

Procedures for the conduct of departmental business

- [PHA standing orders - February 2023](#)
- [PHA standing orders financial instructions - February 2023](#)
- [Partnership agreement between PHA and DoH - April 2025](#)

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](#)
- [Information governance strategy](#)

Downloads

Attachment	Size
PHA Standing Orders January 2023 0.pdf	1000.33 KB
PHA Standing Financial Instructions January 2023 0.pdf	657.41 KB
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
PHA Standing Financial Instructions January 2023 FINAL 1.docx	160.81 KB
PHA Board Register of Interests 1 November 2024 3.docx	90.6 KB

Attachment	Size
PHA_Standing_Orders_January_2023_FINAL_1.docx	368.27 KB
2024 PHA Data Protection Confidentiality Policy - Board approved 18 Oct 24.pdf	614.15 KB
Partnership_Agreement_PHA_and_DoH_Final_April_2025.pdf	705.89 KB
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