

Procedures for the conduct of departmental business

[PHA standing orders - February 2023](#)

[PHA standing orders financial instructions - February 2023](#)

[Management statement and financial memorandum 2018](#)

Procedures for the provision of services

[PHA standing orders - February 2023](#)

Customer service

Check our page [Compliments and Complaints](#) to find out how to make a [complaint](#)

Records management and personal data policies

[Records management policy](#)

[Data protection/Confidentiality policy](#)

[Good management good records guidance](#)

Records management strategy

[Information governance strategy](#)

Downloads

Attachment	Size
Signed Management Statement Financial Memorandum.pdf	435.55 KB
PHA Standing Orders January 2023 0.pdf	1000.33 KB
PHA Standing Financial Instructions January 2023 0.pdf	657.41 KB

Attachment	Size
Records-management-policy-v-1.4-November-2023.docx	49.45 KB
GMGR-2017.pdf	1.04 MB
Information-governance-strategy-framework-v3-November-2023.docx	74.26 KB
Data-protection-and-confidentiality-policy-_updated-for-GDPR-v.1.4-June-2019.pdf	446.97 KB
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