

Tonbridge and Malling Borough Council

FREEDOM OF INFORMATION – PUBLICATION SCHEME

Version 1: December 2008

Background Information

Tonbridge and Malling Borough Council has produced this Publication Scheme under Section 19 of the Freedom of Information Act 2000 (the FOI Act).

This introductory section includes:

- Purpose of the scheme
- Some basic facts about the scheme
- How we make information available
- Charges
- Copyright and the Council's Publication Scheme
- Access to Information in local government
- Access to personal information under the Data Protection Act 1998
- Environmental Information
- Complaints and Appeals
- Personnel responsible for the scheme

The Publication Scheme follows this introduction.

The Council would welcome your feedback on this scheme.

Purpose of the Scheme

Under Section 19 of the FOI Act, each public authority must produce a Publication Scheme. This has to set out what information it will make available as a matter of course, how and when it will do so, and whether or not this information will be made available free of charge. The Authority must then release the information as promised in its scheme.

The scheme should make sure that a significant amount of information is readily available to the public. Publication Schemes are also intended to develop a greater culture of openness within organisations.

Some Basic Facts About the Council's Scheme

The scheme is available in two formats; on the Council's website (from which a printable version is available) and on paper.

Classes of information

The classes of information have been organised into broad areas relating to services provided by Tonbridge and Malling Borough Council. These fall generally into the following 7 classes:-

- **Who we are and what we do**
- **What we spend and how we spend it**
- **What our priorities are and how we are doing**
- **How we make decisions**
- **Our policies and procedures**
- **Lists and Registers**
- **The Services we offer.**

The first class listed contains information from the Chief Executive's and Corporate Resources departments – information here relates to the council as a whole, and also includes details of how the council is organised. The other headings are the services provided by Tonbridge and Malling Borough Council – Environmental Health and Housing Services, Planning and Transportation Services, and Leisure Services. In some of these areas, classes are grouped under more specific subject areas.

The scheme contains an index. If you have any problems finding information you want, or any questions about the publication scheme, please contact the Access to Information Officer via the main council switchboard (Tel: 01732 876000) extension **xxx**.

By 'publication' we mean information available on our website, one-off printed documents from a desktop computer, electronic documents, printed books, reports and leaflets. However, please note that our website contains further information that is not listed in our scheme.

How the Council Makes Information Available

Information listed in the scheme will be made available in a number of ways. Note that information is not necessarily made available in all these ways. We aim to dispatch information as soon as possible after it is requested.

- Website – when information is available on the Council or another website, the web address will be given and a link provided.
- By post – information will be forwarded on request, following receipt of any fee applicable (see below). We do not provide print-outs of other people's websites.

- By e-mail – material not on the website will be made available via e-mail. Information will be sent on request, free of charge.
- Libraries – some information is made available through public libraries. The opening hours of the libraries are available by telephoning xxx.

Charges

Most information in the scheme is available free but for some information a charge may be levied. The charge will vary according to how information is made available, which is specified for each class within the scheme. Charges will apply as follows:

- Website – free of charge unless otherwise specified
- E-mail – free of charge unless otherwise specified.
- Copies by post – for documents available over the Council's website, a single print-out of that document will be provided free of charge on request (Note: this does not apply to databases). Charges will apply for multiple copies. Postage and copying charges may apply with requests for large amounts of printed information. This information will not be provided until the charge has been paid. Information which is only available in hard copy is supplied free of charge, unless a request for a large volume of information is received. The Council does not provide print-outs of other people's websites.
- Libraries – information can be viewed free of charge, photocopies can be made for 10p per copy.
- Information available for inspection – some information is only available for inspection, and charges will be made for copies.

Existing charges for information, in books or publications sold by the Council remain unaffected.

Accessibility

The Council will endeavour to make information as widely accessible as possible. Information can be provided in large print, Braille or on audio tape on request. For information in languages other than English, please contact the council for further details.

Copyright and the Council's Publication Scheme

Information available through this scheme is protected by copyright. The information contained in copyright protected material owned by the Council (except the Council's logo) may be copied, distributed or published free of charge in any format or medium, but only if it is reproduced accurately and not used in a misleading context. If you copy any of the copyright information available through this scheme, or distribute it to others or re-publish it, you must identify the source of the material and acknowledge its copyright status.

This applies only to information in which the Council owns the copyright. For any other material, you must seek authorisation from the copyright holders concerned.

Access to Information in Local Government

Tonbridge and Malling Borough Council promotes open government for public scrutiny and participation. Access to information is encouraged. There is legislation affecting local authorities giving access to information. The Local Government Act 1972 includes Access to Information provisions. For example, there are detailed rules about making papers for meetings (agenda, minutes and reports) available to the press and public. Recently, the period of advance notice of these papers has been extended from three clear days to five clear days. The rules were also extended to apply to Cabinet and Cabinet Members meetings when these were introduced under new executive arrangements in 2001.

Specific legal rights to information are set out in other rules, for example,

- Regulation 26 of the Local Authorities (Members' Allowances) Regulations 1991 provides for inspection of records of payments to Members, publication of the Members' Allowances Scheme, and an annual list of payments made to Members.
- Section 14 of the Audit Commission Act 1998 provides for electors to be able to inspect the Council's statement of accounts and auditor's reports.

Access to Personal Information Under the Data Protection Act 1998

The Data Protection Act 1998 provides living individuals with the right of access to personal information held about them. The right applies to all Council information held in computerised form and also to non-computerised information held in filing systems structured so that specific information about particular individuals can be retrieved readily. The rights extend also to those archives that meet these criteria. However, the right is subject to exemptions which will affect whether information is provided and requests will be dealt with on a case by case basis.

Please send requests for access to information under the Data Protection Act “(Data Subject Access Requests)” to the Information Technology Manager, Alan Burch (see contact points below). Please provide as much detail as possible to help us find the information.

Note that the Data Protection Act does not give third parties rights of access to personal information for research purposes.

Environmental Information

If the information you want relates to the state of the environment, you can submit a request for information under the Environmental Information Regulations 2004. Please provide as much detail as possible to help us identify the information you are looking for.

Some environmental information is made available through our Publication Scheme and will be made available as set out above under “How we make information available, and what charges may apply”. Where information is not included in the scheme, it will be made available according to the fees structure set out in the Environmental Information Regulations 2004.

If we refuse to supply all or part of the information you have asked for, we will write to you explaining why. The reasons will be based on the exceptions in the regulations.

The Environmental Information Regulations can be purchased from HMSO, or can be read free of charge on the HMSO website.

Complaints and Appeals

If you are unhappy with the way we have dealt with a request, you should complain to us directly, using the Council’s complaints procedure. Your initial complaint should be sent to the **xxx** Officer, Gibson Building, Gibson Drive, Kings Hill, West Malling, Kent, ME19 4LZ.

The Information Commissioner is responsible for enforcing the operation of the Publication Scheme. In the case of a failure to deliver information through the Scheme, you may also appeal directly to the Information Commissioner at any time.

The Information Commissioner can be contacted by telephone on 01625 545745, by fax on 01625 524 510, by email at data@dataprotection.gov.uk , or by post to:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Personnel

Overall responsibility for the publication scheme resides with the **xxx**. Day-to-day running of the Publication Scheme is undertaken by the Access to Information Officer, who can be contacted at [xxx](#), or via the main switchboard on **xxx** extension **xxx**.

You can make requests for information over the telephone by calling the Call Derbyshire contact centre. When making telephone requests, please be sure to provide full contact details, including a telephone number so that we can clarify the details of your request, if necessary.

THE PUBLICATION SCHEME

The aim of this Publication Scheme is to set out:

- What information we publish or intend to publish as a matter of course
- How this information will be published
- Whether the information will be available free of charge or on payment.

Availability

Unless otherwise stated, all classes refer to the current version of any item listed in the publication scheme. Previous versions may be made available on request, if they have been retained. Unless the class explicitly includes one, no draft version of any item is published under any of the classes of information. Information produced on an annual or regular basis is only available for previous years where stated.

General information about the Council

Information in this section comes from central departments and relates to the council as a whole – Executive Services including the Chief Executive has a wide range of responsibilities, including customer services, community partnership, media and communications, mayoralty, crime and disorder reduction and elections. The Central Services Department organises and administers committees, sub-committees and member support; matters relating to staff and training; equal opportunities, legal support, and all aspects of the council's land and property stock.

Who we are and what we do:

Council Information

| Class | Organisational information |
|--------------|--|
| Description | Sets out where we operate from, Management structure of Council and organisational information, directory of services and officers to contact. |
| Availability | Web / hardcopy by post |
| Cost | Free |

| Class | Constitution |
|--------------|--|
| Description | Sets out how the council operates, how decisions are made, and the procedures that are followed to ensure transparency, efficiency and accountability. |
| Availability | Web / hardcopy by post |
| Cost | Free |

| Class | Forward Plan |
|--------------|--|
| Description | The Forward plan of key decisions to be made over the next four months (current version) |
| Availability | Web / hardcopy by post |
| Cost | Free |

| Class | A – Z of services |
|--------------|--|
| Description | A list detailing the main services provided by Tonbridge and Malling Borough Council |
| Availability | Web / hardcopy by post |
| Cost | Free |

| Class | Management Structure |
|--------------|---|
| Description | Current management structure, and details of powers delegated to officers |
| Availability | Hardcopy by post |
| Cost | Free |

| Class | Emergency Policy Plans |
|--------------|---|
| Description | Plan developed to deal with major emergencies and incidents |
| Availability | Hardcopy by post |
| Cost | Free |

Information about Elected Members

| | |
|--------------|---|
| Class | Elected member contact details / pictures |
| Description | Information about elected members: contact details, photographs, political composition of the council |
| Availability | Web (most) / Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | Ward information |
| Description | Map of the wards in Derbyshire, details of the most recent election results |
| Availability | Hardcopy by post / Web (results only) |
| Cost | Free |

| | |
|--------------|--|
| Class | Information about Cabinet and Scrutiny committees |
| Description | Information of the Cabinet, member's roles and responsibilities, and the chairs of the Scrutiny committees |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|-------------------------------------|
| Class | Council Meetings |
| Description | Diary of scheduled Council Meetings |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | Declaration of Members interests / Register of gifts / hospitality |
| Description | Current declarations by members and the current register of gifts and hospitality |
| Availability | Hardcopy by post |
| Cost | Free |

| | |
|--------------|-------------------------------------|
| Class | Codes of conduct |
| Description | The current members code of conduct |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|--|
| Class | Allowances |
| Description | Details of allowances paid to members in the past year |
| Availability | Hardcopy by post |
| Cost | Free |

What we spend and how we spend it:

Financial Information

| Class | Current Agreed Budget |
|--------------|---|
| Description | Document explaining the budget process, summarising spending – current edition and previous two documents available |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| Class | Projected and actual income and expenditure |
|--------------|---|
| Description | Document setting out the Council's projected income and expenditure for 2009/10 |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| Class | Annual Audited Statement of Accounts |
|--------------|--|
| Description | Latest edition of the Annual Audited Statement of Accounts |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| Class | Financial regulations / Procurement Advice / Contracts |
|--------------|---|
| Description | Current version |
| Availability | Hardcopy by post |
| Cost | Free |

Communications

| Class | Complaints |
|--------------|---|
| Description | Tonbridge and Malling Borough Council's complaints procedure, and contact details to make a complaint |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| Class | Press releases |
|--------------|--|
| Description | News releases issued by TMBC for the last xxx years |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|--|
| Class | Newsletters |
| Description | Newsletters produced by TMBC and distributed to citizens |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | FOI information |
| Description | Details of how to make a request for information under the Freedom of Information Act |
| Availability | Web |
| Cost | Free |

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|--------------|--|
| Class | FOI Publication Scheme |
| Description | Document detailing information which will be proactively made available by the Council |
| Availability | Web / Hardcopy by post |
| Cost | Free |

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|--------------|--|
| Class | Data Protection Procedures and Policies |
| Description | Policies and Procedures relating to Data Protection and how to access such information |
| Availability | Hardcopy by post / email from dataprotection@tmbc.gov.uk |
| Cost | Free |

| | |
|--------------|--|
| Class | Environmental Information Regulations Policies and Procedures |
| Description | Policies and Procedures relating to environmental information regulations and how to access such information |
| Availability | Hardcopy by post / email from access2info@tmbc.gov.uk |
| Cost | Free |

Personnel Information

| | |
|--------------|---|
| Class | Staff Recruitment and selection policies |
| Description | Information on how recruitment and selection is operated in Tonbridge and Malling Borough Council. This class does not include any information about individual applications. |
| Availability | Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | Job Vacancies |
| Description | Information about all current job vacancies being advertised for Tonbridge and Malling Borough Council, including job descriptions and person specifications. |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | Employee policies / conditions of service |
| Description | Policies and guidelines for staff employed by Tonbridge and Malling Borough Council – this class does not include information about any individual employee |
| Availability | Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | Information about equality |
| Description | Policies about equal opportunities, disability, and TMBC's race equality scheme |
| Availability | Web / Hardcopy by post |
| Cost | Free |

Priorities:

| | |
|--------------|--|
| Class | What they are and how we are doing |
| Description | Information about what our priorities are and how we are doing |
| Availability | Web / Hardcopy by post |
| Cost | Free |

Performance information

| | |
|--------------|---|
| Class | Best Value |
| Description | Information about Best Value – the Best Value Performance Plan, Summary, and details of changes to performance indicators |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|--|
| Class | Service reviews and inspections |
| Description | All reviews and inspections from xxx |
| Availability | Print |
| Cost | Free |

How we make decisions:

| | |
|--------------|---|
| Class | How we make decisions |
| Description | Information about how we make decisions, processes, procedures and policies, internal criteria and procedures, what consultations we undertake. |
| Availability | Web / Hardcopy by post |
| Cost | Free |

Land and property

| | |
|--------------|---|
| Class | Local bylaws |
| Description | Information on local bylaws passed by the council |
| Availability | Open to inspection – charges for copies |
| Cost | Free |

| | |
|--------------|--|
| Class | Register of Commons / Register of Town / Village greens / PROW (Public Rights of Way) |
| Description | Published registers on land use |
| Availability | Available for inspection – charges for copies |
| Cost | Free |

| | |
|--------------|--|
| Class | Industrial Sites Information |
| Description | Information about sites available for industrial use |
| Availability | Open to inspection / purchase |
| Cost | Free for inspection, charge to purchase document |

Other information

| | |
|--------------|---|
| Class | Registry office contact details / information |
| Description | Information about contacting the registry office, registration standards and responses, applications for copies of certificates, and a list of premises approved for civil weddings |
| Availability | Hardcopy by post / Web (contact details only) |
| Cost | Free |

| | |
|--------------|---|
| Class | Information about travellers |
| Description | Details of procedures for dealing with travellers and illegal encampments |
| Availability | Web / Hardcopy by post |
| Cost | Free |

The other sections relate to the individual departments who provide services to the community. Most of these sections are sub-divided into headings like Policies, Procedures and Services – policies are general principles, the basis for how and why services are provided; procedures relate to how services are provided, and the services section contains details about the services provided.

Planning and Transportation Services

Planning and Transportation Services exists to provide and enable innovative, quality and efficient services which meet the needs of our communities whilst safeguarding the natural and built environment for future generations.

Policies and plans

| | |
|--------------|---|
| Class | General |
| Description | General policies and plans relating to Departmental Management, personnel, and Information Management; also includes current written protocols for delivering functions and responsibilities. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|---|
| Class | Highways & Transport |
| Description | Policies and plans related to highways and transport, including information about xxx ; also includes the Local Transport Plan, road safety information and transport policy for example |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|--|
| Class | Planning & Environment |
| Description | Policies and plans related to planning and environmental issues, including information on conservation matters such as the xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

| | |
|--------------|--|
| Class | Leisure |
| Description | Policies and plans related leisure functions, including information on xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

Procedures and Protocols

| | |
|--------------|---|
| Class | General |
| Description | List and description for each one? |
| Availability | Hardcopy/Web |
| Cost | Free |

Planning and Transportation Services offered

| Class | General |
|--------------|---|
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and Waste Management |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Planning & the Environment |
|--------------|--|
| Description | Information about the services related to Planning and the Environment, including details about Conservation, Development Control, Environment Policy, and Environmental Studies etc |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Various Charges for Some Hardcopy |

Performance Information

| Class | General |
|--------------|------------------------------------|
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Planning & Transportation |
|--------------|---|
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

Executive Services

The Executive Services unit deals with **xxxxx for example the** Crime and Disorder Reduction unit work in partnership to reduce crime and anti-social behaviour and make our communities safer and better places to live and work in.

Policies and plans

| Class | General |
|--------------|---|
| Description | General policies and plans relating to Departmental Management, personnel, and Information Management; also includes current written protocols for delivering functions and responsibilities. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|--|
| Class | Executive Services |
| Description | Policies and plans related to customer services, community partnership, mayoralty, crime and disorder and elections. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|--------------------------------------|
| Class | Executive Services |
| Description | |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

Procedures and Protocols

| | |
|--------------|---|
| Class | General |
| Description | List and description for each one? |
| Availability | Hardcopy/Web |
| Cost | Free |

Executive Services offered

| | |
|--------------|---|
| Class | General |
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and xxx |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|--|
| Class | Executive Services |
| Description | Information about the services xxx |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Variou Charges for Some Hardcopy |

Performance Information

| | |
|--------------|------------------------------------|
| Class | General |
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|---|
| Class | Executive Services |
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

Central Services:

Policies and plans

| Class | General |
|--------------|---|
| Description | General policies and plans relating to Departmental Management, personnel, and Information Management; also includes current written protocols for delivering functions and responsibilities. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| Class | Central Services |
|--------------|---|
| Description | Policies and plans related to |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| Class | Central Services |
|--------------|---|
| Description | Policies and plans related to xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

Procedures and Protocols

| Class | General |
|--------------|---|
| Description | List and description for each one? |
| Availability | Hardcopy/Web |
| Cost | Free |

Central Services offered

| Class | General |
|--------------|---|
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and Waste Management |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Central Services |
|--------------|---|
| Description | Information about the services xxx |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Various Charges for Some Hardcopy |

Performance Information

| | |
|--------------|------------------------------------|
| Class | General |
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|---|
| Class | Planning & Transportation |
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|--|
| Class | Procedures for personnel |
| Description | Procedures related to the following areas: Lone Working, Absence from Duty, Discipline Procedure, Grievance Procedure, Harassment Policy, Travel and Subsistence, Health and Safety Portfolio, Code of Conduct for Employees, Purchase and Disposal of Items, Mobile Telephones, Signing of Letters, Daytime Fusion Duties and Quality System |
| Availability | Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | Quality |
| Description | Information about the Investors in People Award, and CLS Quality Mark |
| Availability | Web / Hardcopy by post |
| Cost | Free |

| | |
|--------------|---|
| Class | Consultation |
| Description | Surveys conducted with staff, the public, and businesses and the staff suggestion and improvement schemes |
| Availability | Free |
| Cost | Web / Hardcopy by post |

| | |
|--------------|---|
| Class | Human resources |
| Description | Information about staffing levels, job descriptions, the training plan, and job vacancies in the department |
| Availability | Free |
| Cost | Web / Hardcopy by post |

Legal Services offered

| Class | General |
|--------------|---|
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and Waste Management |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Legal Services |
|--------------|---|
| Description | Information about the services etc |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Various Charges for Some Hardcopy |

Performance Information

| Class | General |
|--------------|------------------------------------|
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Legal Services |
|--------------|---|
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Legal Services |
|--------------|--|
| Description | Policies and plans related xxx; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

| Class | Recent prosecutions |
|--------------|--|
| Description | Details of the last six month's prosecutions |
| Availability | Web |
| Cost | Free |

Land Charges

Land Charges exists to provide searches.....

Policies and plans

| Class | General |
|--------------|---|
| Description | General policies and plans relating to Departmental Management, personnel, and Information Management; also includes current written protocols for delivering functions and responsibilities. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| Class | Land Charges |
|--------------|--|
| Description | Policies and plans related to xxx ; also includes |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| Class | Land Charges |
|--------------|---|
| Description | Policies and plans related to xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

Procedures and Protocols

| Class | General |
|--------------|---|
| Description | List and description for each one? |
| Availability | Hardcopy/Web |
| Cost | Free |

Land Charges Services offered

| Class | General |
|--------------|---|
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and Waste Management |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Land Charges |
|--------------|---|
| Description | Information about the services related to |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Various Charges for Some Hardcopy |

Performance Information

| | |
|--------------|------------------------------------|
| Class | General |
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|---|
| Class | Land Charges |
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

Licensing

Licensing Services exists to provide and enable

Policies and plans

| | |
|--------------|---|
| Class | General |
| Description | General policies and plans relating to Departmental Management, personnel, and Information Management; also includes current written protocols for delivering functions and responsibilities. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|---|
| Class | Licensing |
| Description | Policies and plans xxx ; also includes |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|---|
| Class | Licensing |
| Description | Policies and plans related to xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

| | |
|--------------|--|
| Class | Licensing |
| Description | Policies and plans related leisure functions, including information on xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

Procedures and Protocols

| | |
|--------------|---|
| Class | Licensing General |
| Description | List and description for each one? |
| Availability | Hardcopy/Web |
| Cost | Free |

Licensing Services offered

| | |
|--------------|---|
| Class | General |
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and Waste Management |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|--|
| Class | Licensing |
| Description | Information about the services related to |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Various Charges for Some Hardcopy |

Performance Information

| | |
|--------------|------------------------------------|
| Class | General |
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|---|
| Class | Licensing |
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

Information Technology Services

Policies and plans

| | |
|--------------|---|
| Class | General |
| Description | General policies and plans relating to Departmental Management, personnel, and Information Management; also includes current written protocols for delivering functions and responsibilities. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|---|
| Class | IT |
| Description | Policies and plans related to xxx ; also |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| | |
|--------------|---|
| Class | IT |
| Description | Policies and plans related to xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

Procedures and Protocols

| | |
|--------------|---|
| Class | General |
| Description | List and description for each one? |
| Availability | Hardcopy/Web |
| Cost | Free |

IT Services offered

| | |
|--------------|---|
| Class | General |
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and xxx |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|--|
| Class | IT Services |
| Description | Information about the services xxx |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Variou Charges for Some Hardcopy |

Performance Information

| | |
|--------------|------------------------------------|
| Class | General |
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|---|
| Class | IT Services |
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

Financial Services

Financial Services exists to provide and enable

Policies and plans

| Class | General |
|--------------|---|
| Description | General policies and plans relating to Departmental Management, personnel, and Information Management; also includes current written protocols for delivering functions and responsibilities. |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| Class | Financial Services |
|--------------|--|
| Description | Policies and plans related to xxx ; also includes |
| Availability | Hardcopy/Web |
| Cost | Mainly free but charges for some hardcopy documents |

| Class | Financial Services |
|--------------|---|
| Description | Policies and plans related to xxx ; also information on whatever else we do |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Charges for most hardcopy documents. |

Procedures and Protocols

| Class | General |
|--------------|---|
| Description | List and description for each one? |
| Availability | Hardcopy/Web |
| Cost | Free |

Financial Services offered

| Class | General |
|--------------|--|
| Description | A-Z of services, and information about Departmental Management, Human Resources, Information Management, and ... |
| Availability | Hardcopy/Web |
| Cost | Free |

| Class | Financial Services |
|--------------|--|
| Description | Information about the services related to |
| Availability | Mostly Hardcopy/Some Web |
| Cost | Mostly Free/Various Charges for Some Hardcopy |

Performance Information

| | |
|--------------|------------------------------------|
| Class | General |
| Description | Information about chartermarks etc |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|---|
| Class | Financial Services |
| Description | Information about the performance of the Service, what's new and up and coming. |
| Availability | Hardcopy/Web |
| Cost | Free |

| | |
|--------------|---|
| Class | Complaint form |
| Description | How to make a complaint to a department |
| Availability | Web / Hardcopy by post |
| Cost | Free |

General

| | |
|--------------|--|
| Class | A – Z of services |
| Description | A list of all the services provided by the Council |
| Availability | Web / Hardcopy |
| Cost | Free |

| | |
|--------------|---|
| Class | Complaints / Commendations |
| Description | Description of the process by which people may make a comment or complaint about the work of the Council. |
| Availability | Hardcopy |
| Cost | Free |

| | |
|--------------|---|
| Class | Eligibility |
| Description | Details of the criteria used to assess whether people are eligible to receive services from the Council |
| Availability | Hardcopy |
| Cost | Free |

| Class | Standards |
|--------------|---|
| Description | A guide to the time standards that the Council will work to when providing services |
| Availability | Hardcopy |
| Cost | Free |