



## Who we are and what we do

### How we fit into the NHS structure

The CCG was created on 1 April 2013 and is responsible for planning and buying (commissioning) healthcare on behalf of our local population taking over this role from the old Primary Care Trust. Separately NHS England is responsible for commissioning primary care (such as GPs and pharmacists) as well as specialised commissioning.

For further details please see the following links to our website:

<http://www.walthamforestccg.nhs.uk/about/our-vision-and-values.htm>

<http://www.walthamforestccg.nhs.uk/about/how-we-commission-services.htm>

Please see the following link to our website for our constitution:

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategicdocuments/Waltham%20Forest%20CCG%20Constitution.pdf>

### Organisational structure

Details of governing body members are given in the following link to our website.

<http://www.walthamforestccg.nhs.uk/about/our-governing-body.htm>

The CCG is also supported by NEL CSU. Please see further details on their website:

<http://www.nelcsu.nhs.uk/>

### Lists of and information relating to key organisations with which the authority works in partnership

For details of the CCG's partners please see the following link to our website:

<http://www.walthamforestccg.nhs.uk/about/working-together.htm>

For details of General Practices within the CCG please see the following links to the NHS Choices website:

<http://www.nhs.uk/Service-Search/GP/Waltham-Forest/Results/4/-0.048/51.597/4/22591?distance=25>

### Meetings with pharmaceutical companies and other medical suppliers

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)



## **Senior executives and management board / governing body members**

Please see details under 'organisational structure'.

## **Location and contact details for all public-facing departments**

Please see the following links to our contact details. Please note we are a commissioning organisation only, not a direct provider of clinical services.

- <http://www.walthamforestccg.nhs.uk/contact/>

Please see the following link if you would like to make a complaint:

<http://www.walthamforestccg.nhs.uk/contact/complaints.htm>

## **What we spend and how we spend it**

### **Financial statements, budgets and variance reports**

Our annual statement of accounts covering 2014 -15 can be found at the end of our annual report on our website at:

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/annualreports/NHS%20Waltham%20Forest%20CCG%20-%20Annual%20Report%20and%20Accounts%202014-15.pdf>

<http://www.walthamforestccg.nhs.uk/about/managing-finances.htm>

Please see our Governing Body meetings and the following links to our website for information on budgets and variance reports:

<http://www.walthamforestccg.nhs.uk/about/meetings.htm>

<http://www.walthamforestccg.nhs.uk/about/governing-body-members.htm>

### **Financial audit reports**

Please see our Governing Body papers and the following links to our website:

<http://www.walthamforestccg.nhs.uk/about/previous-governing-body-meeting-papers.htm>

<http://www.walthamforestccg.nhs.uk/about/managing-finances.htm>

### **Capital programme**

Please see our Governing Body papers at the following link to our website:

<http://www.walthamforestccg.nhs.uk/about/previous-governing-body-meeting-papers.htm>

### **Staff and Board members' allowances and expenses**

Local terms and conditions for expenses reflect 'Agenda for Change' terms and conditions as set out in the link below:

<http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay/how-agenda-for-change-works>



<http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>  
[http://www.nhsemployers.org/~media/Employers/Publications/NHS Job Evaluation Handbook.pdf](http://www.nhsemployers.org/~media/Employers/Publications/NHS_Job_Evaluation_Handbook.pdf)

## **Staff pay and grading structures**

Staff pay and grading structures follow 'Agenda for Change' in which staff are placed in one of nine pay bands.

For more details please see the following link to the NHS Employers website:

<http://www.nhsemployers.org/~media/Employers/Publications/Pay%20circulars/AfC-pay-scales.pdf>  
<http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

Details of the pay award for 2014/15 are given in the link below:

<http://www.nhsemployers.org/~media/Employers/Publications/Pay%20circulars/AfC-pay-scales.pdf>

## **Funding (including endowment funds)**

Please see the following link to NHS England's website regarding CCG funding allocations:

<http://www.england.nhs.uk/2013/12/18/ccg-fund-allocs/>

## **Procurement and tendering procedures**

It's important that the services which the CCG commissions are underpinned by robust procurement exercises to ensure that the quality of those services are achieved, maintained, in order to facilitate greater choice for our patient population and to secure best value for money with public resources.

In order to support these aims, we have published a comprehensive procurement strategy and supporting policy, copies of which you can find uploaded to our [Publications page](#) on our website.

## **Details of contracts currently being tendered**

In line with our obligations under EU procurement legislation, NHS Waltham Forest CCG routinely publishes the details of the contracts we put out to tender using the following websites:

- I. [Official Journal of the European Union](#); and
- II. [Contracts Finder](#)

## **List and value of contracts awarded**

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

## **What our priorities are and how we are doing**

### **Annual Report**



The CCG's annual report covering 2015 -16 is available on the CCG's website at:

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/annualreports/NHS%20Waltham%20Forest%20CCG%20-%20Annual%20Report%20and%20Accounts%202014-15.pdf>

## **Annual business and / or commissioning plan**

Details of our plans are given in the links under Targets, Aims and Objectives below

### **Targets, Aims and Objectives**

Please see the following links to the our website, showing our plans including the Commissioning Strategy Plan (CSP), information regarding the Quality, Innovation, Productivity and Prevention Programme, our vision and priorities and our prospectus:

<http://www.walthamforestccg.nhs.uk/about/publications.htm>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategicdocuments/Commissioning%20Strategic%20Plan%20Executive%20Summary.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategicdocuments/Waltham%20Forest%20Patient%20Prospectus.pdf>

<http://www.walthamforestccg.nhs.uk/about/our-vision-and-values.htm>

<http://www.walthamforestccg.nhs.uk/about/how-we-commission-services.htm>

### **Strategic Direction document (5 year plan)**

Please see the following links to our website, outlining a summary of our CSP strategy

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategicdocuments/Commissioning%20Strategic%20Plan%20Executive%20Summary.pdf>

<http://www.walthamforestccg.nhs.uk/about/publications.htm>

### **Performance against targets (KPI) / performance framework / performance management information**

The Governing Body considers its performance against its performance indicators at each Governing Body meeting:

<http://www.walthamforestccg.nhs.uk/about/meetings.htm>

<http://www.walthamforestccg.nhs.uk/about/previous-governing-body-meeting-papers.htm>

### **Reports by regulatory organisations e.g. Care Quality Commission and NHS England**

In this section of our publication scheme we will publish the details of any reports issued by regulatory organisations.

NHS England has specific responsibility under the Health and Social Care Act (2012) for CCG authorisation and assurance. To this end, they make an annual assessment of CCGs each financial year and publish a summary report. In addition, NHS England also oversees



those CCGs which have been authorised subject to conditions. Any relevant publications in this respect can be found on the [NHS England website](#).

A high number of our provider organisations in their capacity as clinical service providers will be subject to the regulatory oversight of the Care Quality Commission (CQC). The CQC is set up with responsibility for making sure that care provided by hospitals, ambulances, care homes and other clinical service providers meet government standards of quality and safety. Any reports published by the CQC can be found on the [publications section of their website](#).

<http://www.england.nhs.uk/wp-content/uploads/2014/11/cfv-waltham-forst.pdf>

### **Audit reports delivered at board / governing body level**

Copies of any audit reports delivered to our Governing Body will feature in [the Governing Body papers section](#) of our website

### **Service User Surveys**

We want to involve our patients and wider population in the decisions that we need to make about commissioning the right services for the people living in Waltham Forest. On the '[Get involved](#)' section of our website, you will find information about current consultations and engagement events that are going on.

<https://www.engage.england.nhs.uk/>

### **Privacy impact assessments (in full or summary format)**

A privacy impact assessment (PIA) is an important tool which the CCG uses to identify and reduce the privacy risks that might be associated with our projects and / or policies. When we begin work on any such project or policy, we make sure that this is supported by a robust PIA to identify any privacy risks at an early stage, and to manage these appropriately.

For reasons of practicality, we are not intending to publish the details of any PIAs that we have conducted. PIAs very often touch on sensitive material (e.g. IT infrastructure), some of which may be exempt from disclosure under the Freedom of Information Act (2000).

Notwithstanding this, you are welcome to make a written request for details of any PIAs conducted by the CCG. Written requests for information should be made to:

FOI Team  
NHS NEL CSU  
Clifton House, 75-77 Worship Street  
London EC2A 2EJ

Please contact our Freedom of Information team at [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

## **How we make decisions**

**Board papers – agenda, supporting papers and minutes**



For details of governing body meetings and papers please see the following link to our website:

<http://www.walthamforestccg.nhs.uk/about/previous-governing-body-meeting-papers.htm>

### **Patient and public engagement strategy**

Please see the following links to our website including our communications and engagement strategy:

<http://www.walthamforestccg.nhs.uk/getinvolved/>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategies/Communications%20Strategy%202013-2016.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategies/Waltham%20Forest%20CCG%20IT%20Strategy.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategies/Community%20Participation%20Strategy%202013-2106.pdf>

<http://www.walthamforestccg.nhs.uk/getinvolved/patient-reference-group.htm>

<http://www.walthamforestccg.nhs.uk/downloads/getinvolved/WFCCG%20CP%20application%20form.pdf>

### **Public consultations (for example, concerning closures / variations of services)**

<http://www.walthamforestccg.nhs.uk/getinvolved/>

<https://www.engage.england.nhs.uk/>

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

Under this heading we are required to publish the details of any internal instructions, manuals and guidelines which we utilise for dealing with the business of the CCG. In so doing, we will limit these only to those which we consider will assist public understanding of the way decisions are made in the CCG. You can expect to find any such documents to appear on [the News and publications section](#) of our website.

### **Our policies and procedures**

#### **Policies and procedures relating to the conduct of business and the provision of services**

Copies of any policies, procedures or other publications formally ratified by NHS Waltham Forest CCG can be found on [the Policies and procedures section](#) of our website.

### **Health and Safety**



For more information please contact the CCG <http://www.walthamforestccg.nhs.uk/contact>

## **Policies and procedures relating to human resources including recruitment and employment policies**

Please see the following link for vacancies: [www.jobs.nhs.uk](http://www.jobs.nhs.uk)

## **Equality and Diversity policies and Equality Scheme**

<http://www.walthamforestccg.nhs.uk/about/equality-and-diversity.htm>

<https://www.england.nhs.uk/ourwork/gov/equality-hub/eds/>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategies/Equality%20and%20Diversity%20Strategy%202013-2107.pdf>

<http://www.walthamforestccg.nhs.uk/about/our-vision-and-values.htm>

## **Standing financial procedures / instructions**

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

## **Standing orders**

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

## **Complaints and other customer service policies and procedures**

<http://www.walthamforestccg.nhs.uk/contact/complaints.htm>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/policies/Waltham%20Forest%20CCG%20Complaints%20Policy.pdf>

## **Data protection / records management / Caldicott Guardian**

<http://www.walthamforestccg.nhs.uk/about/information-governance.htm>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/informationgovernance/How%20the%20CCG%20uses%20patient%20information.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/informationgovernance/How%20the%20NHS%20uses%20patient%20information.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/informationgovernance/How%20the%20safe%20haven%20uses%20patient%20information.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/informationgovernance/Fair%20Processing%20Notice.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/strategies/Waltham%20Forst%20CCG%20Information%20Governance%20Strategy.pdf>



<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/policies/Waltham%20Forest%20CCG%20Information%20Governance%20Policy.pdf>

## **Estate management**

Please contact NHS Property Services for further information <http://www.property.nhs.uk/>

## **Charging regimes and policies**

There is no charge for any documents downloaded from this site but they are subject to copyright laws. Where hard copies are requested a charge will be made for communication costs (for example photocopying, postage and packaging). There will be a charge, in line with national recommendations, for copies of personal records under the Data Protection Act.

The Freedom of Information Act allows the CCG to charge for communication costs. The CCG is not obliged to comply with a request for information if the CCG estimates that the cost of determining if they hold the relevant information, locating and retrieving the information and, where necessary, extracting the information from a document would exceed the 'appropriate limit' as defined by the FOI Act.

The appropriate limit has been set as a figure of £450.00 for CCGs. This figure is calculated at a rate of £25 per hour and therefore any request that exceeds 18 hours of work could be refused. In such cases the CCG has the option to refuse the request, charge the full fee or waive the fee. If the requestor agrees to pay the fee, payment must be received in full before work begins to gather the information.

## **Lists and registers**

In this section of our publication scheme, we will outline any information held by the CCG which is currently maintained in lists or registers.

**Governing Body Register of Interests** – you can expect to find any copies of our Governing Body's latest register of interests published [here](#).

**Disclosure log** – in line with best practice guidance from the Information Commissioner's Office, NHS Camden CCG will shortly begin publishing our responses to Freedom of Information requests which we consider to be of a wider public interest in a disclosure log. You can expect to find our disclosure log on [the Freedom of Information](#) section of our website in due course.

**Expenditure over £30,000** – in line with guidance from HM Treasury, we publish the details of any expenditure which exceeds the value of £30,000 in the 'other' section of this page:

<http://www.walthamforestccg.nhs.uk/about/publications.htm>





**Risk registers** – our Governing Body are frequently presented with risk registers for our organisation, principally the Governing Body Assurance Framework (GBAF), in order that they can critically examine the effectiveness of the CCG's internal controls. Copies of any such risk registers will feature on [the Governing Body papers](#) section of our website.

**Any information the authority is currently legally required to hold in publicly available registers**

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/other/NHS-Waltham-Forest-CCG-Governing-Body-register-of-interests-21-September-2015.pdf>

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/policies/Waltham%20Forest%20CCG%20Standards%20of%20Business%20Conduct%20and%20Managing%20Conflicts%20of%20Interest%20Policy.pdf>

**List of main contractors / suppliers**

<http://www.walthamforestccg.nhs.uk/about/how-we-commission-services.htm>

<http://www.walthamforestccg.nhs.uk/about/developing-and-procuring-services.htm>

<http://www.walthamforestccg.nhs.uk/about/managing-finances.htm>

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

**Asset registers**

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

**Information Asset Register**

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

**CCTV**

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

**Any register of interests kept in the authority**

Please see the following link to our register of interests:

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/other/NHS-Waltham-Forest-CCG-Governing-Body-register-of-interests-21-September-2015.pdf>

**Register of Gifts and Hospitality provided to Board members and senior personnel**

<http://www.walthamforestccg.nhs.uk/downloads/aboutus/publications/policies/Waltham%20Forest%20CCG%20Gifts%20and%20Hospitalities.pdf>

**The services we offer**



### **Clinical services provided and / or commissioned**

The CCG is a commissioning organisation only i.e. it does not directly provide clinical services.

For details of providers click here:

<http://www.walthamforestccg.nhs.uk/contact/provider-details.htm>

### **Non-clinical services**

The CCG is a commissioning organisation only i.e. it does not directly provide clinical services.

For details of providers click here:

<http://www.walthamforestccg.nhs.uk/contact/provider-details.htm>

### **Services for which the authority is entitled to recover a fee together with those fees**

For this information please contact: [FOI@WalthamForestCCG.nhs.uk](mailto:FOI@WalthamForestCCG.nhs.uk)

### **Patient information leaflets and other booklets and newsletters**

Please see the following links to our website:

<http://www.walthamforestccg.nhs.uk/contact/provider-details.htm>

<http://www.walthamforestccg.nhs.uk/news/>

<http://www.walthamforestccg.nhs.uk/about/>

### **Patient Advice and Liaison Service (PALS)**

<http://www.walthamforestccg.nhs.uk/contact/provider-details.htm>

### **Advice and guidance**

For details of Patient Advice and Liaison Services for individual Hospital Trusts please see their individual websites. Local hospitals are detailed on our website:

<http://www.walthamforestccg.nhs.uk/contact/provider-details.htm>

### **Corporate communications & media releases**

Please see the following link to our website for CCG news:

<http://www.walthamforestccg.nhs.uk/news/>