



Publication Scheme for Freedom of Information Act 2000

Document Status	Draft
Version:	V0.2

DOCUMENT CHANGE HISTORY		
Initiated by	Date	Author
Information Governance Group	May 2008	Laila Abraham
Version	Date	Comments (i.e. viewed, or reviewed, amended approved by person or committee)
V0.1	May 2008	IGG Review
V0.2	July 2008	
Names and roles of contributors, user engagement etc.		
Document Reference		
Recommended at Date		
Approved at Date Approved		
Review date of approved document:		
Equality Impact Assessment		
Linked procedural documents		
Dissemination Requirements		
Checklist Completed		

The East of England Ambulance Service NHS Trust has made every effort to ensure this policy does not have the effect of discriminating, directly or indirectly, against employees, patients, contractors or visitors on the grounds of race, colour, age, nationality, ethnic (or national) origin, gender, sexual orientation, marital status, religious belief or disability. This policy will apply equally to full and part time employees. All East of England Ambulance Service NHS Trust policies can be provided in large print or Braille formats if requested, and language line interpreter services are available to individuals who require them.

The Publication Scheme

This model publication scheme has been prepared and approved by the Information Commissioner. It may be adopted without modification by any public authority without further approval and will be valid until further notice.

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 the Trust:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the Trust and falls within the classifications below.
- To specify the information which is held by the Trust 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 Trust 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.

Classes of information

[Who we are and what we do.](#)

Organisational information, structures, locations and contacts.

[What we spend and how we spend it.](#)

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

[What our priorities are and how we are doing.](#)

Strategy and plans, performance indicators, audits, inspections and reviews.

[How we make decisions.](#)

Decision making processes and records of decisions.

[Our policies and procedures.](#)

Current written protocols, policies and procedures for delivering our services and responsibilities.

Lists and registers.

Any information we are currently legally required to hold in publicly available registers.

The services we offer.

Information about the services we offer, leaflets, guidance and newsletters produced for the public and businesses. Details of the services for which we are entitled to recover a fee, together with those fees.

The classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

The method by which information published under this scheme will be made available

The Trust will routinely publish information covered by this scheme on this website. By following the links in the “Classes of Information” section, the information currently available will be shown and directions to its location on this website will be obtained.

For information which is not currently available on this website, or if an individual does not wish to access the information via the website, please use the contact details below (“Written Requests”) to find out how information can be obtained by other means.

In exceptional circumstances some information may be available only by viewing in person. Where this manner is specified, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Trust is legally required to translate any information, it will do so.

Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

Charges which may be made for information published under this scheme

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by the Trust for routinely published material will be justified and transparent and kept to a minimum.

Material which is published and accessed on this website will be provided free of charge.

Charges may be made for information subject to a charging regime specified by Parliament.

Charges may be made for actual disbursements incurred such as:

- photocopying
- postage and packaging
- the costs directly incurred as a result of viewing information

Charges may also be made for information provided under this scheme where they are legally authorised, they are in all the circumstances, including the general principles of the right of access to information held by public authorities, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.

If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

Written requests

Information held by the Trust that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

By post:

Freedom of Information Officer

East of England Ambulance Service Trust

Hospital Lane, Hellesdon, Norwich, NR6 5NA

By email:

foi@eastamb.nhs.uk

Classes of information

Who we are and what we do.

Organisational information, structures, locations and contacts.

- [About us](#)
- [Key facts](#)
- [Area profile](#)
- [Board of directors](#)
- [Contact information](#)
- [Press Office](#)
- [Links to other NHS Trusts](#)
- Recruitment and employment
 - [Careers](#)
 - [Volunteers](#)

What we spend and how we spend it.

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

- [Annual Reports](#)
- [Audit letters](#)

What our priorities are and how we are doing.

Strategy and plans, performance indicators, audits, inspections and reviews.

- [Strategic direction document](#) (5 year plan)
- Performance against targets (KPI) and performance framework
 - [Call Connect](#)
 - [Response times](#)
- Clinical governance
- Healthcare Commission – [declarations](#)

How we make decisions.

Decision making processes and records of decisions.

- [Trust board meetings](#)
- [Agendas, supporting papers and minutes](#)
- [Patient and Public Involvement Strategy](#) (PPI)
- [Patient Surveys](#)

Our policies and procedures.

Current written protocols, policies and procedures for delivering our services and responsibilities.

- [Policies and procedures relating to human resources](#)
- Policies and procedures relating to ambulance services
- [Policies and procedures relating to Equality and Diversity](#)
- Procurement procedures
- [Complaints Policy](#)
- [Standing orders and financial procedures](#)
- Data protection, information governance and Caldicott
- [Obtaining Patient Feedback Policy](#)
- [Research Policy and Programme](#)
- Estates management

Lists and registers.

Any information we are currently legally required to hold in publicly available registers.

- List of main contractors and suppliers
- Assets register
- Register of board members' private interests
- Disclosure logs

The services we offer.

Information about the services we offer, leaflets, guidance and newsletters produced for the public and businesses. Details of the services for which we are entitled to recover a fee, together with those fees.

- [Accident and Emergency](#)
- [Non-emergency services](#)
- [Primary care services](#)
- [Clinical telephone advice](#)
- [Training courses](#)
- [Patient information leaflets](#)
 - [User's guide to Patient Transport Services](#)
 - [Patient complaint leaflet](#)
 - [Patient records](#)
 - First Aid advice – [audio downloads](#)
- [Patient Advice and Liaison Service \(PALS\)](#)

FOI Publication Scheme v0.2 15/07/08