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Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

# **PUBLICATION SCHEME**

**IN ACCORDANCE WITH THE  
FREEDOM OF INFORMATION ACT 2000**

## **Health Education and Improvement Wales Freedom of Information Act (2000) Publication Scheme**

The Freedom of Information (FOI) Act was passed on the 30<sup>th</sup> November 2000 and from January 1<sup>st</sup> 2005, gave people a general right of access to all types of recorded information held by public authorities. The Act sets out exemptions to that right and places certain obligations on Public Authorities.

[Freedom of information Act - UK Legislation site](#)

This publication scheme commits an authority to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below, where this information is held by the authority.

The scheme commits an authority:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.
- To specify the information which is held by the authority and falls within the classifications below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the authority makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.

### **Further Information and Links**

If you would like to submit a request for information under Freedom of Information Act legislation or have a query relating to the arrangements put in place to ensure HEIW complies, please email [heiwenquiries@wales.nhs.uk](mailto:heiwenquiries@wales.nhs.uk) who will be happy to help.

## **Publication Scheme**

This Publication Scheme is a complete guide to the information routinely published by Health Improvement and Education Wales (HEIW). Our Scheme is divided into the 7 classes and is laid out as below:

- [Class 1 – Who we are and what we do](#)
- [Class 2 – What we spend and how we spend it](#)
- [Class 3 – What our Priorities are and how we are doing](#)
- [Class 4 – How we make our decisions](#)
- [Class 5 – Governance](#)
- [Class 6 – Lists and Registers](#)
- [Class 7 – The Services we offer](#)

### **Further reading**

[Reuse of Public Sector information guidance](#)

[HEIW Freedom of Information guidance](#)

## PART ONE - INTRODUCTION

In accordance with the Freedom of Information Act 2000 (the Act), every public authority is required to adopt and maintain a Publication Scheme. The Act requires that all public authorities will proactively make information available to the public and recognises that the public have the right to know how services are run, including how much they cost and requires all public authorities to be proactive in making information readily available.

This Publication Scheme is a guide to the information routinely published by HEIW, how this information is published and whether any fee is payable for accessing that information. It is a description of the type of information produced by HEIW and the associated decision making processes which we use. This Scheme will be reviewed at regular intervals and its operation will be monitored.

It is important to HEIW that this Publication Scheme meets your needs. Under Section 19 of the Freedom of Information Act 2000, HEIW has a legal duty to adopt and maintain a Publication Scheme for the publication of HEIW information.

The Publication Scheme will help you to find all the information which HEIW publishes. The Freedom of Information Act does not change the right of patients to protection of their patient confidentiality in accordance with Article 8 of the Human Rights Convention, the Data Protection Act and by common law. Maintaining the legal right to patient confidentiality continues to be an important commitment on the part of HEIW.

### **Information Management**

Information held by HEIW, which falls into the classes of the Publication Scheme, will be retained in line with HEIW's policies, whereby information is held, retained and destroyed in accordance with NHS Wales's guidelines.

### **Feedback**

If you would like to comment on any part of this Publication Scheme, or have any questions, comments or complaints about the Scheme, please contact:

*Dafydd Bebb  
Board Secretary  
Health Education and Improvement Wales  
Tŷ Dysgu  
Cefn Coed  
Nantgarw  
CF15 7QQ*

*Telephone: 03300 585 005  
Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

If you have a complaint about the operation of the Publication Scheme, or how HEIW has dealt with your request for information from the Scheme, please write to:

*Alexandra Howells*  
*Chief Executive*  
*Health Education and Improvement Wales*  
*Tŷ Dysgu*  
*Cefn Coed*  
*Nantgarw*  
*CF15 7QQ*

Telephone: 03300 585 005  
Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)

## **Rights of Access to Information**

### **Freedom of Information Act**

The Freedom of Information Act recognises that, as a member of the public, you have the right to know how public services such as NHS Wales are organised and run, how much they cost and how to make a complaint, provide a compliment or general feedback if you need to do so. 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.

The Freedom of Information Act means that HEIW has to respond to requests about the information it holds and it will create a right of access to that information. The right to request and access this information is subject to some exemptions which HEIW has to take into consideration before deciding what information can be released.

### **Code of Practice on Openness**

As well as being able to access the information identified in this Publication Scheme, you are also entitled to request information about HEIW under the Code of Practice on Openness in the NHS issued by the Welsh Assembly Government in 2003. Copies of the NHS Openness Code 2003 are available from [www.dh.gov.uk](http://www.dh.gov.uk).

There are occasions whereby it is not possible to provide some or all of the information you request, for example under the Data Protection Act, which is outlined below. If this happens, HEIW will explain the reasons why the information cannot be provided.

## PART TWO – THE CLASSES OF INFORMATION

The information is grouped into seven broad categories as follows:

Class 1:	<a href="#">Who we are and what we do</a>
Class 2:	<a href="#">What we spend and how we spend it</a>
Class 3:	<a href="#">What our priorities are and how we are doing</a>
Class 4:	<a href="#">How we make our decisions</a>
Class 5:	<a href="#">Governance</a>
Class 6:	<a href="#">Lists and Registers</a>
Class 7:	<a href="#">The Services we offer</a>

HEIW will state how you can obtain the information outlined within each Class. Information will be mainly available via our website; however, a hard copy or copy in other formats can be obtained upon request. Information available through HEIW's Publication Scheme will normally be free of charge, although HEIW may charge you if we have to copy the information or provide additional paper copies.

HEIW'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 or the Freedom of Information Act. Where individual classes are subject to exemptions, the main reasons relate to the protection of commercial interests and personal information under the Data Protection Act 1998.

The Publication Scheme is available on our web site: [link to website page]. However, a paper copy or copy in other formats is available on request.

## **CLASS 1: WHO WE ARE AND WHAT WE DO**

**Class Description:** Organisational Information, Locations and Contacts, Constitutional and Legal Governance

### **How We Fit into the NHS Structure**

General information about Health Education and Improvement Wales (HEIW) can be found in the [‘About Us’](#) pages.

Established on 1<sup>st</sup> October 2018, Health Education and Improvement Wales (HEIW) is the only Special Health Authority within NHS Wales. We sit alongside Health Boards and Trusts, and have a leading role in the education, training, development, and shaping of the healthcare workforce in Wales, in order to ensure high-quality care for the people of Wales.

Our key functions include:

- Working closely with partners and key stakeholders, and planning ahead to ensure the health and care workforce meets the needs of the NHS and people of Wales, now and in the future;
- Being a reputable source of information and intelligence on the Welsh health and care workforce;
- Commissioning, designing, and delivering high-quality, value for money education and training, in line with standards;
- Using education, training, and development to encourage and facilitate career progression;
- Supporting education, training, and service regulation by playing a key role in representing Wales, and working closely with regulators;
- Developing the healthcare leaders of today and the future;
- Providing opportunities for the health and care workforce to develop new skills;
- Promoting health and care careers in Wales, and Wales as a place to live;
- Supporting the professional workforce and organisation development profession with Wales;
- Continuously improving what we do and how we do it.

### **Organisational Structure**

The organisational structure is in the process of being updated and is intended for future publication. In the meantime, details of the Executive Team are available [here](#).

## Committees and Sub-Committees

There are a number of committees and sub-committees that report to and are accountable to HEIW, these include the Remuneration and Terms of Service Committee; Audit and Assurance Committee and Education, Commissioning and Quality Committee.

HEIW holds bi-monthly Board meetings which the general public are welcome to attend. Details of these can be found [here](#).

## [Vision and Purpose](#)

### Transforming the Workforce for a Healthier Wales

The role of the workforce is pivotal in building a sustainable way of providing healthcare to the people of Wales in the future. As such, we will work closely with our stakeholders to continuously evaluate, re-imagine, and re-invent how we need to work to meet the needs of an ever-changing world.

#### **Purpose:**

Our purpose is to integrate, and grow expertise and capability in planning, developing, shaping, and supporting the health workforce - ensuring we have the right staff, with the right skills, to deliver world-class health and care to the people of Wales.

We will do this in line with the following PEOPLE principles, which capture what we, as the workforce that makes HEIW, feel are important, and also reflect what our partners and stakeholders have told us:

- **P** – Planning ahead to predict and embrace changes, and to build a sustainable health and social care system;
- **E** – Educating, training, and developing staff to meet the needs of patients and citizens, in line with prudent healthcare principles;
- **O** – Offering opportunities for development to new and existing staff from all professional and occupational groups throughout career pathways;
- **P** – Partnership working to increase value for our citizens, patients, learners, and staff;
- **L** – Leading the way through continuous learning, improvement, and innovation;
- **E** – Exciting, Enthusiating, Engaging, Enabling, and Empowering staff across all professional and occupational groups.



## Strategic Objectives

Our work programme and objectives for the next three years will be directed by the following strategic objectives:

1. **As a new organisation, establishing HEIW as a valued and trusted partner, an excellent employer, and a reputable and expert brand.** This reflects the work involved with establishing a new organisation, which will last beyond 1<sup>st</sup> October.
2. **Building a sustainable and flexible health and care workforce for the future.** This relates to taking a more strategic approach to future planning of the workforce, and then aligning all the building blocks needed to deliver it (i.e. education, training, role development, career pathways, continuous professional development, etc.).
3. **With Social Care Wales shaping the workforce to deliver care closer to home, and to better align service delivery.** This specifically recognises the strategic shift required in developing and expanding the primary- and community-based workforce, in order to deliver the service strategy.
4. **Improving quality and safety by supporting NHS organisations find faster and more sustainable workforce solutions for priority service delivery challenges.** This will require us to align our expertise and experience to current NHS pressures, demonstrating added value in the short-term.
5. **Improving opportunities for use of technology and digitalisation in the delivery of education and care.** This is a significant development area and linked closely with *A Healthier Wales*.
6. **Reinvigorating leadership development and succession planning across health and social care in partnership with Social Care Wales and Academi Wales.** This links directly to one of our new functions as an organisation.
7. **Demonstrating value from investment in the workforce and the organisation.** This will require us to be really clear about the benefits we deliver, and how we measure them.

## Values and Behaviours

Our values and behaviours have been created by us, the individuals who together make HEIW.

They record for everyone to see: how we will behave; how we will treat others; how we will work; and how we will support our healthcare colleagues to ensure the people of Wales receive world-class healthcare.

They also record how we will not behave, and behaviour we will not accept.

<b><i>Respect for all:</i></b> <b>in every contact we have with others</b>	<b><i>Together as a team:</i></b> <b>we will work with colleagues across NHS Wales and with partner organisations</b>	<b><i>Ideas that improve:</i></b> <b>harnessing creativity, and continuously innovating and evaluating</b>
<b>We will:</b>	<b>We will:</b>	<b>We will:</b>
<ul style="list-style-type: none"> <li>• Actively listen – make time to listen, to hear, and to respond to everyone’s views;</li> <li>• Seek to understand alternative viewpoints, and see things from others' perspectives;</li> <li>• Challenge constructively and objectively, and deal with disagreement quickly and respectfully, maintaining people's dignity;</li> <li>• Respect other people’s expertise, and trust people to do their jobs;</li> <li>• Take personal responsibility for our actions, and have the confidence to admit mistakes and apologise;</li> <li>• Treat people fairly and equitably, according to their needs;</li> <li>• Value all differences, not just professional backgrounds, experience, and skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Seek out, recognise, and value the knowledge, skills, and experience of others from within HEIW and across our stakeholders;</li> <li>• Openly receive contributions from colleagues and partners;</li> <li>• Work hard for each other, contribute our best, whether we are leading or supporting work;</li> <li>• Work collaboratively;</li> <li>• Be open and transparent, and work towards shared objectives;</li> <li>• Have fun.</li> </ul>	<ul style="list-style-type: none"> <li>• Be creative, curious, and future-thinking;</li> <li>• Challenge the status quo, and suggest constructive solutions;</li> <li>• Take a positive approach to challenges and problems;</li> <li>• Drive informed innovation and improvement for patients, staff, and learners;</li> <li>• Empower staff, teams, and partners with skills to improve;</li> <li>• Seek out, and respond to, feedback from patients, learners, staff, and partners;</li> <li>• Talk up and celebrate success;</li> <li>• Embrace, and learn from, mistakes;</li> <li>• Focus on the "whys" - the purpose, and the outcome;</li> <li>• Create and protect time.</li> </ul>

<b>Respect for all: in every contact we have with others</b>	<b>Together as a team: we will work with colleagues across NHS Wales and with partner organisations</b>	<b>Ideas that improve: harnessing creativity, and continuously innovating and evaluating</b>
<b>We will not:</b>	<b>We will not:</b>	<b>We will not:</b>
<ul style="list-style-type: none"> <li>• Allow challenges, or differences of opinion, to become personal;</li> <li>• Behave in a way that could be perceived as bullying;</li> <li>• Exclude others;</li> <li>• Behave in a way that could be perceived as prejudicial;</li> <li>• Give preferential treatment;</li> <li>• Dominate discussions or approaches.</li> </ul>	<ul style="list-style-type: none"> <li>• Withhold important, relevant information;</li> <li>• Forget to communicate with each other;</li> <li>• Lack loyalty towards each other and HEIW;</li> <li>• Work rigidly to defined boundaries.</li> </ul>	<ul style="list-style-type: none"> <li>• Behave in a negative or “can’t do” way;</li> <li>• Be defensive when challenging existing ways of working;</li> <li>• Think we know best;</li> <li>• Allow obstacles to stop improvement;</li> <li>• Blame others for mistakes.</li> </ul>

**Other useful resources**

[The Information Commissioner’s website](#)

[Welsh Government website](#)

[NHS Confederation Wales website](#)

[Health of Wales Information Service website \(HOWIS\)](#)

[Freedom of Information Act 2000](#)

## CLASS 2 – WHAT WE SPEND AND HOW WE SPEND IT

**Class Description:** Financial Information Relating to Projected and Actual Income and Expenditure, Procurement, Contracts and Financial Audits.

<b>Financial Information relating to projected and actual income expenditure. Procurement contracts and financial audit</b>	<b>Where the Information can be found</b>	<b>Link to the Information</b>
Annual Statement of Accounts	HEIW Website	<a href="#">HEIW Meeting Papers</a>
Annual Reviews NWSSP	NHS Wales Shared Services Partnership (NWSSP) Audit and Assurance webpages	<a href="#">NWSSP Audit and Assurance</a>
Financial Audit Reports	Audit and Assurance Committee Papers	<a href="#">HEIW Meeting Papers</a>
Standing Financial Instructions	Standing Orders and Standing Financial Instructions (SFIs)	<a href="#">HEIW Website</a>
Staff Pay and Grading Structures	AFC pay scales and webpages	<a href="#">Agenda for Change Website</a>
Procurement and Tendering Procedures	NHS Wales Shared Services Partnership (NWSSP) Procurement Services webpages	<a href="#">NWSSP Procurement Services</a>

### **Annual Statement of Accounts, Budgets and Variance Reports, and Financial Audit Reports**

The Annual Accounts for HEIW are made available on our website as they are produced.

Detailed Financial Performance Reports providing information on the funding received and the expenditure made by HEIW, together with budgets and variances will be submitted to the Board and will be made available on the website.

HEIW is monitored and scrutinised by a number of external bodies in regard to its performance in a variety of areas. These areas may relate to specific service areas, professional conduct, adverse events or the overall management of HEIW. Future audit reports generated from these reviews will be considered by the Board or one of the Board Committees (usually Audit and Assurance Committee) and will be

published on the website in due course. In the meantime, please contact HEIW if you require any assistance.

## **Standing Orders and Standing Financial Instructions**

HEIW has Standing Orders and Standing Financial Instructions for the regulation of our proceedings and business. All officers of HEIW must comply with these arrangements.

The Standing Orders and Standing Financial Instructions detail the financial responsibilities, policies and procedures adopted by HEIW. They are designed to ensure that HEIW's business and transactions are carried out in accordance with the laws and Government policy in order to achieve probity, accuracy, economy, efficiency and effectiveness. HEIW and its staff will comply with the Code of Conduct and Accountability for NHS Boards.

## **Capital Programme**

HEIW follows the guidance issued by the Welsh Government regarding capital programmes.

## **Staff and Board Members' Allowances and Expenses**

Staff and HEIW members are entitled to claim allowances and expenses in respect of their travel and subsistence while on HEIW business.

Details of HEIW's Executive Directors and Independent Members' allowances and expenses are published each year in the [Annual Accounts](#).

## **Staff Pay and Grading Structures**

The allowances and salaries paid to Independent Members and Executive Directors by HEIW will be made available through HEIW's [Annual Report](#). The salaries paid to other staff members are determined in accordance with the Agenda for Change and other grading structures. Details of current NHS pay bands and a summary of the bands relevant to a range of posts within HEIW will be available by contacting:

*Julie Rogers*  
*Deputy Chief Executive/Director of Workforce and Organisational Development*  
*Health Education and Improvement Wales*  
*Tŷ Dysgu*  
*Cefn Coed*  
*Nantgarw*  
*CF15 7QQ*

*Telephone: 03300 585 005*  
*Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

## **Procurement and Tendering Procedures**

HEIW follows the guidance established by NHS Wales Shared Services Partnership Procurement Services and more information can be found at <http://www.nwssp.wales.nhs.uk/home> NWSSP Procurement Services sets out the standard terms and conditions that NHS organisations should follow in regard to purchasing equipment and supplies.

Further information on the procurement and tendering procedures can be found within the Standing Orders and Financial Instructions which are published on our website: <https://heiw.nhs.wales/corporate/board-meetings-agendas-and-papers/>

The Director of Finance has managerial responsibility for the HEIW's finances. For further information, or hard copies of financial documents, please write to:

*Eifion Williams*  
*Interim Director of Finance*  
*Health Education and Improvement Wales*  
*Tŷ Dysgu*  
*Cefn Coed*  
*Nantgarw*  
*CF15 7QQ*

*Telephone: 03300 585 005*  
*Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

## **List and Value of Contracts Awarded**

Details of contract programmes undertaken by the NHS Wales Shared Services Partnership can be found on the Shared Services Partnership - Procurement website or upon request to [ProcurementServicesenquiries@wales.nhs.uk](mailto:ProcurementServicesenquiries@wales.nhs.uk)

Once tenders are awarded a formal 'contract award notice' is published through the OJEU: [www.ojeu.com](http://www.ojeu.com)

### CLASS 3: WHAT OUR PRIORITIES ARE AND HOW WE ARE DOING

**Class Description:** Strategy and Performance Information, Plans, Assessments, Inspections and Reviews.

HEIW provides a range of specialist services that deliver outstanding outcomes. Our staff are highly motivated, and work tirelessly to provide high quality, responsive services to service users.

Our goals are:

#### List of goals and objectives for HEIW

<b>Strategies and plans, performance indicators, audits, inspections and reviews.</b>	<b>Where the information can be found</b>
Annual Report	<a href="#">HEIW Meeting Papers</a>
Annual Business Plan	<a href="#">HEIW Meeting Papers</a>
Target, Aims and Objectives	<a href="#">HEIW Website</a>
Integrated Medium Term Plan (IMTP)	<a href="#">HEIW Meeting Papers</a>
Performance against targets / performance framework.	<a href="#">HEIW Meeting Papers</a>
Structured Assessment and Standards for Healthcare Services in Wales	<a href="#">HEIW Meeting Papers</a>
Annual Quality Statement (will be made available for 2019/20 when available)	<a href="#">HEIW Meeting Papers</a>
Annual Governance Statement	<a href="#">HEIW Meeting Papers</a>
Privacy Impact Assessment	<a href="#">HEIW Privacy Policy</a>

#### Structured Assessment and Standards for Healthcare Service in Wales

The Structured Assessment is a self-assessment of the HEIW's position in relation to the Governance and Accountability Module of the Standards for Health Services in Wales.

A summary of the organisation's corporate level assessment of its governance arrangements using the Governance and Accountability module matrix is a Welsh Government requirement for inclusion in the Annual Governance Statement (AGS).

The Governance and Accountability Module is prepared on behalf of the Board and submitted to Health Inspectorate Wales (HIW) in accordance with the stipulated timescales, in addition to the summary being included in the AGS. Both the Governance and Accountability Module and the Annual Governance Statement are presented to the Board. Board papers can be found on the [HEIW Meeting Papers](#) section of the website.

## **Information Governance and Caldicott**

Information Governance is a framework related to how organisations and individuals handle information; it applies to sensitive and personal information, of employees and service users, and also to information related to the business of the organisation.

Information Governance sits alongside Corporate Governance and while the key focus is on ensuring that information is handled in a confidential and secure manner. Information Governance within NHS Wales is generally accepted to include (but is not limited to) the following standards and legal requirements; UK Data Protection Bill 2018, the General Data Protection Regulation (GDPR), the Caldicott Report, Common Law Duty of Confidentiality, Freedom of Information Act 2000, Information Sharing Protocols, Data Quality and Records Management.

In the educational context it is also very much about supporting the administration and provision of high quality services to ensure that the right information is available to the right people, when and where it is needed.

Information Governance is supported by specific policies and procedures to provide assurance to those that contact HEIW that security and use of information is managed within these principles.

To find out more or to discuss any concerns in relation to Information Governance please contact:

*Tim Knifton*  
*Information Governance Manager (Interim)*  
*Health Education and Improvement Wales*  
*Tŷ Dysgu*  
*Cefn Coed*  
*Nantgarw*  
*CF15 7QQ*

*Telephone: 03300 585 005*  
*Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*



## CLASS 4: HOW WE MAKE DECISIONS

**Class Description:** Decision Making Processes and Records of Decisions

### The Board

The Board provides leadership and direction to the organisation, ensuring that its affairs are conducted in an open manner, with the highest standards possible. It comprises both HEIW officers and Independent Members and together they share corporate responsibility for all Board decisions. As a member of the public, you are welcome to attend our Board meetings. HEIW Board meeting dates and all [Board Meeting Agendas and Papers](#) are published on our website.

### Board Sub Committees

In line with HEIW's Standing Orders (and Scheme of Delegation), the Board shall nominate annually a range of sub Committees that support the development of an overall assurance framework for the organisation. These are:

- **Audit and Assurance Committee**

The purpose of the Audit and Assurance Committee ("the Committee") is to:

- **Advise** and **assure** the Board and the Chief Executive (who is the Accountable Officer) on whether effective arrangements are in place - through the design and operation of HEIW's assurance framework - to support them in their decision taking and in discharging their accountabilities for securing the achievement of its objectives, in accordance with the standards of good governance determined for the NHS in Wales.
- Where appropriate, the Committee will **advise** the Board and the Chief Executive on where, and how, its systems and assurance framework may be strengthened and developed further.
- **Approve** on behalf of the Board policies, procedures and other written control documents in accordance with the Scheme of Delegation.

- **Education, Commissioning and Quality Committee**

The purpose of the Education, Commissioning and Quality Committee ("the Committee") is to:

- **Advise** and **assure** the Board and the Chief Executive (who is the Accountable Officer) on whether effective arrangements are in place to plan, commission, deliver and quality manage education systems and provide assurance on behalf of the organisation.
- Where appropriate, **advise** the Board and the Chief Executive on where, and how, its education systems and assurance framework may be strengthened and developed further.
- **Recommend** to the Board education training plans including investment in new programmes and disinvestment in others.
- **Recommend** to the Board on strategic matters relating to Education Commissioning and Education Quality.
- **Recommend** the specification of tender documents in respect of Education to the Board

- **Remuneration and Terms of Service Committee**

The purpose of the Remuneration and Terms of Service Committee (“the Committee”) is to:

- **Advise** the Board on remuneration and terms of service for the Chief Executive, Executive Directors and other senior staff within the framework set by the Welsh Government.
- **Assure** the Board in relation to HEIW’s arrangements for the remuneration and terms of service, including contractual arrangements, for all staff, in accordance with the requirements and standards determined for the NHS in Wales.

### **Committee Papers**

HEIW Committee papers from October 2018 onwards are available on the HEIW website using this [link](#).

### **Governance and Assurance Arrangements**

A series of key documents which we consider of interest to members of the public can be found on the [HEIW website](#).

### **Public consultations**

Public consultations will be made available as and when required, they will usually be accessible from the home or news pages on the [HEIW website](#).

### **Internal communications guidance and criteria used for decision making i.e. process systems and key personnel**

Key strategic decisions are made at the Executive Team. There are a number of committees that report to and are accountable to the Board; these provide the governance and accountability structure within the organisation. The Communications Team provide internal communications, PR and media support to the Senior Management Team and Board. For further information on Board committees, contact:

*Dafydd Bebb  
Board Secretary  
Health Education and Improvement Wales  
Tŷ Dysgu  
Cefn Coed  
Nantgarw  
CF15 7QQ*

*Telephone: 03300 585 005  
Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

## CLASS 5: GOVERNANCE

**Class Description:** Current written protocols for delivering our functions and responsibilities including principal policies and procedures, welsh language scheme, concerns, human resources

<b>Protocols, Procedures and Policies for delivering our services and responsibilities</b>	<b>Where the information can be found</b>	<b>Link to the Information</b>
Vision and Purpose	HEIW website	<a href="#">About us webpage</a>
Strategic Objectives	HEIW website	<a href="#">About us webpage</a>
Corporate Governance	HEIW website	<a href="#">Information Governance webpage</a>
Good Practice	HEIW website	<a href="#">HEIW News webpage</a>
Issues and Complaints	HEIW website	<a href="#">Contact us information page</a>
Annual Reviews	NWSSP website	<a href="#">NWSSP Audit and Assurance</a>

### Health and Safety

HEIW's Health and Safety Policy can be found in the Policies and Procedures part of our website.

### Policies and Procedures Relating to Human Resources, including Recruitment and Employment

HEIW's employment policies can be found under the Policies and Procedures part of our website.

All current job vacancies within HEIW are advertised on the [NHS Jobs website](#).

### Policies and Procedures Relating to Equality and Diversity, Equality Scheme and Equality Impact Assessments

HEIW is committed to supporting, developing and promoting Equality, Inclusion and Diversity in all of its practices and activities. It aims to establish an inclusive culture free from discrimination and based upon the values of:

- Respect for all in every contact we have with others
- Together as a team
- Ideas that improve.

HEIW will support and develop employees by providing all with access to facilities, employment and personal and career development opportunities based on equality. HEIW will build upon the foundation of Equality and Human Rights Legislation and strive, not only to comply with legal requirements, but also to use these to ensure that the organisation exemplifies best practice.

HEIW values diversity and recognises that the organisation is greatly enhanced by the disparate range of backgrounds, experiences, views, beliefs and cultures represented within its staff population. It aims to embrace diversity in all of its activities and proudly acknowledges that variety and difference are intrinsic to the wellbeing and future development of HEIW.

At HEIW and throughout the NHS we recognise that the role of the workforce is pivotal in building a sustainable way of providing healthcare to the people of Wales in the future. As such, HEIW wants to work closely with our stakeholders to continuously evaluate, re-imagine, and re-invent how we need to work to meet the needs of an ever-changing world.

In order to achieve this we recognise the importance of creating an inclusive environment for all. Whilst NHS All Wales Policies govern us, HEIW has the opportunity to shape its own equality and diversity strategy and is currently developing and consulting upon its Inclusion and Diversity Policy and Strategic Equality Plan. The feedback will form part of HEIW's ongoing Equality Impact Assessment and further development. This policy has its foundations drawn from best practice across Wales and strives to be reflective of our values, behaviours and beliefs.

We are aware that we are in our infancy and as such we are keen to get the building blocks right from the start, if we are to reach our vision of becoming an inclusive employer.

Once our Inclusion and Diversity Policy and Strategic Equality Plan is finalised it will be made available on HEIW's website.

### **Welsh Language Scheme**

HEIW is committed to ensuring that Health Boards, Trusts, other NHS Organisations, health practitioners, the public and patients are able to access our services in either Welsh or English. All other Health Bodies operating in Wales are subject to Welsh Language Standards, which were introduced under the Welsh Language (Wales) Measure 2011. As a newly created body, HEIW does not currently come under the Welsh Language Standards. In anticipation of this happening at a date in the future, we have voluntarily opted to introduce a Welsh Language Scheme – a plan, published in line with the Welsh Language Act 1993, detailing our objectives and means of ensuring that we continued to make progress towards becoming a bilingual organisation. This is a prudent move aimed at improving levels of customer service, aligning ourselves with other NHS Wales' organisations as well as Welsh Government strategy, and minimizing risk in operational procedures when HEIW is eventually under duties to comply with the Welsh Language (Wales) Measure 2011.

HEIW's Welsh Language Scheme can be found in the Policies and Procedures part of our website.

In the meantime, please contact:

*Huw Owen*  
*Welsh Language Standards Manager*  
*Health Education and Improvement Wales*  
*Tŷ Dysgu*  
*Cefn Coed*  
*Nantgarw*  
*CF15 7QQ*

*Telephone: 03300 585 005*

*Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

### **Concerns and Putting Things Right**

The regulations for the management of concerns in Wales were introduced in April 2011. The regulations require health bodies to investigate once, investigate well. The Corporate Services department aims to support staff and service users in the management of patient concerns (complaints, patient safety incidents and claims). A key aim of HEIW is to ensure that it is well placed to learn from adverse events.

The team supports the investigation of concerns using a common process and facilitates action planning to improve services for patients. The team are always happy to provide advice and support during the investigation and resolution of a concern.

For further information please contact:

*Dafydd Bebb*  
*Board Secretary*  
*Health Education and Improvement Wales*  
*Tŷ Dysgu*  
*Cefn Coed*  
*Nantgarw*  
*CF15 7QQ*

*Telephone: 03300 585 005*

*Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

## **CLASS 6: LISTS AND REGISTERS**

**Class Description:** Any information we are currently legally required to hold in publicly available registers

### **Single Tender Actions and Extensions to Contracts**

In line with the HEIW's Standing Financial Instructions, all single tender actions and extensions to contracts must be reported to our [Audit and Assurance Committee](#). HEIW procures its goods and services from contractors and suppliers in line with its procurement arrangements set out in its [Standing Orders and Standing Financial Instructions](#).

### **Register of Sealings**

The common seal of HEIW is primarily used to seal legal documents such as transfers of land, lease agreements and other important/key contracts. HEIW maintains a Register of Sealings that records the sealing of every document. The report of sealings is presented to the [Board](#) as and when required.

### **Risk Register**

The Corporate Risk Register is presented to the Board biannually to enable the Board to:

- Identify and understand the risks that are critical to the success and continuation of the UHB;
- Agree acceptable levels of corporate risk and approve the actions required to mitigate strategic risks to this level;
- Receive assurance that mitigating actions are being taken and risks are being appropriately managed.

[Board Papers](#) can be found in the corporate section of our website.

### **Information Asset Register**

An information asset register is intended for future publication, should you require information in the meantime please contact:

*Tim Knifton  
Information Governance Manager (Interim)  
Health Education and Improvement Wales  
Tŷ Dysgu  
Cefn Coed  
Nantgarw  
CF15 7QQ*

*Telephone: 03300 585 005  
Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

## **CCTV**

HEIW is responsible for CCTV cameras at its premises.

Further details will not be routinely published due to security risks in making this type of information publically available.

## **Any Register of Interests kept by HEIW**

In line with Section 7 of HEIW's Standing Orders, the Board must adopt a set of values and standards of behaviour for HEIW that meets the requirements of the NHS Wales Values and Standards of Behaviour framework. These values and standards of behaviour will apply to all those conducting business by or on behalf of HEIW, including Board members, HEIW officers, and others, as appropriate. The framework adopted by the Board will form part of HEIW's Standing Orders.

HEIW has a Standards of Behaviour Policy Incorporating Declarations of Interests, Gifts, Hospitality and Sponsorship, which re-states and builds on the provisions of Section 7 of HEIW's Standing Orders. It re-emphasises the commitment of HEIW to ensure that it operates to the highest standards, the roles and responsibilities of those employed by HEIW, and the arrangements for ensuring that declarations can be made.

It is a requirement that at the beginning of every Board, Committee or decision making/formal meeting, that members and those in attendance be invited to declare their interests in relation to any items on the agenda.

The Declarations of Interest Register is available on HEIW's website. Declarations of Board Member Interests are published in our Annual Report, and are approved annually by the Board and can be found in the [HEIW Meeting Papers](#) section of the website. The paper copy of the Register of Declarations of Members' Interests, together with the forms, which are used to inform its contents, will be retained by the Corporate Governance Department, and the Register is available for public inspection.

## **Register of Gifts and Hospitality Provided to Board Members and Senior Personnel**

Section 7.5 of HEIW's Standing Orders states that the Values and Standards of Behaviour Framework adopted by the Board prohibits Board members and HEIW officers from receiving gifts, hospitality or benefits in kind from a third party which may reasonably give rise to suspicion of conflict between their official duty and their private interest, or may reasonably be seen to compromise their personal integrity in any way. The Standards of Behaviour Policy Incorporating Declarations of Interests, Gifts, Hospitality and Sponsorship provides detailed guidance regarding the types of gifts, hospitality and sponsorship which may or may not be accepted.

The Board Secretary will arrange for a full report of all offers of Gifts and Hospitality recorded by HEIW to be submitted to the [Audit and Assurance Committee](#) at least annually.

## **Disclosure Log**

HEIW publishes all responses to Freedom of Information requests in its Disclosure Log.

Details of the Freedom of Information Disclosure Log are available in the [Information Governance](#) part of our website.



## CLASS 7: THE SERVICES WE OFFER

**Class Description:** Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered

HEIW publishes a range of guidance and information leaflets, including material to promote training and education, newsletters and other corporate literature. These will be published on our website in due course.

### Corporate Communications and Media Releases

HEIW with local, regional and national media promote the work of the HEIW. Regular press releases, including statements, will be forwarded to media contacts to ensure that public awareness is raised around the important issues being addressed by the organisation.

HEIW has developed a Communications and Engagement Strategy and is available on the [HEIW website](#).

For further information regarding external and media communications, please contact:

*Angharad Price*  
*Head of Communications*  
*Health Education and Improvement Wales*  
*Tŷ Dysgu*  
*Cefn Coed*  
*Nantgarw*  
*CF15 7QQ*

Telephone: 03300 585 005

Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)

Information about the services we offer, including leaflets, guidance and newsletters	Copy of the Information
Non Clinical services	
Public information including HEIW office details	<a href="#">HEIW Website</a>
Service user Information leaflet and booklets and newsletter	<a href="#">Privacy Policy</a>
How to make a complaint, putting things right arrangements.	<a href="#">Raising a Concern</a>
Advice and Guidance	<a href="#">Contact us information page</a>
Corporate communications and media releases	<a href="#">Link to communications page</a>

## Requests for information

Information available through our Publication Scheme will normally be free of charge. However, HEIW can refuse an entire request if it would cost too much or take too much staff time to deal with the request.

The Freedom of Information Act recognises that requests are not the only demand on the resources of a public authority. They should not be allowed to cause a drain on your time, energy and finances to the extent that they negatively affect your normal public functions.

### Do I have to pay for information?

Currently, the cost limit for complying with a request or a linked series of requests from the same person or group is set at £600 for central government, Parliament and the armed forces and £450 for all other public authorities. The biggest cost is likely to be staff time at a rate of £25 per person per hour, regardless of who does the work, including external contractors.

This means a limit of 18 or 24 staff hours, depending on whether the £450 or £600 limit applies to your public authority. An organisation can refuse a request if it estimates that the cost of compliance would exceed this limit. This provision is found at section 12 of the Act.

Members of the public are also entitled to request information from public bodies under various Acts. These include Freedom of Information, Data Protection, Access to Health Records and Environmental Information Regulations. Depending on the nature of the request HEIW may be entitled to charge before releasing the information.

If you are unable to find what you are looking for, please contact:

*Kay Barrow  
Corporate Governance Manager  
Health Education and Improvement Wales  
Tŷ Dysgu  
Cefn Coed  
Nantgarw  
CF15 7QQ*

*Telephone: 03300 585 005  
Email: [heiw@wales.nhs.uk](mailto:heiw@wales.nhs.uk)*

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St Clements House,  
2-16 Colegate,  
Norwich,  
NR31BQ,  
Telephone: 01603 621000