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NHS Education for Scotland Guide to Information

NHS Education for Scotland information governance & Security

# GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2018

This resource may be made available, in full or summary form, in alternative formats and community languages. Please contact us on 0131 656 3200 or email [altformats@nes.scot.nhs.uk](mailto:altformats@nes.scot.nhs.uk) to discuss how we can best meet your requirements.

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## Section 1: Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner and publish information in accordance with that scheme. The publication scheme must:

* publish the classes of information that the authority makes routinely available
* tell the public how to access the information and whether information is available free of charge or on payment

NHS Education for Scotland (NES) has adopted the **Model Publication Scheme 2018** which has been produced and approved by the Scottish Information Commissioner.

You can see this scheme on our website at <http://nes.scot.nhs.uk/about-us/freedom-of-information.aspx>. It is also available on the Scottish Information Commissioner’s website at [www.itspublicknowledge.info/MPS](http://www.itspublicknowledge.info/MPS)

You can also contact us at the address below if you prefer a copy of the Model Publication Scheme 2018, or this Guide to Information, to be provided in a different format.

The purpose of the Guide to Information is to:

* allow the public to see what information is available (and what is not available) for NES in relation to each class in the Model Publication Scheme 2018
* state what charges may be applied
* explain how to find the information easily
* provide contact details for enquiries and to get help with access to the information
* explain how to request information that has not been published.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This guide to information also contains details of the environmental information that we routinely make available.

## Section 2: About NHS Education for Scotland

NHSScotland is made up of 14 regional NHS Boards, seven national NHS Boards and one public health body. Each NHS Board is accountable to the Scottish Ministers. Regional NHS Boards are responsible for the protection and the improvement of their population's health and for the delivery of frontline healthcare services. National NHS Boards support the regional NHS Boards by providing a range of important specialist and national services.

### ****We are NHS Education for Scotland****

We are a national health board responsible for supporting NHS services in Scotland by developing and delivering education and training for those who work in NHS Scotland. NES has a Scotland wide role in undergraduate, postgraduate and continuing professional development and maintains a local perspective through centres in Edinburgh, Glasgow, Dundee, Aberdeen and Inverness.

NES also cooperates and collaborates with regulatory bodies and other organisations that are concerned with the development of the health and care workforce for example the General Medical Council, universities and other professional bodies.

Further information on NES’s key activities can be accessed below.

|  |  |
| --- | --- |
| Education and training | <https://nes.scot.nhs.uk/education-and-training.aspx> |
| Educational development | <https://nes.scot.nhs.uk/education-and-training/educational-development.aspx> |
| Knowledge Network | <https://nes.scot.nhs.uk/education-and-training/by-theme-initiative/workforce-development.aspx> |
| NES Portal | <https://nes.scot.nhs.uk/education-and-training/the-nes-portal.aspx> |
| Official Statistics | <https://nes.scot.nhs.uk/publications-and-resources/official-statistics.aspx> |
| Turas | <https://nes.scot.nhs.uk/education-and-training/turas-information-site.aspx> |

### Our vision

A skilled and sustainable workforce for a healthier Scotland

**Our mission**

Enabling excellence in health and care through education, workforce development and support.

Everything we do is based on eight ways of working. These are:

* care for those we work for and those we work with
* be open, listen and learn
* look ahead and be creative
* work together to a clear common cause
* respect and value one another
* take responsibility and lead by example
* respond appropriately and effectively
* deliver excellence

To find out more about **NES**, visit [www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk)

## Section 3: Accessing information under the scheme

### Availability and formats

The information published through this Guide to Information is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this – see “Section 5 – Our Charging Policy”).

Information in our Guide to Information will normally be available through the routes described below.

“Section 10 – Classes of Information” provides more details on the information available under the Guide, along with additional guidance on how the information falling within each “class” may be accessed.

**Online:**

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

Information Governance & Security, NHS Education for Scotland, Westport 102, Westport, Edinburgh, EH3 9DN

Email: [foidp@nes.scot.nhs.uk](mailto:foidp@nes.scot.nhs.uk)

Telephone: 0131 656 3200

**By email:**

If the information you seek is listed in our Guide to Information but is not published on our website, we can send it to you by email, wherever possible. When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

**By phone:**

All information in the guide may be made available in hard copy form; for example, as paper copies. Hard copies of information can be requested from us over the telephone on 0131 656 3200. Please call us to request information available under this scheme.

**By post:**

You can also request hard copies of any information in the Guide by post. Please address your request to:

Information Governance & Security, NHS Education for Scotland, Westport 102, Westport, Edinburgh, EH3 9DN

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see Section 5: Our Charging Policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

**Personal visits:**

If you prefer to visit us to inspect the information, you will be required to make an appointment to view the information.

**Advice and assistance:**

If you have any difficulty identifying the information you want to access, then please contact us to help you.

**Exempt information**

We will publish the information we hold that falls within the classes of information in the Model Publication Scheme 2018 as described in Section 10 of this guide. If a document contains information that is exempt under Scotland’s freedom of information laws (for example personal information or commercial interests), we will remove or redact (black out) the information before publication and explain why we have done so.

## Section 4 Information that we may withhold

All information covered by our Guide to Information can either be accessed through our website or will be provided promptly following our receipt of your request.

Our aim in adopting the Commissioner’s Model Publication Scheme 2018 and in maintaining this Guide to Information is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in “Section 10 – Classes of Information”. Information will only be withheld, however, where the Act (or, in the case of environmental information, the EIRs) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation’s commercial interests, or endanger the protection of the environment.

Information may also be withheld if it is another person’s personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this and will set out why that information cannot be released. Even where information is withheld it will, in many cases, be possible to provide copies with the withheld information edited out. If you wish to complain about any information which has been withheld from you, please refer to “Section 8 – Contact details for enquiries, feedback and complaints”.

## Section 5 – Our Charging Policy

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website, at our premises or where it can be sent to you electronically by email. Where information is provided under the Re-Use Regulations, this will be available under an Open Government Licence, and at the same cost as noted below, where applicable.

We may charge you for providing information to you, for example photocopying and postage, but we will only charge you what it actually costs us to do.

We will always tell you what the charge is and how it has been calculated before providing the information to you. We will not provide you with the information until payment has been received.

Photocopying charges are shown below:

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| **Size of paper/alternative format** | **Black and White Pence per sheet** | **Colour Pence per sheet** |
| A4 | 10p | 20p |
| A3 | 20p | 40p |

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

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

When providing copies of pre-printed publications, we will charge you no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

Details of any individual charges which differ from the above charging policy are provided within “Section 10 – Classes of information”

This charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale and their price reflects a ‘market value’ which may include the cost of production.

## Section 6: Copyright

NHS Education for Scotland holds the copyright for the vast majority of information in this Publication Scheme. Much of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, is not used for profit, and provided that the source of the material is identified and accurately cited. Many resources and publications, in particular education resources, will include indications of their copyright status which may be more restrictive.

Providing access to information does not mean that copyright has been waived, nor does it give the recipient the right to re-use information for commercial purposes. If you intend to re-use information obtained from the Scheme, and you are unsure whether you have the right to do so, please make a request to re-use the information to:

Information Governance & Security, NHS Education for Scotland, Westport 102, Westport, Edinburgh, EH3 9DN

Email: [foidp@nes.scot.nhs.uk](mailto:foidp@nes.scot.nhs.uk) Telephone: 0131 656 3200

Your request will be considered under the **Re-use of Public Sector Information Regulations 2015** which may provide the right to impose a charge. In the event a charge is payable you will be advised what this is and how it is calculated. If you require more information on the re-use of information, go to[www.oqps.gov.uk](http://www.oqps.gov.uk) or contact NES as above.

The Publication Scheme may contain information where the copyright holder is not NES. In most cases, the copyright holder will be obvious from the documents. In cases where the copyright is unclear it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder.

## Section 7: Records Management Policy

NES regards its records as a major asset of the Board. Records are one of the essential resources which support management in the efficient and effective fulfilment of its governance, functions and legal responsibilities. A link to the NES Records Management Policy can be found in Section 10 Classes of Information - Class 5.

## Section 8: Contact details for enquiries, feedback and complaints

The Act requires that we review our publication scheme from time to time, and we last reviewed our Guide to Information in January 2020. As we have adopted the Model Publication Scheme 2018, this means we will review our Guide to Information from time to time. As a result, we welcome feedback on how we can develop our guide further. If you would like to comment on any aspect of this Guide to Information, then please contact us. You may, for example wish to tell us about:

* other information that you would like to see included in the guide;
* whether you found the guide easy to use;
* whether you found the guide to information useful;
* whether our staff were helpful;
* other ways in which our guide to information can be improved.

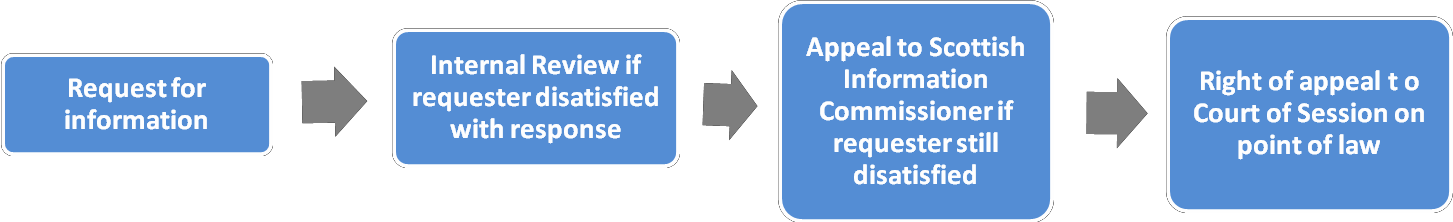
Our aim is to make our guide to information as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the Guide, then please contact us and we will try and resolve your complaint as quickly as possible. Any complaint will be acknowledged within five working days of receipt and we will respond in full within twenty working days unless a longer investigation is required. If so, we will advise you and provide you with updates every 20 working days.

You have legal rights to access information under the Model Publication Scheme 2018 (as described in this Guide to Information) and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights apply only to information requests made in writing[[1]](#footnote-1) or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner. The Commissioner’s website has a guide to this three-step process, and operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. The commissioner’s office can be contacted as follows:

Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, FK16 9DS

Tel: 01334 464610 Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info) Website: [www.itspublicknowledge.info/YourRights](http://www.itspublicknowledge.info/YourRights)



All enquiries, feedback and complaints relating to this Guide to Information, or any other aspect of Freedom of Information, Data Protection and the EIRs should be directed to:

Information Governance & Security, NHS Education for Scotland, Westport 102, Westport, Edinburgh, EH3 9DN

Email: [foidp@nes.scot.nhs.uk](mailto:foidp@nes.scot.nhs.uk) Telephone: 0131 656 3200

## Section 9: How to Access Information which is not available in the Guide to Information

If the information you are seeking is not available through the Model Publication Scheme 2018 (as described in this Guide) then you may wish to request it from us.

The Act provides you with a right of access to the information we hold, subject to certain exemptions. The EIRs separately provide a right of access to the environmental information we hold, while the Data Protection Legislation provides a right of access to any personal information about you that we hold.

Again, these rights are subject to certain exceptions or exemptions. Should you wish to request a copy of any information that we hold that is not available under the Model Publication Scheme 2018 (and described in this Guide), please write to:

Information Governance & Security, NHS Education for Scotland, Westport 102, Westport, Edinburgh, EH3 9DN

Email: [foidp@nes.scot.nhs.uk](mailto:foidp@nes.scot.nhs.uk) Telephone: 0131 656 3200

**Charges for information which is not available under the scheme:**

The charges for information which is available under the NES Guide to Information are set out under “Section 5 – Our Charging Policy”. If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests:

* There will be no charge for information requests which cost us £100 or less to process.
* Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
* We are not obliged to respond to requests which will cost us over £600 to process.
* In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
* We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
* If we decide to impose a charge, we will issue you with notification of the charge (a fee notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

**Charges for environmental information:**

Environmental information is provided under the EIRs rather than the Act. The rules for charging for environmental information are slightly different. We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage. If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you. Charges are calculated based on the actual cost to NES of providing the information.

* Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
* Postage is charged at actual rate for Royal Mail First Class.
* Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge. Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated based on a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

**Charge for request for your own personal data**

There is no administration fee for Subject Access Requests under the Data Protection Legislation unless the request is considered to be excessive or repetitive, and in that case a charge could be made to recoup the administration costs of providing it. Please note NHS Education for Scotland does not hold any patient health records. NHS Inform has produced several publications that give details of your rights in relation to NHS Healthcare. This information can be accessed by going to [health-rights](https://www.nhsinform.scot/care-support-and-rights/health-rights) .

## Section 10 – Classes of Information

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| **CLASS 1: ABOUT NHS Education for Scotland** | | |
| **Class description: Information about NES, who we are, where to find us, how to contact us, how we are managed and our external relations.** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| Organisation’s Purpose, Mission Statement Vision & Values | Our Purpose, vision & values / mission statement describes why we are here? Where we are going & how do we deliver. | <http://www.nes.scot.nhs.uk/about-us.aspx> |
| Contact Details | Address and contact details for NES headquarters and officesare available at | <http://www.nes.scot.nhs.uk/contact-us/nes-offices.aspx> |
| Organisational Chart | Details the organisational structure of NES. | <http://www.nes.scot.nhs.uk/about-us/our-organisation-structure.aspx> |
| Our Board | Details of Board Members and Executive Directors, and their contact details.  The Board papers and schedule of forthcoming Board meeting dates.  Board Members Declarations of Interest. | <http://www.nes.scot.nhs.uk/about-us/the-board.aspx>  <http://www.nes.scot.nhs.uk/about-us/the-board/board-papers.aspx>  <https://www.nes.scot.nhs.uk/about-us/the-board.aspx>  (Board members declarations of interests included in the section titled documents) |
| Governance | Details of NES corporate governance.  Board and committee scheme, standing orders, code of conduct**.** | <https://www.nes.scot.nhs.uk/about-us/the-board.aspx>  (under the section titled documents and the corporate governance handbook is included in this section)  Or use the link below for the current edition of this document  <https://www.nes.scot.nhs.uk/media/4456583/Induction%20Handbook%2021st%20Edition%20%20May%202019.pdf> |
| News | News about NES e.g. news releases, newsletters. | <https://nes.scot.nhs.uk/newsroom.aspx> |
| **External relations and working with others** | | |
| Partnership Opportunities | Information on working in partnership with NES. (e.g. Public consultant and engagement, volunteering.) | <http://nes.scot.nhs.uk/about-us/getting-involved.aspx> |
| Working with other organisations | Summary of how NES works with others | https://www.nes.scot.nhs.uk/education-and-training/by-theme-initiative/workforce-development/engagement-with-voluntary-organisations.aspx |
| **Information on rights, how to make a request** | | |
| How to complain or make a comment | How to complain or make a comment e.g. complaints policy and contact details. | <http://nes.scot.nhs.uk/contact-us/feedback,-comments,-concerns-and-complaints.aspx> |
| How to make a freedom of information request | How to request information, contacts details for FOI section/unit. | <http://nes.scot.nhs.uk/about-us/freedom-of-information.aspx> |
| How to make a request for personal information | How to apply your rights under the Data Protection Legislation and request personal information held by NES about you. | <http://nes.scot.nhs.uk/privacy-and-data-protection.aspx> |
| Model Publication Scheme 2018 | NES has adopted the Scottish Information Commissioner’s Model Publication Scheme 2018. | <http://nes.scot.nhs.uk/about-us/freedom-of-information.aspx> |
| Guide to Information | NES Guide to Information it makes available under the Model Publication Scheme 2018 | <http://nes.scot.nhs.uk/about-us/freedom-of-information.aspx> |

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| **CLASS 2: HOW WE DELIVER OUR FUNCTIONS AND SERVICES** | | |
| **Class description: Information about our work, our strategies and policies for delivering functions and services and information for our service users.** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| Corporate Strategy | Provides a high-level overview on where we are as an organisation, what we are aiming to achieve and the actions we need to take to get there. Includes our Corporate Plan, Strategic Framework and Local Delivery Plans. | <https://nes.scot.nhs.uk/about-us/corporate-plans-and-annual-reports.aspx> |
| Our Services | Our education and training activities by discipline and theme.  A summary description of NES activities and functions. | <http://www.nes.scot.nhs.uk/education-and-training.aspx>  <http://annualreport.nes.scot.nhs.uk/> |
| Corporate policies and procedures. |  | A range of NES policies are published online. Go to <https://www.nes.scot.nhs.uk/publications-and-resources.aspx> and search for “policy”  Policy documents are also available on request from the contact named at Section 2 above. |
| How to access our services | Our education and training activities by discipline and theme.  Locations of NES offices.  General enquiry email addresses | <http://www.nes.scot.nhs.uk/education-and-training.aspx>  <http://www.nes.scot.nhs.uk/contact-us/nes-offices.aspx>  <http://www.nes.scot.nhs.uk/contact-us/useful-email-addresses.aspx> |
| Jobs at NES | Our current vacancies can be found on the NHSScotland Recruitment website | <https://jobs.scot.nhs.uk/>  (This is an external website NES is not responsible for the content of this site)  <https://apply.jobs.scot.nhs.uk/> |

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| **CLASS 3: HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED** | | |
| **Class description:**  **Information about the decisions we take how we make decisions and how we involve others.** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| NHS Board meetings | Agendas and papers for past NHS Board meetings and approved minutes of Board meetings. | <http://www.nes.scot.nhs.uk/about-us/the-board/board-papers.aspx> |
| Board standing orders for the conduct of business and schemes of delegation |  | Go to <https://www.nes.scot.nhs.uk/publications-and-resources.aspx> and search for “governance handbook”  For example, the NES Governance Handbook is available at  <https://www.nes.scot.nhs.uk/media/4183336/governance_handbook_20th_edition.pdf> |
| Public engagement | Details of how we engage with service users and key stakeholders. | <http://nes.scot.nhs.uk/about-us/getting-involved.aspx> |

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| **CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT** | | |
| **Class description: Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| Annual Accounts | Statutory financial statements Directors report including Board member and senior employees’ remuneration, governance statement and independent auditors report. | https://nes.scot.nhs.uk/publications-and-resources/corporate-publications.aspx |
| Public Services Reform (Scotland) Act 2010 | Public Relations Expenditure Overseas Travel Expenditure  Hospitality and Entertainment Expenditure  [Supplier payments over](http://www.nhsaaa.net/media/188397/sp1213.pdf) £25,000  Employees with remuneration in excess of £150,000?  Sustainable economic growth information  Efficiency, Effectiveness and Economy information | <http://www.nes.scot.nhs.uk/about-us/freedom-of-information/nes-financial-transparency.aspx> |
| Financial Monitoring Reports | Overview in-year financial reports are included among the Board Papers | <https://www.nes.scot.nhs.uk/about-us/the-board/board-papers.aspx> |

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| **CLASS 5: HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES** | | |
| **Class description: Information about how we manage the human, physical and information resources of the authority.** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| **Human Resources** | | |
| Current policies | Human resources policies which are currently in use. | A range of NES policies are published online. Go to <https://www.nes.scot.nhs.uk/publications-and-resources/corporate-publications.aspx> and search for “policy”  Policy documents are also available on request from the contact named at Section 2 above. |
| Strategies | Minutes of Staff Governance Committee meetings are included among the Board Papers | <https://www.nes.scot.nhs.uk/about-us/the-board/board-papers.aspx> |
| Staffing | Statistics about our staffing establishment is published by the Information Services Division of NHS National Services Scotland.  They are also reported in our annual accounts. | <http://www.isdscotland.org/Health-Topics/Workforce/>  Please note that NES is not responsible for the content of this website.  <http://www.nes.scot.nhs.uk/publications-and-resources/publications-search.aspx>  Enter search term “annual accounts” |
| Equality and Diversity at NES | Equality reports, action plan, impact assessments and inclusive education policy. | <http://nes.scot.nhs.uk/about-us/equality-and-diversity.aspx> |
| Volunteering | Volunteering opportunities and policy. | <http://nes.scot.nhs.uk/about-us/getting-involved/volunteering.aspx> |
| Jobs at NES | Our current vacancies can be found on the NHS Scotland Recruitment website | <https://apply.jobs.scot.nhs.uk/> |
| **Information Resources** | | |
| Records management | The NES records management plan.  A Progress Update Report was reviewed by the PRSA Assessment Team in December 2017 | <http://nes.scot.nhs.uk/media/2463052/nes_records_management_plan_2013.docx>  <https://scottish.sharepoint.com/:w:/r/sites/6nes/_layouts/15/Doc.aspx?sourcedoc=%7Bb0030f5e-7abb-45c3-adae-590fe3828f0f%7D&action=default> |
| Privacy and data protection |  | <http://nes.scot.nhs.uk/privacy-and-data-protection.aspx> |
| Freedom of Information | Information about the freedom of information policy and how to submit a request | <http://nes.scot.nhs.uk/about-us/freedom-of-information.aspx> |
| Knowledge management | NES exercises a leadership role in knowledge management for NHS Scotland. | <http://www.knowledge.scot.nhs.uk/home.aspx> |
| **Physical Resources** | | |
| Properties | List of NES offices. -  Environmental management policy. | <http://www.nes.scot.nhs.uk/contact-us/nes-offices.aspx>  <http://www.nes.scot.nhs.uk/publications-and-resources/corporate-publications/environmental-management-policy.aspx> |

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| **CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS** | | |
| **Class description: Information about how we procure goods and services, and our contracts with external providers** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| **Procurement Policies** | Explanation of procurement processes and links to supplier handbooks and other resources. | <https://www.nes.scot.nhs.uk/about-us/procurement.aspx> |
| **Invitations to Tender** | Invitations to tender can be found on the Public Contracts Scotland Advertising Portal and where appropriate in the Official Journal of the European Union | <http://www.publiccontractsscotland.gov.uk/>  <http://simap.ted.europa.eu/>  This is an external website. NES is not responsible for the content of this site. |
| **Contracts** | A list of contracts which have gone through formal tendering can be found at Public Contracts Scotland Advertising Portal | <http://www.publiccontractsscotland.gov.uk/>  This is an external website. NES is not responsible for the content of this site. |

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| **CLASS 7: HOW WE ARE PERFORMING** | | |
| **Class description: Information about how we perform as an organisation, and how well we deliver our functions and services.** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| Key Performance Indicators | Key performance indicators are set out in our Corporate Plan and Local Delivery Plan.  Performance against them is reported in our Annual Reports | Corporate Plan and Local Delivery Plan can be found here: https://www.nes.scot.nhs.uk/about-us/corporate-plans-and-annual-reports.aspx |
| Annual performance reporting | Annual Review  Annual Accounts  Annual reports | NES routinely publishes information on our Annual Review, Annual Accounts and Annual reports and they can be found here:  <https://www.nes.scot.nhs.uk/about-us/corporate-plans-and-annual-reports.aspx> |
| Feedback and complaints | Information on how to provide feedback, comments or complaints on our services. | <http://www.nes.scot.nhs.uk/contact-us/feedback,-comments,-concerns-and-complaints.aspx> |
| Complaints | Annual complaints statistics reports | <https://www.nes.scot.nhs.uk/publications-and-resources/corporate-publications.aspx>  Use search box and enter the search term “complaints” |
| Scottish Public Service Ombudsman (SPSO) | SPSO sends Health Boards an annual letter summarizing complaints received and outcomes: | <https://www.spso.org.uk/our-findings>  This is an external website. NES is not responsible for its content. |

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| **CLASS 8: COMMERCIAL PUBLICATIONS** | | |
| **Class description: Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| **We do not publish any information in this class** | | |

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| **CLASS 9: OUR OPEN DATA** | | |
| **Class description: Open Data made available by NHS Education for Scotland as described by the Scottish Government’s Open Data Resource Pack3 and available under open licence** | | |
| **The information we publish under this class includes:** | **Description** | **How to access it/details of any charges** |
| **We do not publish any information in this class as NES does not currently have Open Data** | | |

1. Verbal requests for environmental information carry similar rights [↑](#footnote-ref-1)