personal information; information security, including the information assurance strategy, information governance standards, information asset registers, IG toolkit, fair processing notice, data protection principles, Caldicott guardian principles, and how to submit subject access requests. Information on these issues is held by Glasgow City Council and NHS Greater Glasgow & Clyde. A small number of procedures and policies have been agreed by the Integration Joint Board</p>	<p>For Subject Access Requests contact Rights and Enquiries Team on 0141 287 8714</p> <p>How to submit Freedom of information Requests</p>

Freedom of Information	Information about the freedom of information policy and how to submit a request	Freedom of Information Policy How to request information
Knowledge management		
Statistics	Health information is published by the Information Services Division of NHS National Services Scotland (ISD). You can find statistical information here on cancer, child health, deaths, dental care, drugs and alcohol misuse, emergency care, equality and diversity, eye care, finance, general practice, health and social care, health conditions, heart diseases, hospital care, maternity and births, mental health, prescribing and medicines, public health, quality indicators, healthcare audits, sexual health, stroke and waiting times. Please note that the IJB is not responsible for the content of external sites.	Information Services Division http://www.isdscotland.org
Lists and registers	Information we are currently required to hold in publicly available registers: Independent contractors:	List of Dental Practitioners Performers List of GPs List of Ophthalmic Medical Practitioner Pharmaceutical List http://www.nhsggc.org.uk/

Physical Resources

Property or rental

- Property management information, including:
- Property and Asset Management arrangements
 - Fire policy and procedures
 - Sustainability policy and annual report setting out objectives and actions on sustainability

The Policies of the partner agencies generally apply.

CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS

Class description:

Information about how we procure goods and services, and our contracts with external providers

The information we publish under this class includes:	Description	How to access it/details of any charges
Procurement policies	Procurement arrangements made by the City Council and NHS Greater Glasgow & Clyde	See the Procurement Policies of the Partner Agencies
Invitations to Tender	Invitations to tender can be found on the Public Contracts Scotland portal* *The IJB is not responsible for the content of external websites.	Public Contracts Scotland* Tender support information
Contracts	A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal* * The IJB is not responsible for the content of external websites.	Public Contracts Scotland*

CLASS 7: HOW WE ARE PERFORMING

Class description:

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

The information we publish under this class includes:	Description	How to access it/details of any charges
Key Performance Indicators	<ul style="list-style-type: none"> • National Health & Wellbeing Outcomes • Regulations on the content of Performance reports • Performance Reports 	Link to Regulations Performance reports are set out in the IJB Board papers.
Audits & Inspections	Information about audits and inspections carried out by external bodies - for example, Healthcare Environment Inspectorate (HEI).	Details of relevant documents will be published when available.
Patient feedback	Information on how to provide feedback on our services.	Patient Feedback
Complaints	Complaints statistics	Complaints Statistics (ISD) Health and Social Work Complaints Reports (Board Papers)
Scottish Public Service Ombudsman (SPSO)	Findings and our responses	SPSO

CLASS 8: COMMERCIAL PUBLICATIONS

Class description:

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet, for example bookshop, museum or research journal

The information we publish under this class includes:

Description

How to access it/details of any charges

We do not publish any information in this class

1st April 2016 v1.0