

Welcome to the Publication Scheme for Swansea Bay Community Health Council

What a Publication Scheme is

Community Health Councils are independent bodies which are accountable to the National Assembly for Wales and the Minister for Health and Social Services for meeting their statutory representative and financial duties. The National Assembly for Wales together with NHS Trusts, Local Health Boards, Community Health Councils, General Practitioners, Dentists, Pharmacists and Opticians providing NHS services are individually required to provide a Publication Scheme under the Freedom of Information Act.

This Publication Scheme is a complete guide to the information routinely published by Swansea Bay Community Health Council. It shows how this information is published and whether any fee is payable. We will review the Publication Scheme at regular intervals and monitor how it is operating.

It is important to us that this Publication Scheme meets your needs and we have designed it to be a route map so that you can find information about Swansea Bay Community Health Council easily. Under Section 19 of the Freedom of Information Act 2000 (there is a link to the Act in Part Three below), Swansea Bay Community Health Council has a legal duty to adopt and maintain a Publication Scheme for the publication of Swansea Bay Community Health Council information. The purpose of the Act is to promote greater openness by public authorities (of which Swansea Bay Community Health Council is one).

The Publication Scheme is in three parts, as follows:

PART ONE:	Introduction
PART TWO:	The Classes of Information that we hold
PART THREE:	Useful Resources and Publications

PART ONE: INTRODUCTION

Community Health Councils (CHCs) were set up by Parliament in 1974 as independent bodies 'to represent the interests of the public in the health service in their district'.

Since 1 April 2015 when the Community Health Council Regulations 2015 (SI 2015 No 509) came into effect there have been seven Community Health Councils in Wales covering the same areas as those covered by the seven Local Health Boards. Each CHC is required to establish Local Committees, the boundaries of which correspond to the Local Authority areas in their region. Swansea Bay CHC has two virtual committees covering Neath Port Talbot and Swansea Local Authority areas.

CHCs act as watchdogs for the NHS in Wales. Their main roles are to:

- Monitor the effectiveness of NHS planning
- Evaluate the quality of services provided
- Ensure that the views of patients and members of the public are fairly represented in any important decision making process
- Assist and support patients and the public with any complaints against the National Health Service

There is also a Board of Community Health Councils in Wales. The main role of the Board is to regulate, monitor and ensure the quality of all work carried out by the CHCs around Wales. The Board also acts as the national voice for patients.

Swansea Bay CHC is an independent statutory organisation accountable to the Welsh Government and the Minister for Health and Social Services for meeting its statutory representative and financial duties.

Information Management

Information published through this publication scheme is held in line with the Information Management Policy for Record Keeping and Disposal developed by the Board of Community

Health Councils in Wales. Information required for the business purposes of the Community Health Council is stored at Swansea Bay CHC, First Floor, Cimla Health & Social Care Centre, Cimla, Neath, SA11 3SU. Some records and information are stored at Formex Archive Services, Port Talbot.

In our Publication Scheme, you will find descriptions of the kind of information we intend to publish – the heading for these descriptions are called ‘Classes of Information’. Sometimes, we will not be able to publish all the information which is held by the Community Health Council. In these instances, we will tell you why. We will not be publishing personal or sensitive information and at all times we will have regard to the Data Protection Act and the Human Rights Act. We will also tell you, in each Class, what the limitation of time is on information we publish – if you want to see information in that Class which is older, please contact the person shown in the scheme.

In addition to the information we publish, the scheme contains information about other bodies e.g. the Board of Community Health Councils in Wales, which might also hold information relevant to the work of Community Health Councils.

We undertake to review this scheme at regular intervals with a view to extending the range of documents we routinely make available.

How is this information made available?

- You can read or download it through our website via this address: <http://www.wales.nhs.uk/sitesplus/902>
- You can request a hard copy from:

**Mwoyo Makuto, Chief Officer,
Swansea Bay Community Health Council,
First Floor, Cimla Health & Social Care Centre,
Cimla, Neath SA11 3SU
Tel: 01639 683490
e-mail: swanseabay@waleschc.org.uk**

- Alternatively, you may wish to make an appointment to inspect the information you require by contacting **the person shown above**.

If there is a limitation on how particular information can be made available, we will tell you.

Feedback

If you have any queries, comments or complaints about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme please contact:

**Mwoyo Makuto, Chief Officer,
Swansea Bay Community Health Council,
First Floor, Cimla Health & Social Care Centre,
Cimla, Neath SA11 3SU
Tel: 01639 683490
e-mail: swanseabay@waleschc.org.uk**

Your Rights of Access to Information

Freedom of Information Act

- The Freedom of Information Act recognises that everyone has the right to know how public services such as Community Health Councils are organised and run, how much they cost and how you can make complaints if you need to. You have the right to know which targets are being set, the standards of services that are expected and the results achieved.
- From 1 January 2005 every Community Health Council has to respond to requests about the information which it holds and a right of access to that information is created. The rights to request and access this information are subject to some exemptions, which the Community Health Council has to take into consideration before deciding what information can be released.

Code of Practice on Openness

- At the present time, in addition to accessing the information identified in this Publication Scheme, you are entitled to request information about Swansea Bay Community Health Council under the Code of Practice on Openness in the NHS issued by the Welsh Office in 1995. Hard copies of this document are available free of charge from the NHS Wales Department of the Welsh Government. Sometimes, some or all of the information requested cannot be provided and we will explain the reasons why in our response should this happen.

Data Protection Act

- Under the Data Protection Act 1998, you are entitled to access personal information held about you, and you can contact:

**Mwoyo Makuto, Chief Officer,
Swansea Bay Community Health Council,
First Floor, Cimla Health & Social Care Centre,
Cimla, Neath SA11 3SU
Tel: 01639 683490
e-mail: swanseabay@waleschc.org.uk**

Welsh Language Scheme

- Prior to 31st May 2019, the CHC had a Welsh Language Scheme approved by the Welsh Language Board. From 31st May 2019, the Welsh Language Commissioner has applied a number of standards to the CHC. A copy of the standards applicable to the CHC can be found on our website and on the Welsh Language Commissioner's web site at post@welshlanguagecommissioner.wales. A hard copy of the standards can be provided on request.

Environmental Information Regulations

- The Environmental Information Regulations 2004 which came into force on 1 January 2005 set the standard for the release of information about the environment in which

we live and work. Information relating to the Environment can be requested using these regulations and the Code of Practice on Openness in the NHS.

PART TWO: CLASSES OF INFORMATION

In adopting this Publication Scheme we are committed to being as open as possible but there are instances where, for legitimate reasons, certain parts of the information will be withheld. The Freedom of Information Act 2000 permits the withholding of material which is covered by its exemptions. Exempted material can include information which identifies particular individuals and information provided in confidence.

The information we hold is grouped into broad categories as follows:

1. NHS Wales and how we relate to it
2. Our structure and how we carry out our statutory functions
3. Human resources
4. Consultation exercises
5. Financial information and funding
6. Corporate documents
7. Communications with the Press and Media Releases
8. Complaints
9. Environmental Information
10. This Publication Scheme

The information in this Publication Scheme was last updated in August 2019

1 NHS WALES AND HOW WE RELATE TO IT

Information about how Health Services are organised in Wales and our relationship to them. Information relating to the organisation of Community Health Councils in Wales and how Swansea Bay Community Health Council fits into this structure. Information about the

relationship between Swansea Bay Community Health Council and Swansea Bay University Health Board and any other UK, National, Regional bodies with whom it is involved

Information about how Health Services are organised in Wales and our relationship to them

- ***The NHS in Wales***

There are 7 Local Health Boards in Wales with specific geographic responsibility and also Health Trusts with specific specialist roles i.e. Welsh Ambulance Services NHS Trust and Velindre NHS Trust.

These Local Health Boards (LHBs) are responsible for planning the health services that local people need and want and for planning & paying hospital services family doctors, dentists and others to provide these services. Each LHB has a Board that makes decisions.

Community Health Councils are Associate Members of the LHB in their area, with the right to speak but not vote at Board meetings. Each Local Health Board (LHB) has a duty to consult the relevant Community Health Council(s) on proposals for any substantial developments of the health service in its district, and to provide them with information about the planning and operation of health services in its area.

- ***Working Together to improve health in Wales***

Local Health Boards and local councils have a statutory duty to work together – in partnership with other local organisations – to produce strategies for improving health, social care and well being for the people living in their area. The LHBs are also expected to work closely with their local population, consulting on significant changes and listening to local views.

- ***Specialised Services***

Around three quarters of the budget for the NHS in Wales goes to Local Health Boards, but there are a few specialised services which are better planned across the whole of Wales. These

include emergency ambulance services, cardiac surgery and some children's services.

The Welsh Health Specialised Services Committee (WHSSC) is responsible for Specialised and Tertiary services ("third level") on behalf of Health Boards in Wales. These services are not delivered at every hospital but at regional or national centres, the most specialist ones being provided at only one or two centres in the whole of the UK.

- **Public Health**

Each Local Health Board is responsible for delivering all health care services within its region. Public Health Wales provides each health board and its Director of Public Health with specialist public health support.

- **Ambulance Services**

Ambulance services across Wales are provided by the Welsh Ambulance Services NHS Trust. In order to monitor and influence the delivery of this service Community Health Councils are represented at the Trust Board meetings.

- **Links between LHBs and Community Health Councils**

The table below shows the links between Community Health Councils and the Local Health Boards.

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COMMUNITY HEALTH COUNCIL (CHC)	LOCAL HEALTH BOARD HEADQUARTERS	LHB Tel No.
Swansea Bay CHC	Swansea Bay University Health Board	01656 752752
Aneurin Bevan CHC	Aneurin Bevan University Health Board	01873 732732
North Wales CHC	Betsi Cadwalader University Health Board	01248 384384
Powys CHC	Powys Teaching Health Board	01874 711661
South Glamorgan CHC	Cardiff and the Vale University Health Board	02920 747747
Cwm Taf Morgannwg CHC	Cwm Taf Morgannwg University Health Board	01443 744800

Hywel Dda CHC	Hywel Dda University Health Board	01267 235151
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Further information on the NHS in Wales can be obtained from www.wales.nhs.uk

Information relating to the organisation of Community Health Councils in Wales and how Swansea Bay Community Health Council fits into this structure

There are 7 Community Health Councils in Wales working conterminously with their equivalent Local Health Boards.

The size and structure of a Community Health Council (CHC) varies according to its geographical area, population size and patient flows.

All CHC Members are lay volunteers who receive nothing but their expenses. CHCs may from time to time also co-opt additional members as considered necessary to carry out the work of the Council. However, co-opted members may not vote at any meetings or proceedings of a Council or its committees. The work of each CHC is supported by a small number of paid staff.

The table below lists the Community Health Councils and demonstrates how they link to the Local Authorities in their area.

STRUCTURE OF WELSH COMMUNITY HEALTH COUNCILS	
Aneurin Bevan CHC	I. Blaenau Gwent II. Caerphilly III. Monmouthshire IV. Newport V. Torfaen
North Wales CHC	I. Anglesey II. Denbighshire

	III. Conwy IV. Flintshire V. Gwynedd VI. Wrexham
South Glamorgan CHC	I. Cardiff II. Vale of Glamorgan
Cwm Taf Morgannwg CHC	I. Bridgend II. Merthyr III. Rhondda Cynon Taf
Hywel Dda CHC	I. Carmarthenshire II. Ceredigion III. Pembrokeshire
Powys CHC	I. Powys
Swansea Bay CHC	I. Neath Port Talbot II. Swansea

a) Statutory Framework

Community Health Councils (CHCs) were set up by Parliament in 1974 as independent bodies 'to represent the interests of the public in the health service in their district.'

In January 2001 the decision to retain CHCs in Wales was announced by the Welsh Assembly Government and reorganisation of 20 CHCs into nine federations was undertaken.

In January 2010 following a series of public consultations held during 2009 the Welsh Government decided on a further reorganisation. On 1 April 2010 seventeen CHCs were dissolved and 8 new CHCs coterminous with Local Health Boards created. Following the recommendations of the Longley Review and subsequent change in legislation on 1 April 2015 the two CHCs in Powys (Brecknock and Radnor CHC and Montgomeryshire CHC) amalgamated to form Powys CHC.

The membership, proceedings and performance of functions of Community Health Councils are laid down in Statutory Instruments. The brief description below is based on the

Community Health Council Regulations 1996 and 2004 (SI 1996 No. 640 and SI 2004 N.905).

In 2003 a national Complaints Advocacy Service was introduced in Wales, managed by CHCs.

From April 2009 Local Health Boards and Health Authorities in Wales amalgamated and the role of the Local Health Boards expanded to include the work of the Health Trusts. In order that CHCs were able to accommodate the changes in 2010 the Welsh Government introduced the following Welsh Statutory Instruments:-

- 2010 No. (W) National Health Service, Wales, Community Health Councils (Establishment, Transfer of Functions and Abolition)(Wales) Order 2010, and
- 2010 No. (W) National Health Service, Wales, Community Health Councils (Constitution, Membership and Procedures)(Wales) Regulations 2010.

CHC Regulations 2015 (SI 2015 No 509) placed increased emphasis on the responsibility of the Board to advise CHCs with respect to the performance of their functions in particular, in relation to the provision of complaints advocacy services, the scrutiny of the operation of the health service, including the inspection of premises, engagement with the local population and content of reports to the Welsh Ministers that may be made under regulation 27(7) and (9). The Board is also required to set standards in relation to the delivery of CHC functions and to monitor and manage the performance of Councils to ensure the consistent application of set standards.

Further information on the Board of CHCs in Wales and Community Health Councils can be obtained from www.communityhealthcouncil.org.uk

STATUTORY POWERS AND FUNCTIONS OF COMMUNITY HEALTH COUNCILS

• **Membership of Councils**

Members are appointed by the relevant Local Authorities, by Voluntary Organisations and Welsh Government from applicants responding to public advertisements. The total number of members appointed to each Council by the appointing bodies is set out in the Welsh Statutory Instrument 2010 No. 288 (W.37), Schedule 1.

Members are subject to a term of office of between one and four years as specified by the appointing body on appointment.

A member may, on the expiration of the original term of office be eligible for re- appointment subject to a maximum term of eight years.

• **Proceedings of Councils**

From among their number Members elect a Chair and a Vice-Chair (or two Vice-Chairs), and they may appoint one or more Committees to exercise some of their functions.

In addition, members of local committees must also appoint a Chair and Vice Chair from among their number. The appointed officials will also form the Executive Committee of the Community Health Council.

It should, however, be noted, that:-

- Members appointed Chair or Vice Chair to the Community Health Council may not be appointed as chair or vice chair of a local committee.
- The Chair and Vice Chair of the Community Health Council will also be members of the Board of Community Health Councils in Wales.

The work of each Council is supported by a Chief Officer, and each Council is required to produce and disseminate a written Annual Report on the performance of its functions.

- **Performance of Functions**

- Each Council must appoint committees (known as local committees) for each of the relevant local authority area(s) within their district.
 - Each Council has a duty to keep under review the operation of the Health Service in its district.
 - The relevant Local Health Board (LHB) has a duty to consult the Council(s) on proposals for any substantial developments of the health service in its district.
 - The relevant LHB has a duty to provide a Council with information about planning and operation of health services in its area.
 - A Council may **enter any premises providing NHS care** for the purpose of monitoring or inspection.
 - Each LHB has a duty to arrange at least one meeting a year between its members and CHC members.
 - Each Council must, by 1 September of each year, make an Annual Report in writing to the Welsh Ministers regarding the performance of its functions during the period of twelve months ending on 31 March in that year.
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Information about the relationship between Swansea Bay Community Health Council and Swansea Bay University Health Board and any other UK, National, Regional bodies with whom it is involved

- Swansea Bay Community Health Council covers a population of approximately 390k residents.
- We are represented on Swansea Bay University Health Board. Associate Member status gives us the right to speak but not to vote.
- We monitor the delivery of local health services by **Swansea Bay University** Health Board relating to primary, secondary, acute as well as community services and mental health services.

- We liaise regularly with other Local Health Boards and NHS Trusts which provide specialised services for **Swansea Bay** residents.
- We take part in the activities of the Board of Community Health Councils in Wales.

An account of our links and activities is given each year in our Annual Report, which you can access under this Publication Scheme.

2 OUR STRUCTURE AND HOW WE CARRY OUT OUR STATUTORY DUTIES

The make-up of Swansea Bay Community Health Council, its membership and how it functions. Information about our regular open meetings. Strategy and performance information, plans, assessments, inspections and reviews. Accessing the Complaints Advocacy Service

Swansea Bay Community Health Council

- There are 24 Members, twelve members for each of the CHC local committees in Neath Port Talbot and Swansea.
- Each of the two local committees has three members appointed by their respective local authority, three by the Voluntary Sector and six by the National Assembly.
- We can also appoint Co-opted Members
- Meetings of the full Council are held six times per year, one of these being the Annual General Meeting in April, and are open to the public.
- Details of the forthcoming Council meetings are issued for display locally.

Committee Structure

The Council delegates some of its functions to Committees. The Committees are listed below:

- Executive Committee held monthly open to the public
- Services Planning Committee quarterly open to the public
- Mental Health Services Sub Committee quarterly

How we function

- We exercise our statutory powers and duties to represent the public interest in the NHS and to hold NHS bodies to account
- Our monitoring of local health services includes
 - Carrying out a programme of monitoring visits to hospitals and other locations
 - Regularly attending Board level meetings of Swansea Bay UHB, Swansea Bay Health and Social Care Partnership Board
 - Taking part in informal liaison meetings with senior NHS managers
 - Being represented on a range of key committees covering aspects such as Quality and Safety and Patient and Public involvement
 - Having representatives of local NHS bodies attend CHC meetings in public
 - Organising public meetings or other forms of consultation to find out views of patients and public
- We bring the special needs and concerns of our residents to the attention of the National Assembly and other bodies
- We seek to raise public awareness of NHS issues
- We provide information and non medical advice to the public
- We offer free independent advice and support to patients raising concerns about the health service
- At the national and regional level, we contribute to the work of a number of NHS Committees and Clinical Networks

More information on what we do is set out in our Annual Report, which you can access under this Publication Scheme.

Strategy and performance information, plans, assessments, inspections

Swansea Bay CHC annual Operational Plan delivers a programme of engagement and scrutiny activity in support of a number of local priorities.

More information on what we do is set out in our Operational Plan. Swansea Bay CHC published reports can be access via the website.

Reviews

It is the role of the Board of CHCs in Wales standards & performance committee (S&PC) to provide assurance to the board that CHCs are working in accordance with (or demonstrating they are working towards) the national standards for CHCs in Wales.

In order to discharge this function each year S&PC seek assurance that CHCs are regularly and robustly self-assessing their performance against the standards, and using this self-assessment to develop its ways of working.

Advice and Advocacy

We provide free and independent advice, assistance and support on many different aspects of health care and act as a patient's friend or advocate in relation to complaints about NHS services.

Information on how to access this free service is shown below:

Complaints Advocacy Service for Swansea Bay CHC

Telephone: 01639 683490

Address: First Floor, Cimla Health & Social Care Centre, Cimla, Neath, SA11 3SU

E-mail: complaints.advocacy@waleschc.org.uk

Information under our Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about our structure and how we carry out our statutory duties:

Document	Availability	Source
National Standards for CHCs in Wales	Currently employed	Hard copy Board of CHCs website
Publication Standards for guidance	Currently employed	Hard copy Board of

PUBLICATION SCHEME FOR COMMUNITY HEALTH COUNCILS
August 2019

		CHCs website
CHC visiting principles	Currently employed	Hard copy
Annual Operational Plan	Current version	Hard copy Website
Programme of Monitoring & Patient Engagement Visits/Surveys	Current version	Hard copy
Social media policy	Current version	Hard copy
Peer Review Guidance	Current version	Hard copy
SB CHC Self-Assessment	Current version	Hard copy
Membership and terms of appointment	Current version	Hard copy
Members Code of Conduct	Current version	Hard copy
Standing Orders	Current version	Hard copy
Strategic Framework	Currently employed	Hard copy
Publicity Leaflet	Current version	Hard copy
Schedule of Council and Committee meetings	Current year	Website Hard copy
Monthly Brief, Summarising all CHC activity	Current year	Website Hard copy
Behavioural Standards for Board & CHC members & staff at meetings	Currently employed	Hard copy
Executive Committee – Agendas and Minutes	Current year	Hard copy
Full Council - Agendas and Minutes	Current year	Hard copy
Services Planning Committee – Agendas and Minutes	Most recent	Hard copy
Annual Report	Most recent	Website Hard copy
Minutes of the Annual Statutory Meeting with the Local Health Board	Most recent	Hard copy
Visiting Monitoring Reports	Most recent	Hard copy
Swansea Bay Community Health Council Newsletter	Current year	Hard copy Website

Staffing Structure	Currently Employed	Hard copy
Job Descriptions of CHC staff	Current version	Hard copy
Copy of any response to local and/or National Consultation exercise	Current year	Hard copy
Annual Financial Accounts	Most recent	Hard copy
Press/Media releases	Current year	Hard copy
Information Pack about the complaints Advocacy Service and local contracts	As required	Hard copy

Minutes of the meetings of Swansea Bay Community Health Councils are available in hardcopy from the Swansea Bay CHC, First Floor, Cimla Health & Social Care Centre, Cimla, Neath, SA11 3SU.

3 HUMAN RESOURCES

Our staff and matters relating to their recruitment, employment, development and training

CHC Office

The work of each Community Health Council is supported by a small team of paid staff. The staffing structure for Swansea Bay Community Health Council is:

- Chief Officer
- Deputy Chief Officer
- Business Manager
- Patient & Public Engagement/Monitoring & Scrutiny Management Officer
- Two Complaints Advocates (1.8 whole time equivalent)
- Three Complaints and Admin Officers (1.2 whole time equivalent)
- Monitoring and Scrutiny Officer
- Admin Assistant (0.8 whole time equivalent)

Core Services

Each Community Health Council receives advice and support on personnel and finance matters from the Business Services Centre, part of Powys Local Health Board. Under an agreement between the LHB and the Welsh Assembly, these essential support services are provided on an agency basis. The agreement incorporates a 'firewall' to ensure that the independence of Community Health Councils and Powys Local Health Board is not compromised. The services are provided by Powys LHB staff located in the North Wales Business Services Centre.

As the legal employer of CHC staff, the LHB provides employer functions in respect of contracts, payroll, health and safety policies etc. However decisions relating to the recruitment and appointment of staff can only be made with the prior agreement of the Authorised Officer designated by the Board of Community Health Councils.

In this way Community Health Councils are provided with the support services they need, but the strategic direction and activities of each Council are decided by the individual Council within the recognised core functions of Community Health Councils.

Information under our Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about human resources:

Document	Availability	Source
Staffing Structure	Currently employed	Hard copy
Job Descriptions of CHC staff	Current version	Hard copy

4 CONSULTATION EXERCISES

Details about how we consult the public, and any other National or Local Consultation exercises we may be involved in

The Board of CHCs in Wales has responsibility for co-ordinating a collective response to national consultation exercises. In addition individual Councils may decide to offer comments from their particular perspective.

Locally, arrangements for responding to national and local consultation documents will vary, depending on the topic, time scale, degree of local concern etc. The consultation process may include holding public meetings or discussion groups, or asking individual Members with relevant experience to comment.

Information under our Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about any consultations in which Swansea Bay CHC has taken part:

Document	Availability	Source
Copy of any response to local and/or National Consultation exercise(s)	Current year	Hard copy
Framework for Engagement & Consultation	Currently employed	Hard copy
Service Change Protocol	Currently employed	Hard copy

5 FINANCIAL INFORMATION AND FUNDING

Where our money comes from and how we spend it

Each CHC receives an annual allocation from the Welsh Assembly Government. The Chief Officer is responsible for

managing the budget in accordance with the financial and accounting procedures laid down by Powys Local Health Board.

Swansea Bay CHC is not in receipt of funding from any other source.

Information under our Publication Scheme

Under this Publication Scheme we are able to provide the public with the following financial information:

Document	Availability	Source
Annual Financial Accounts	Most recent	Hard copy

6 CORPORATE DOCUMENTS

Details about corporate documents which apply to the working of Swansea Bay CHC

Document	Availability	Source
Welsh Language Scheme (prior to 31 st May 2019)	Most recent	Hard copy Website
Welsh Language Standards (post 31 st May 2019)		
Strategic Equality Scheme	Most recent	Hard copy Website

7 COMMUNICATIONS WITH THE PRESS AND MEDIA RELEASES

Details about our relationships with the Press – information on press releases

Swansea Bay CHC routinely gives information about forthcoming Council meetings to the local media, and from time to time may issue a press/media release. Further information may be obtained from the Chief Officer.

Information under our Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about press/media releases:

Document	Availability	Source
Any Press/Media releases	Current year	Hard copy

8 COMPLAINTS

Information about how we deal with complaints about our services and those of the Local Health Board(s) and Trust(s)

Complaints about the CHC

A policy has been developed by the Board of Community Health Councils in Wales relating to complaints about the performance of an individual CHC. Please contact the Chief Executive of the Board of CHCs in Wales for further information.

Complaints about the NHS

Our Complaints Advocates will advise you about complaints relating to services provided by the NHS.

Complaints Advocacy Service for Swansea Bay CHC

Telephone 01639 683490

Address: First Floor, Cimla Health & Social Care Centre,
Cimla, Neath, SA11 3SU

e-mail: complaints.advocacy@waleschc.org.uk

Information under our Publication Scheme

Under this Publication Scheme we are able to provide the public with the following information about the complaints advocacy service:

Document	Availability	Source
Leaflet/information about the Complaints Advocacy Service	Current version	Hard copy Website

Advocacy Case Management Policy	Currently employed	Hard copy
Retention Policy	Currently employed	Hard copy
CHCs complaints procedure – making a complaint about us	Currently employed	Hard copy

9 ENVIRONMENTAL INFORMATION

Information about any land or building we own or use and any plans we have for it. Information relating to any action against us or involving us in regard to Environmental Enforcement Action or the Environmental Information Regulations

Swansea Bay CHC is located at rented premises at First Floor, Cimla Health & Social Centre, Cimla, Neath SA11 3SU. There is disabled access to the ground floor and disabled access by lift to the first floor (suitable for wheelchair access). Responsibility for maintenance and health and safety lies with the Landlord, Swansea Bay UHB.

10 THIS PUBLICATION SCHEME

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires. We will also publish any proposed changes or additions to publications already available and information regarding our policy in relation to charging for information

Scheme Development

The Publication Scheme for Swansea Bay CHC is based on the Model Publication Scheme for Community Health Councils. A Model Scheme was prepared with the help of the NHS Wales Freedom of Information Reference Panel, and approved by the Information Commissioner in July 2003. The amendments contained in this document have been submitted for the approval of the Information Commissioner.

List of Changes Made

This Publication Scheme was amended in:-

- December 2004 to reflect the changes implemented by Community Health Council Regulations 2004 (Statutory Instrument 2004 No. 905).
- March 2007 to include details of the Welsh Language Scheme and update information on CHC's in Wales.
- May 2010 to include the details of the most recent reorganisation.
- March 2016 to reflect the changes implemented by Community Health Council Regulations 2015 and the appointment of the new Chief Officer.
- August 2019 to reflect the most recent reorganisation and the appointment of the new Chief Officer and to reflect the application of the Welsh Language Standards.

Contact Point

The contact point for queries on information management relating to this scheme is:

**Mwoyo Makuto, Chief Officer,
Swansea Bay Community Health Council,
First Floor, Cimla Health & Social Care Centre,
Cimla, Neath, SA11 3SU
Tel: 01639 683490
e-mail: swanseabay@waleschc.org.uk**

Cost of Information

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 may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- a) Via the Community Councils Web Site – Free of charge, although any charges for Internet Service Provider and

personal printing costs would 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 **Swansea Bay Community Health Council, First Floor, Cimla Health & Social Care Centre, Cimla, Neath SA11 3SU** or by personal application at this address. For a hard copy on disk/CD ROM no charge would be made if the disk is provided by you. For hard copy on paper a charge of 5 pence per sheet for up to 10 sheets, and 1 pence per sheet thereafter would be made.
- Requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopying, 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.

- b) Leaflets and brochures - free of charge on services we offer to the public.
- c) If bound paper copies, or in some cases a CD Rom, video or other mediums, are available, details of charges will be stated in our publication list available from the CHC Office at the address shown above.
- d) E-mail will be free of charge unless stated otherwise.

The charges will be reviewed regularly and we will publish any changes in this Publication Scheme.

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Fax: 01603 723000*

PART THREE: USEFUL RESOURCES

COMMUNITY HEALTH COUNCIL RESOURCES

Swansea Bay Community Health Council	http://www.wales.nhs.uk/sitesplus/902/home
Individual Community Health Council Websites	www.communityhealthcouncils.org.uk
Board of Community Health Councils in Wales	www.communityhealthcouncils.org.uk

FREEDOM OF INFORMATION ACT 2000

Information Commissioner website	www.informationcommissioner.gov.uk
Department of Constitutional Affairs	www.lcd.gov.uk/foi.foidpunit.htm
NHS Freedom of Information website	www.foi.nhs.uk
NHS Openness Code	www.doh.gov.uk/nhsexec/codemain.htm
Freedom of Information Act 2000	www.doh.gov.uk/freedomofinformation www.dcd.gov.uk/foiact.htm
FOI Act Explanatory Notes	www.lcd.gov.uk/foiact.htm www.legislation.hmso.gov.uk/acts/en/2000en36.htm
Code of Practice under Section 45 FOI Act	www.lcd.gov.uk/foi/dftcp00.htm

WELSH ASSEMBLY GOVERNMENT

Welsh Assembly Government	www.wales.gov.uk
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NHS IN WALES (NATIONAL)

Health of Wales Information Service website	www.howis.wales.nhs.uk
National Public Health Service	www.nphs.wales.nhs.uk
Health Commission Wales.	www.wales.gov.uk/healthcommission Tel: 01656 753009
Business Services Centre, Powys LHB	www.powyslhb.wales.nhs.uk
Welsh Ambulance Services NHS Trust	www.was-tr.wales.nhs.uk
NHS Direct	www.nhsdirect.wales.nhs.uk

NHS IN WALES (LOCAL)

Swansea Bay University Health Board	Swansea Bay UHB Headquarters: One Talbot Gateway Baglan Energy Park Baglan Port Talbot , SA12 7BR Tel: 01656 752752 Website: https://sbuhb.nhs.wales/
Welsh Ambulance Services NHS Trust (Regional office)	Central and West Region Welsh Ambulance Services NHS Trust Matrix One 1 Matrix Park Swansea Enterprise Park Swansea SA6 8RE Tel: 01792 562900 Website: http://www.was-tr.wales.nhs.uk/