

Inverclyde Integration Joint Board

GUIDE TO INFORMATION AVAILABLE UNDER THE MODEL PUBLICATION SCHEME 2016

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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; and
- tell the public how to access the information and whether information is available free of charge or on payment

Inverclyde Integration Joint Board has adopted the **Model Publication Scheme 2016** which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on our website at: <https://www.inverclyde.gov.uk/health-and-social-care>

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2016, or this Guide to Information, to be provided in a different format.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) for the Inverclyde Integration Joint Board in relation to each class in the Model Publication Scheme 2016;
- state what charges may be applied;
- explain how you can find the information easily;
- provide contact details for enquiries and to get help with accessing the information; and
- explain how to request information we hold 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 Inverclyde Integration Joint Board

The Inverclyde Integration Joint Board (the Board) was established on 27 June 2015 as a corporate body under the terms of the Public Bodies (Joint Working) (Scotland) Act 2014. It is one of 29 Integration Joint Boards each created covering one or more areas coterminous with that of local authorities. The function of the Board which contains representatives of Inverclyde Council, Greater Glasgow and Clyde NHS Board 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 Board has delegated to it, in terms of the Act and an Integration Scheme approved by the Scottish Ministers, functions and resources of Inverclyde Council and Greater Glasgow and Clyde NHS Board.

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

Introducing the Inverclyde Integration Joint Board

The Board has its principal offices at

Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

Telephone 01475 715365
E-mail
foi.hscp@inverclyde.gov.uk

The Chief Officer of the Board is Brian Moore.

We cover the area of Inverclyde Council.

We work in co-operation with other Integration Joint Boards, Inverclyde Council and Greater Glasgow and Clyde NHS Board and other agencies in planning and commissioning health and social care services.

The governing body is the Integration Joint Board, which comprises 8 voting members – 4 members appointed from Councillors on Inverclyde Council; 4 members from the Non-Executive Board Members of Greater Glasgow and Clyde NHS Board. 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 we publish through this Guide to Information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see Section 5: Our Charging Policy).

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

Online:

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

Head of Administration & Business Support (Freedom of Information)
Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

Email: foi.hscp@inverclyde.gov.uk
Website: <https://www.inverclyde.gov.uk/health-and-social-care>

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: 01475 715280

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:

Head of Administration & Business Support (Freedom of Information)
Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

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 2016. 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 sensitive personal information or a trade secret), we may remove or redact 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 2016 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 removed or redacted. 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:

Black and white photocopying

Size of paper	Pence per sheet of paper
A1	Not available
A2	Not available
A3	20p
A4	10p
A5	10p

Colour photocopying

Size of paper	Pence per sheet of paper
A1	Not available
A2	Not available
A3	60p
A4	30p
A5	30p

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

Postage costs will be recharged at the rate we pay 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 no more than the cost per copy of the total print run.

We do not pass any other costs on 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

Inverclyde 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:

Head of Administration & Business Support (Freedom of Information)
Inverclyde Integration Joint Board
Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

Telephone: 01475 715280
Email: foi.hscp@inverclyde.gov.uk

Your request will be considered under the Re-use of Public Sector Information Regulations 2015, 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 <http://www.nationalarchives.gov.uk/information-management/re-using-public-sector-information/> or contact the Head of Administration & Business Support.

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

Inverclyde 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 the 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 2016, 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 Administration & Business Support (Freedom of Information)
Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

Telephone: 01475 715280
Email: foi.hscp@inverclyde.gov.uk
Website: <https://www.inverclyde.gov.uk/health-and-social-care>

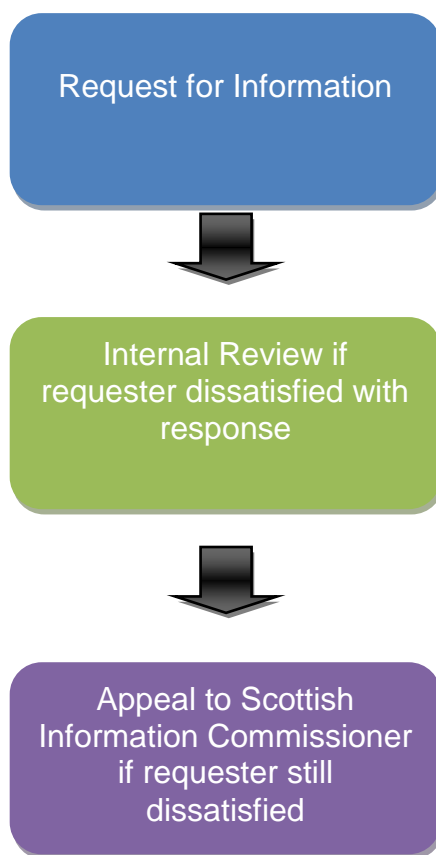
You may, for example wish to tell us about:

- 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 2016 (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



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

¹ Verbal requests for environmental information carry similar rights

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 2016 (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 2016 (and described in this Guide), please write to:

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

Head of Administration & Business Support (Freedom of Information)
Inverclyde Integration Joint Board
Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

Telephone: 01475 715280
Email: foi.hscp@inverclyde.gov.uk

For requests under the Data Protection Act please contact:

Head of Administration & Business Support (Data Protection)
Inverclyde Integration Joint Board
Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

Telephone: 01475 715280
Email: foi.hscp@inverclyde.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, 30p 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 INVERCLYDE INTEGRATION JOINT BOARD

Class description:

Information about Inverclyde Integration 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

Background on health and social care integration and the Integration Joint Board can be found here:
<https://www.inverclyde.gov.uk/health-and-social-care>

If you have any queries about health and social integration, please contact us at:

e-mail: HSCP.Communications@ggs.scot.nhs.uk

By telephone: 01475 715365

Our postal address is:

Inverclyde Health and Social Care Partnership
Hector McNeil House
7-8 Clyde Square
Greenock
PA15 1NB

How to complain or make a comment:

<https://www.inverclyde.gov.uk/health-and-social-care/information-advice/complaints-procedure>

Our management structure can be found here:

<http://www.inverclyde.gov.uk/health-and-social-care/who-we-are/hscp-management-team>

Details of the membership of the Integration Joint Board and its sub-committees can be found here:

<https://www.inverclyde.gov.uk/meetings/committees/57>

<https://www.inverclyde.gov.uk/meetings/committees/59>

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

The Strategic Plan sets out what the Integration Joint Board wants to achieve and details how we will do it. It sets out the actions needed to improve health and social care services to meet changing local demands and is firmly based on evidence and was developed by engaging with local stakeholders, including staff, to ensure services are designed around the people who use them and their communities.

The Strategic Plan was finalised and approved by the Integration Joint Board on 15th March 2016 and can be found here:

<https://www.inverclyde.gov.uk/health-and-social-care/health-and-social-care-partnership-strategic-plan>

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

For details of Integration Joint Board decisions, including the Integration Joint Board's structure, timetable of meetings, Integration Joint Board and Integration Joint Board sub-committee meetings see:

<https://www.inverclyde.gov.uk/meetings/committees/57>

<https://www.inverclyde.gov.uk/meetings/committees/59>

Integration Joint Board governance arrangements, including the Integration Joint Board and Integration Joint Board sub-committees' Standing Orders and Terms of Reference for the conduct of business can be found here:

<https://www.inverclyde.gov.uk/meetings/committees/57>

<https://www.inverclyde.gov.uk/meetings/committees/59>

The Inverclyde Health and Social Care Partnership Integration Scheme can be found here:

<https://www.inverclyde.gov.uk/meetings/committees/57>

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

Information on the Integration Joint Board's financial arrangements and performance can be found here:

<http://www.inverclyde.gov.uk/health-and-social-care/finance>

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 Inverclyde Integration Joint Board

The information we publish under this class

Human Resources

The services commissioned by the Inverclyde Integration Joint Board are delivered by staff employed by Inverclyde Council and NHS Greater Glasgow and Clyde. The Integration Joint Board does not employ staff directly. Relevant information in respect of Human Resource policies can be found through each organisation's respective publication scheme:

Inverclyde Council Publication Scheme

<http://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information/freedom-of-information-publication-scheme>

NHS Greater Glasgow & Clyde Publication Scheme

<http://www.nhsggc.org.uk/about-us/freedom-of-information-foi/publication-scheme-and-guide-to-information/>

Workforce Planning – the Integration Joint Board is developing a People Plan. This plan will be published on our website when it becomes available.

Equalities

Information on Equalities can be found here:

<https://www.inverclyde.gov.uk/health-and-social-care/equalities>

Physical Resources

The Integration Joint Board does not hold any property. Property is held by Inverclyde Council and NHS Greater Glasgow and Clyde. Relevant information on property matters can be found through each organisation's respective publication scheme:

Inverclyde Council Publication Scheme

<http://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information/freedom-of-information-publication-scheme>

NHS Greater Glasgow & Clyde Publication Scheme

<http://www.nhsggc.org.uk/about-us/freedom-of-information-foi/publication-scheme-and-guide-to-information/>

Information Resources

Freedom of Information – information on the Integration Joint Board's freedom of information policy, publication scheme and how to submit a request can be found here:

<https://www.inverclyde.gov.uk/health-and-social-care/information-advice/freedom-of-information-scotland-act>

Data Protection – information on how to make a subject access request to Inverclyde Council or NHS Greater Glasgow and Clyde can be found here:

<https://www.inverclyde.gov.uk/health-and-social-care/information-advice/subject-access-request>

Records Management – A records management plan requires to be produced by the Integration Joint Board 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.

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

The services commissioned by the Integration Joint Board are delivered directly by Inverclyde Council and NHS Greater Glasgow and Clyde through their own procurement policies and arrangements. Therefore the Integration Joint Board does not hold any information within this class but relevant information on procurement and contract matters can be found through each

organisation's respective publication scheme.

Inverclyde Council Publication Scheme

<http://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information/freedom-of-information-publication-scheme>

NHS Greater Glasgow & Clyde Board Publication Scheme

<http://www.nhsggc.org.uk/about-us/freedom-of-information-foi/publication-scheme-and-guide-to-information/>

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

The Integration Joint Board publishes performance information such as Key Performance Indicators, Audits and Inspections, Patient Feedback and Complaints Statistics through reports to the Integration Joint Board and its sub-committees, which can be found here:

<https://www.inverclyde.gov.uk/meetings/committees/57>

<https://www.inverclyde.gov.uk/meetings/committees/59>

CLASS 8: OUR COMMERCIAL PUBLICATIONS

Class description:

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

We do not publish any information in this class.

CLASS 9: OUR OPEN DATA

Class description:

Open data made available by the authority as described by the Scottish Government's Open Data Strategy and [Open Data Resource Pack](#) and available under an open licence.

The Integration Joint Board does not hold any information within this class