

Welcome to the Regulation and Quality Improvement Authority Publication Scheme.

Introduction

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

It is important to us that this Scheme meets your needs and we have designed it to be a route map so that you can find information about the Regulation and Quality Improvement Authority easily.

Under Section 19 of the Freedom of Information Act 2000, has a legal duty to adopt and maintain a Publication Scheme for the publication of Authority information. The purpose of the Act is to promote greater openness by public authorities (of which the Authority is one).

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

In the Regulation and Quality Improvement Authority this officer is:

Robert Graham
Committee Administrator
Regulation and Quality Improvement Authority
9th Floor, Riverside Tower,
5 Lanyon Place
Belfast

Feedback

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

Robert Graham
Committee Administrator
Regulation and Quality Improvement Authority
9th Floor, Riverside Tower,
5 Lanyon Place
Belfast
BT1 3BT

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

John Stewart
Director of Corporate Services
Regulation and Quality Improvement Authority
9th Floor, Riverside Tower,
5 Lanyon Place
Belfast
BT1 3BT

Rights of access to information

At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about the Regulation and Quality Improvement Authority under the Code of Practice on Openness in the HPSS (1996).

A link is available on our website, www.rqia.org.uk and hard copies are available free of charge from the Department for Health, Social Services and Public Safety, (give contact details).

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

The Freedom of Information Act enables you to know how public services are organised and run, how funds are used and how you can make complaints if you need to. You have the right to know which services are being provided, the targets that are being set, the standards of services that are expected and the results achieved. From 1 January 2005, Freedom of Information Act will also oblige the Authority to respond to request about the information which it holds and is recorded in any form and it will create a right of access to that information.

The rights to request and access this information are subject to some exemptions which the Regulation and Quality Authority has to take into consideration before deciding what information can be released.

Under the Data Protection Act 1998, individuals are also entitled to access any personal information held about them (subject to certain exceptions).

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

Unless otherwise specified, the version of the document(s) available will be the most recently approved by Regulation and Quality Authority.

To comply with Section 75 of the Northern Ireland Act 1998, this publication scheme will be made available on request in alternative formats as appropriate.

The Classes of Information

The information is grouped into broad categories as follows:

- 1 The HPSS and where we fit in
- 2 Who we are
- 3 Financial and Funding Information
- 4 Corporate Information
- 5 Aims, targets and achievements
- 6 Our services
- 7 Reports and independent enquiries
- 8 Policies and procedures
- 9 Public involvement and consultation
- 10 Communications and the public
- 11 Complaints
- 12 Human resources
- 13 Environmental information

We will state how you can obtain the information outlined within each Class. This will be either via the website, email or hardcopy or other media as stated within each Class. The publications are all free unless otherwise indicated.

The Regulation and Quality Improvement Authority's commitment to publish information excludes any information which can legitimately be withheld under the HPSS or the Freedom of Information Act. Where individual classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This

applies to most Classes within the Publication Scheme. The Publication Scheme will be available in both hard copy and may be found on our website www.rqia.org.uk

The material available through the Publication Scheme is subject to the Authority's copyright unless otherwise indicated.

Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is not in a misleading manner.

Where any of the copyright items in this Scheme are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status.

Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties. You must obtain authorization to reproduce such material from the copyright holders concerned. For HMSO Guidance Notes on a range of copyright issues, see HMSO website:

www.hmso.gov.uk/guides.htm

or contact:

HMSO Licensing Division
St Clements House
2-16 Colegate
Norwich
NR3 1BQ

Tel: 01603 621 000
Fax: 01603 723 000

The Scheme

We will publish any changes we make to this Publication Scheme, our information management policies and a referral point for all enquiries regarding information management generally in the Authority. We will also publish any changes or additions to publication already available under this Publication Scheme.

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

Charges are as follows:

Via the website

Free of charge (although any charges for internet service provider and personal printing costs will have to be met by the individual).

For those without internet access, a single print-out as on the website would be available by post from

Records Management Officer
Regulation and Quality Improvement Authority
9th Floor, Riverside Tower,
5 Lanyon Place
Belfast
BT1 3BT

or by personal application at the above address.

Requests for multiple printouts or archived copies of documents which are not longer available on the web, may attract a charge for the retrieval, photocopy and postage etc.

We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

Leaflets and brochures

Free of charge. A list of our available leaflets and brochures is available from the Records Management Officer.

“Glossy” or other bound paper copies, CD-ROMS

May be charged for as in our publication lists. A list of available publications is available from the Records Management Officer.

Email

Free of charge.

Class 1: The HPSS and where we fit in

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

Document	Description	Format Available	Cost
Establishment Order and other legislation	Sets out the legislation and framework for our work	website/hardcopy	
Health and Personal Social Services organisational chart	Sets out a description of how the organisations within the HPSS relate to each other	website/hardcopy	

Class 2: Who we are

Details of the organisation, organisational structure and key personnel.

Document	Description	Format available	Cost
Role and remit	Provides information on the establishment of the Authority, what we do and why we do it.		
Organisational chart	Current organisation charts and relevant job descriptions.		
Senior Management Team	The names, designations, and brief biographies of current members of the Senior Management Team.		
Board members	A list of current Authority Board members with brief biographies.		
Register of interests	A list of declared interests of board members.		
Authority Offices	A list of all the Authority's offices and contact details		
Committees	A list of current committees and their membership.		

Class 3: Financial and funding information

Funding details, charging policies and financial accounts

Document	Description	Format available	Cost
Finance reports	Reports issued to the DHSSPS and Board quarterly.		
Fee structure	Schedule detailing the fees for registration, cancellation of registration, variations etc.		

Class 4: Corporate information

Reports, policies, minutes of Board and Board sub-committee meetings and planning documents.

Document	Description	Format available	Cost
Annual report	Reports covering Authority performance. These also set out a summary statement of Authority expenditure.		
Standing orders and standing financial instructions	Sets out the Standing orders governing the proceedings and business of the Authority.		
Business plan	Sets out how we will meet our corporate objectives for the forthcoming year		
Board agenda, papers and minutes*	Minutes and papers of the Authority Board meetings from 14 April 2005 will be available within 3 months of the meeting.		
Audit committee agenda, papers and minutes*	Minutes and papers from 30 November 2005 will be available within 2 months of the meeting.		
Remuneration committee agenda, papers and minutes*	Minutes and papers will be available within 2 months of the meeting.		

Class 5: Aims, targets and achievements

Financial targets, aims and objectives and key performance indicators.

Document	Description	Format available	Cost
Mission statement	Statement outlining our organisational goal.		
Corporate plan	Sets out the Authority's aspirations and goals for the future and gives detail about how these are to be achieved and measured.		
Performance reports	Business and financial performance reports showing performance indicators and relevant targets achieved.		
Audit reports	Annual summary reports on Authority systems and the strength of internal controls.		
Equality achievement	Report outlining the current position of the Authority equality agenda and current equality impact assessment work underway.		

Class 6: Our services

The range of services we provide and how we deliver these.

Document	Description	Format available	Cost
Who we register, regulate and inspect	List of independent and statutory bodies for whom the Authority has responsibility of regulating and inspecting		
Care standards	This document details the minimum quality standards which must be met by independent healthcare providers.		
Registration information and forms	Details how providers can register with the Authority.		
Inspection methodology	Details how the Authority conducts its inspections and reports.		
Self-assessment tools	Self-assessment tools for use by providers, together with other information about self-assessment in health and social care.		
Health and social care governance review	Details how the Authority will review health and social care governance in the statutory sector.		

Class 7: Reports and independent enquiries

Independent inspections and findings regarding organisations we register, regulate and inspect as well as the Authority itself.

Document	Description	Format available	Cost
Inspection reports	Reports detailing the findings of inspections of health and social care providers.		
Reviews	Information about the Authority's health and social care governance reviews.		
Independent enquiries	Information and reports detailing the Authority's findings following an independent enquiry.		
Complaints	Information about the system for making complaints about health and social care provision.		

Class 8: Policies and procedures

General policies and procedures in use within the organisation.

Document	Description	Format available	Cost
Equality scheme	Details the Equality scheme for the Authority as required by S75 Northern Ireland Order 1998.		
Freedom of Information	Details how the Authority will process requests for information.		
Data Protection	Details		
Human resource policies	See class 12		
Standing orders and standing financial instructions	See class 4		
Operational procedures	Sets out procedures for dealing with income, petty cash, payment of invoices, dealing with assets etc.		
Legal representation policy	Set outs the procedures for engaging legal services.		

Class 9: Public Involvement and consultation

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

Document	Description	Format available	Cost
Equality consultation document	Sets out the Authority's equality scheme and its plans for the development and progress of the equality agenda.		
Public consultation documents	Consultative documents and policies where public involvement and feedback is requested.		
Public Board meetings	Dates and venues of the public Board meetings of the Authority.		

Class 10: Communications for the public

Guidance and information leaflets, press releases.

Document	Description	Format available	Cost
Information leaflets	Copies of all leaflets about the Authority, our services and other relevant information.		
Newsletters	Copies of Authority newsletters, both public and internal.		
Press releases	Copies of all press releases and statements made by the Authority.		
Conferences and events	Details about conferences and events organised by the Authority.		

Class 11: Complaints

Policies, procedures and contacts for complaints

Document	Description	Format available	Cost
Complaints procedures	Sets out the Authority's procedures for dealing with complaints.		
Complaint reports	Outlines the number and types of complaints made and the general actions taken.		
How to make a complaint	Details how a complaint can be made to the Authority about another organisation and how to make a complaint about the Authority itself.		

Class 12: Human resources

Employment policies and procedures

Document	Description	Format available	Cost
Staff policies and procedures	Sets out the Authority's policies including code of conduct, disciplinary procedure, personal protection and whistleblowing policy.		
Workforce summary	Description of the Authority workforce, job descriptions, specifications, terms and conditions and flexible working policies.		
Workforce plan	Details the annual workforce planning model.		
Current vacancies	Outlines the various positions currently available within the Authority.		
Recruitment and selection policy and procedure	Outlines the policy and procedure for the recruitment and selection of staff.		

Class 13: Environmental information

Our estate and land holdings and the uses they currently enjoy. Information required to be published as a result of the Environmental Information Regulations, an Environmental Enforcement action and associated information.

Document	Description	Format available	Cost
Office locations	A list of office locations, addresses and maps.		

Class 14: The publication scheme

Information about the scheme, associated charges, and how to request information.

Document	Description	Format available	Cost
Scheme management	Outlines the policy and procedure for the management of the scheme, contact information for making a request and details of the scheme review and charging for information.		

Review of this scheme

The Regulation and Quality Improvement Authority is a new organisation and is developing rapidly. As part of its work, the Authority will review the information it makes available and the way in which this is done.

The scheme will be reviewed at least annually, and may be reviewed more frequently, if this is necessary in order to reflect the Regulation and Quality Improvement Authority's work.



The **Regulation** and
Quality Improvement
Authority

Publication scheme – Information request form

Your details

Name:.....
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Address*:
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Email address*:
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Telephone no*:
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** Please complete whichever of these sections is appropriate to your request below*

Information requested

Class number:
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Document title:
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Description of information requested:
Please provide as much information as possible. If you are requesting information about a specific provider, you will need to provide the name of that provider with your request.
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Method of dispatch

Please specify the way in which you would like the information sent to you

By email to the address overleaf:

By post to the address overleaf:

Feedback

If you would like to make any comments about our publication scheme, please do so below:

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Submitting your request

When you have completed this form, please send it:

By post to:

Publication scheme requests, Regulation and Quality Improvement Authority, 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast BT1 3BT

or by email to:

info@rqia.org.uk