

WEST LOTHIAN COUNCIL

Publication Scheme

**Produced as required by the
Freedom of Information (Scotland) Act 2002**

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1. INTRODUCTION TO THE PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 (FOISA) provides individuals with a right of access to all recorded information held by Scotland's public authorities. Anyone can use this right, and information can only be withheld where FOISA expressly permits it.

Section 23 of FOISA also requires that all Scottish public authorities maintain a publication scheme. A publication scheme sets out the types of information that a public authority routinely makes available. Publication schemes are high level, strategic documents in which a public authority commits to making published information reasonably available to the general public. This ensures that published information held by authorities is open, accountable and transparent at all times.

This scheme has been approved by the Scottish Information Commissioner, who is responsible for enforcing FOISA. West Lothian Council is obliged to review the scheme from time to time.

The purpose of the scheme is to provide you with details of the range of information that we routinely publish. The scheme also provides details of how you can access this information, and tells you whether it is available free, or if there is a charge for the information.

In adopting (or reviewing) our publication scheme, we are required to have regard to the public interest in allowing public access to the information we hold on:

- the services we provide, the costs of those services and the standards attained by those services;
- the facts or analyses which form the basis of the decisions we make; and
- the publication of the reasons for the decisions we make.

In preparing to meet our obligations under FOISA, including drawing up this publication scheme, we have been mindful of the value of openness and transparency.

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

Where information is not published under this scheme, you can request it from us under FOISA or, in the case of environmental information, the EIRs. For further information on accessing information not covered by this scheme, refer to *Section 11 – How to access information not available under the scheme*.

2. ABOUT WEST LoTHIAN COUNCIL

Location

We are the biggest employer in the area with around 7,500 employees delivering more than 100 different services, including education, social work, housing, environmental health, planning, economic development, highways and transport.

The main towns in West Lothian include Armadale, Bathgate, Broxburn, Linlithgow, Livingston and Whitburn. The area has a very small waterfront on the River Forth at Hopetoun House.

Elected members

Thirty-two councillors are elected to represent nine local wards on West Lothian Council. Councillors make policy decisions at full council and executive meetings, which are open to members of the public. Committee agendas and reports, and the minutes of all council meetings, are available in printed form. We also publish details on the website at www.westlothian.gov.uk

We publish an annual report - **Factfile** - which we send to every local household and business. It gives detailed information about activity in the services we provide and our financial performance. This is published online at:

<http://www.westlothian.gov.uk/newsroom/>

We have approved a four-year corporate plan that sets out our main aims and priorities until 2011. We have developed a four-year financial plan to make sure we have enough resources to meet these priorities. See page 41 for information on the corporate plan and forward planning.

We are committed to improving the quality of life for everyone living and working in West Lothian. We will achieve this by working with other agencies such as health, the emergency services and the voluntary sector. The aim is to develop services and make them more accessible and better value. We are also committed to working with local residents and making sure we continue to provide high-quality services to the people of West Lothian. For more information about West Lothian, visit the community website at www.westlothian.gov.uk.

Key Functions and Services

The Council delivers a wide range of functions and services to the community, many through statutory obligations. The Local Government in Scotland Act 2003 places a legal duty on councils to lead community planning in their area, and also provides them with the statutory power to advance wellbeing – in other words, councils may undertake and/or support any activity in the interests of their local community, subject to certain limiting provisions.

These services include:

(See appendix 1 – Council structure chart.)

The council has a Chief Executive and three Depute Chief Executives. Each is responsible for service areas as shown below:

CHIEF EXECUTIVE

Head of Finance and Estates - financial management; internal audit; procurement; revenues; risk and insurance; and property management.

Chief Legal Officer
Corporate Communications Team

DEPUTE CHIEF EXECUTIVE (Education, Planning and Area Services)

Head of Schools with Education Support – education development; childcare provision; education maintenance allowance; free school meals; clothing grants and bursaries; primary and early years issues; pupil placement; parent councils/forums support; school infrastructure and environment including Public Private Partnerships; and ICT strategic planning.

Head of Education (Quality Assurance) - education quality assurance; additional learning needs services; continuous professional development for school staff; enterprise education and vocational studies; extended curriculum and study support; psychological services; school staffing; and secondary and additional learning needs school issues.

Head of Area Services – advice shop and adult basic education; community arts services; community facilities; community learning and development; community leisure; community planning; council information services (CIS); customer relationship management (CRM); customer service centre (CSC); library and heritage services; partnership centres; regeneration and employability services; registration of births, deaths, marriages and civil partnerships; and sport and outdoor education.

Head of Planning and Economic Development – climate change; economic development; education planning; environmental health and trading standards; County Buildings support services; and planning services.

DEPUTE CHIEF EXECUTIVE (Corporate, Operational and Housing Services)

Head of Housing, Construction and Building Services – homelessness services; building services; housing management; neighbourhood response team; construction services; and housing strategy and development.

Head of Corporate Services – committee services; human resource services; information technology; legal services; elected members' services; and Civic Centre central administration.

Head of Operational Services – facilities management services; fleet and community transport services; Inprint; neighbourhood environment team and land services; passenger transport; roads services; transportation services; waste management services; and countryside.

Modernisation Team
Quality and Performance Team

DEPUTE CHIEF EXECUTIVE (Community Health and Care Partnership)
(jointly responsible to Chief Executives of West Lothian Council and Lothian Health)

Community Health and Care Partnership

The Community Health and Care Partnership (CHCP) was set up in West Lothian on 1 April 2005. The partnership is jointly managed by West Lothian Council and NHS Lothian and covers a wide range of health services and council services, including services for children. More information is available online:

www.westlothianchcp.org.uk

Head of Social Policy/Chief Social Work Officer – older peoples' services; learning disability services; mental health services; physical disability services; social work finance and administration; children and families; and health improvement.

Head of Health Services - allied health professional services; children's services; community nursing and health visiting; continuing care services; doctors' surgeries, dentists and chemists; mental health service; and public health and promoting health.

Decision Making Structure

West Lothian Council has 32 councillors whose political make up is 14 Labour, 13 Scottish National Party, one Conservative, one Independent and three Action to Save St John's Hospital. Information is available online at www.westlothian.gov.uk

Council executive

Apart from matters reserved to the full council or remitted to committees for consideration, the 12-member Executive has universal decision-making powers, and is made up of eight Scottish National Party, two Action to Save St John's Hospital and two Labour councillors. Members include: Cllr Peter Johnston (Chair), Cllr Frank Anderson, Cllr William Boyle, Cllr John Cochrane, Cllr Martyn Day, Cllr Robert De Bold, Cllr Ellen Glass, Cllr Isabel Hutton, Cllr John McGinty, Cllr Andrew Miller, Cllr Cathy Muldoon, Cllr Jim Walker.

We also have an Education Executive – Cllr Peter Johnston (Chair), Cllr Frank Anderson, Cllr William Boyle, Cllr John Cochrane, Cllr Martyn Day, Cllr Robert De

Bold, Cllr Lawrence Fitzpatrick, Cllr Ellen Glass, Cllr Isabel Hutton, Cllr Danny Logue, Cllr Andrew Miller, Cllr Jim Walker, Elsie Aitken (appointed member), John Hendrie, (appointed member), Rev. W. Richard Houston (appointed member), Myra MacPherson (appointed member).

Nine councillors have been appointed with responsibility for Executive posts.

Policy and Resources – Cllr Peter Johnston

Culture and Leisure – Cllr Jim Walker

Development and Transport – Cllr Martyn Day

Education – Cllr Andrew Miller

Environment – Cllr Robert De Bold

Health and Care – Cllr Ellen Glass

Services for the Community – Cllr Frank Anderson

Social Policy – Cllr Isabel Hutton

Voluntary Organisations – Cllr Willie Boyle

In addition to the Council Executive and Education Executive - policy development and scrutiny panels (PDSPs), special committees and nine local area committees have been formed.

PDSPs: have the role of developing policy and making recommendations on policy to the Executive. They have no decision-making powers. The role of special committees is to scrutinise strategic policy and performance.

There is a Local Area Committee (LAC) for each of the nine multi-member wards. Their remit is to:

- Act as a forum to discuss ward issues
- Act as a focus for front line staff
- Facilitate community engagement at a ward level
- Scrutinise council policies at a local level
- West Lothian is made up of nine multi-member wards each with three or four elected members.

Ward 1: Linlithgow

Ward 2: Broxburn, Uphall and Winchburgh

Ward 3: Livingston North

Ward 4: Livingston South

Ward 5: East Livingston and East Calder

Ward 6: Fauldhouse and the Breich Valley

Ward 7: Whitburn and Blackburn

Ward 8: Bathgate

Ward 9: Armadale and Blackridge

More information is available online at www.westlothian.gov.uk

Operational Structure

Appendix 1 shows the council structure and Appendix 2 shows the decision making structure.

Performance Reporting

The Council aims to achieve a significant, measurable and demonstrable improvement in the quality of life of its citizens by delivering or facilitating excellent, customer-focussed services. The Council is committed to providing members of the public with information on its performance to enable it to determine how well their Council is performing. In 2008, the Council signed up to its first Single Outcome Agreement with the Scottish Government. This agreement, which will be refreshed and published annually, explicitly sets out the outcomes which the Council is seeking to achieve with its community planning partners. The Council has to make an annual report to the Government on its progress towards these outcomes.

Other examples of service and financial performance information which will help people determine how well their Council is serving them include: statutory public performance reporting (for example, school inspections), community plans, external audit reports and customer feedback surveys. We are committed to publishing as much information as possible, and information on performance reporting is available under Information Class 1.13 or can be found at www.westlothian.gov.uk.

Associated Organisations

Some local government activities are delivered by organisations associated with the Council. Some of these organisations are wholly owned by West Lothian Council or are separate public bodies which are governed by one or more council. These bodies are also covered by FOISA and must adopt their own publication scheme.

Companies wholly owned by West Lothian Council are:

Business Gateway West Lothian Limited, West Lothian Enterprise Limited, and West Lothian Venture Group Limited

For more information on these organisations contact the Customer Service Centre on 01506 775000, email customer.service@westlothian.gov.uk.

Organisations associated with the council but listed separately under Part 3 of Schedule 1 of FOISA are shown below:

Valuation services are provided on West Lothian Council's behalf by the Lothian Valuation Joint Board, which is responsible for valuation services in the Midlothian, East Lothian, City of Edinburgh and West Lothian council areas.

The Board is responsible for compiling and maintaining two documents:

- A Valuation Roll for every non-domestic property situated within the Authority. Non-domestic rates are calculated and charged from the information contained in the Valuation Roll.

- A Council Tax Valuation List which includes an entry for every Dwelling (house) and this information forms the basis of the calculation for Council Tax Liability.

The Lothian Electoral Joint Committee, supported by the councils of West Lothian, Midlothian, East Lothian and Edinburgh, carries out electoral registration services on our behalf.

Lothian Valuation Joint Board
Assessor and Electoral Registration Officer
17A South Gyle Crescent
EDINBURGH
EH12 9FL
Tel: 0131 344 2500
Email: Assessor@lothian-vjb.org.uk

Police and fire services are provided by Lothian and Borders Joint Police Board and the Lothian and Borders Joint Fire Board, who are responsible for police and fire services in the council areas of Midlothian, East Lothian, Edinburgh and Scottish Borders, as well as West Lothian.

Lothian and Borders Police Board
Chief Executive and Clerk
Edinburgh City Council
City Chambers
High Street
Edinburgh
EH1 1YJ
E-Mail: policeboard@edinburgh.gov.uk

Lothian and Borders Fire and Rescue Board
Corporate Communications Manager
Lothian and Borders Fire and Rescue Service
Lauriston Place
Edinburgh
EH3 9DE
Tel: 0131 228 2401

There are eight Community Justice Authorities in Scotland. The Lothian and Borders Community Justice Authority covers the five council areas of West Lothian, Scottish Borders, City of Edinburgh, Mid Lothian and East Lothian. The purpose of the Community Justice Authority is to:

- reduce the level of re-offending amongst offenders
- ensure that each of the agencies involved in criminal justice work co-ordinate their activities and ensure that all possible resources are available for the successful rehabilitation of offenders
- ensure that the activities of criminal justice agencies are focused upon increased community safety and use the most effective methods of working with offenders in order to change their behaviour

- ensure that services are delivered to a high standard, are based upon best practice and have methods of ensuring management of quality

ensure that services are redesigned and prioritised around offender groups which are: less serious/first time offenders; offenders with mental health problems; offenders with substance misuse problems; persistent offenders, including young offenders coming through the youth system; prisoners needing resettlement and rehabilitation services violent, serious and sex offenders; and women offenders .

Lothian and Borders Community Justice Authority
Scottish borders Area office
Rosetta Road
Peebles
EH45 8HL
Tel: 01721 726 314
Email: cjal&B@scotborders.gov.uk
Website: www.cjalb.co.uk

Licensing premises for selling alcohol and for betting and gaming is carried out in West Lothian by the West Lothian Licensing Board

West Lothian Licensing Board
Clerk to the Licensing Board
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 281632
Email: licensing@westlothian.gov.uk

Forth Estuary Transport Authority
Office Manager
Forth Road Bridge Admin Office,
South Queensferry
EH30 9SF
Tel: 0131 319 1699
Email: customer.care@feta.gov.uk

Other organisations deliver Council services or work alongside the Council but are not wholly owned by the council, or by a group of councils. Examples include local leisure companies, charitable trusts, or public private partnerships. These organisations are not covered by FOISA.

Alpha Schools (West Lothian) Limited
3rd Floor
Hanover House
45 Hanover Street
Edinburgh
EH2 2PJ

Schools: Bathgate Academy, Broxburn Academy, Whitburn Academy, Linlithgow Bridge Primary and Nursery School, and Low Port Primary School.

HDM Schools Solutions Limited represented by Hochtief PPP Solutions (UK) Limited
2/1 Galt House
31 Bank Street
Irvine
KA12 0AJ
Schools: Armadale Academy and Deans Community High School
Phone: 0131 240 5050

SESPlan
1st Floor, Hopetoun Gate
8b McDonald Road
Edinburgh
EH7 4LZ
Telephone: 0131 524 5165
E-mail: contactus@sesplan.gov.uk

SESTran
1st Floor, Hopetoun Gate
8b McDonald Road
Edinburgh
EH7 4LZ
Telephone: 0131 524 5150
E-mail: contactus@sestran.gov.uk

Scotland Excel
Unit 5, Anchor Mill,
7 Thread Street,
PAISLEY
PA1 1JR
Tel: 0141 842 6600
e-mail: contactus@scotland-excel.org.uk

The council also has a relationship with the following companies which have been set up for specific purposes. Accounts of the companies may be obtained on application to the Customer Service Centre, West Lothian Council, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG. Email: customer.service@westlothian.gov.uk

West Lothian Municipal Bank Limited

The company has carried on business in Armadale as a Bank of Deposit, basically a savings bank, since 1964. Members of the Council are the sole shareholders and directors of the company. The company does not pay a dividend and the directors are not paid any remuneration. The Council does not have a shareholding in the company. The Council matches the expenses and interest incurred so that no profit or loss is made. The vast majority of the funds of the company are lent to the Council who guarantee to make good to a depositor any principal and interest due, should the company default in payment.

Phone: 01501 678317 or by visiting it's location:

West Lothian Municipal Bank Limited

Armadale CIS

1-3 East Main Street

Armadale

EH48 2QA

Opening hours: Monday, Thursday and Friday: 08.30am to 4.30pm, closed from 1pm to 2pm.

Tuesday and Wednesday: 10.30am to 4pm.

West Lothian Leisure Limited

The company is an Industrial and Provident Society with charitable status and was set up on 1 February 1998 to take over from that date the operation of the Council's major sport and leisure facilities. The company is managed by a committee of management comprising three councillors, three workforce representatives, three representatives of service users and three representatives of the business community. The Council does not have a shareholding in the company.

West Lothian Leisure

Head Office

Xcite Bathgate

Balbardie Park

Torphichen Road

Bathgate

West Lothian

EH48 4LA

Phone: 01506 776055

Website: www.westlothianleisure.com

West Lothian Recycling Limited

West Lothian Recycling Limited is a joint venture established in 1999 by West Lothian Council and Tarmac to provide a recycling and composting facility for West Lothian. The Council owns 50% of the issued share capital of £100. The company was formed as a direct response to the challenges faced by the parent organisations to meet their aspirations and obligations for Sustainable Development and Local Agenda 21 issues. The company is run by a board of six directors, three from the Council and three from Tarmac. The directors receive no remuneration for their services.

West Lothian Recycling Limited

Addiewell South

West Calder

EH55 8DD

Website: www.ciria.org.uk/recycling/site.php?lookup=WEST%20LOTHIAN

West Lothian Housing Partnership Limited

The Partnership is a Company limited by guarantee and was formally incorporated in 1998. In June 2001 the Partnership was registered as a charity with the Inland Revenue and achieved contractual registration with Communities Scotland in November 2001. The company's main aim is to develop and operate new housing for rent. During the financial year the company had 250 properties under management. In

return for sponsorship, funding and land the company gave the Council full nomination rights for all initial house lets, reverting to 50% nominations for subsequent vacancies thereafter. The company is managed by a board of fifteen directors comprising one third nominated councillors, one third tenants and one third independent members of the public.

West Lothian Housing Partnership Ltd
3 Michaelson Square
Kirkton Campus
Livingston EH54 7DP
Phone: 01506 460777
Website: www.wlhp.org

Visit West Lothian (VWL)

VWL is a destination management organization that was established to help develop West Lothian's visitor industry. The company is tasked with improving the visitor services that West Lothian offers, promoting awareness of West Lothian as a key destination and increasing the revenue of our visitor industry.

Visit West Lothian,
The Enterprise Centre,
Almondvale Boulevard,
Livingston, EH54 6QP
Email: info@visitwestlothian.co.uk
Website: <http://www.visitwestlothian.co.uk/>

3. PREPARING THE PUBLICATION SCHEME

Structure of the Publication Scheme

This publication scheme is an adoption of a model scheme developed **by** Scottish Local Authorities **for** Scottish Local Authorities. The model scheme sets a standard of excellence in making published information available. By adopting the model, West Lothian Council has signed up to this standard.

The model scheme was based on a generic template provided by the Scottish Information Commissioner and subsequently developed by local authority representatives to reflect the huge range of information published by Scottish Councils, and meet the requirements of FOISA and the Scottish Information Commissioner. It also includes a standard scheme for classifying information, based on the Scottish Navigation List (SNL), which was developed on behalf of all Scottish local authorities, and launched in March 2007 (see Section 13 for more on SNL).

The text and classification scheme have been supplemented, where appropriate, by the addition of local details relevant to West Lothian Council. This may mean, for example, the inclusion of specific information about the Council and how it works, local Council contact details, or reference/links to particular local documents. It will also indicate where certain information described in the classes is NOT published by West Lothian Council or an indication that a particular class of information is not relevant to West Lothian Council.

When preparing or reviewing our publication scheme, we are obliged by FOISA to have due regard to the public interest in providing access to the information that we hold which relates to:

- the services we provide;
- the costs of those services;
- the standard of those services;
- the facts and analyses that inform the important decisions we take; and
- the reasoning that informs our decisions

Consultation

The group of local authorities which developed this model consulted widely to ensure it would be fit for purpose. The consultation exercise canvassed views from:

- The Improvement Service
- All 32 local authorities in Scotland
- ASLAWG (Archivists of Scottish Local Authorities Working Group)
- The Records Management Society of Scotland
- The Scottish Government

In adopting the model, West Lothian Council also undertook local consultation. A questionnaire was developed to obtain feedback on the previous publication scheme.

and this was placed on the council's website. Individual council services also consulted with their key stakeholders, which included:

- 34 community councils
- 71 Parent School Councils
- Focus Groups
- Local media representatives
- A sample of Individuals and organisations that had previously made FOI requests.
- Council employees
- Recipients of the Weekly Planning List

Common requests for information made under FOISA and newly available information were also examined to identify information of public interest that was not already included in the publication scheme.

4. ACCESSING INFORMATION UNDER THE SCHEME

Information available under our publication scheme will normally be available through the routes described below. *Section 13 – Classes of Information* provides more details on the information available under the scheme, along with additional guidance, where relevant, on how the information falling within each 'class' may be accessed.

Online:

Most information listed in our publication scheme is available to download from our website.

Both this publication scheme and West Lothian Council's website www.westlothian.gov.uk are based on the Scottish Navigation List, and are classified in a similar way – this should make it easier for scheme users to locate the information described in classes, where it is available online. For more info on SNL see section 13: classes of information.

A hyperlink within the format / availability column in Section 13: Classes of Information will direct you to the relevant page or document.

If you are still having trouble finding any document listed under our scheme, please contact Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, for assistance.

By email: customer.service@westlothian.gov.uk

If the information you seek is listed in our publication scheme but is not published on our website, we will usually be able to send the information to you by email. When requesting information from us, please provide a telephone number so that we can contact you to clarify details, if necessary.

By phone:

Information can also be requested from us over the telephone. Please call 01506 775000 to request information available under this scheme.

By post:

All information under the scheme will normally be available in paper copy form. Please address your request to: Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF.

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 6: Our Charging Policy* for further information on fees). Please also include a telephone number so we can contact you to clarify any details, if necessary.

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact:

Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

email: customer.service@westlothian.gov.uk

Telephone: 01506 775000

who will be happy to help.

5. INFORMATION THAT WE MAY NOT PROVIDE

All information covered by our publication scheme is set out in Section 13, which describes the classes of information which are published by the Council. All information covered by our publication scheme can either be accessed through our website, or will be provided promptly following receipt of your request.

However, sometimes we may not be able to provide certain information which is described in the scheme. This could be for two reasons.

We do not have it or publish it

Because this publication scheme is based on a model scheme, the class structure covers every possible type of information a council might publish. Under law, a model has to be adopted in its entirety, and West Lothian Council may not have or publish every type of information covered by every class description. Where this is the case, we will indicate this in the 'notes' section and, if relevant, explain why (see Section 13 for more information about this). If we have the information but do not publish it via this publication scheme, you still have a right to request access to it - see section 11 for advice.

Information is exempt from disclosure

Our aim in maintaining this publication scheme is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in Section 13. This may be an entire document, or just parts of a document (for example, minutes of meetings might be published, but with personal information 'blacked out'). Information will only be withheld, however, where FOISA (or, in the case of environmental information, the Environmental Information (Scotland) Regulations 2004) 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 someone's personal information and its release would breach 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 may, 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 10 – Complaints*.

6. OUR CHARGING POLICY

Unless a charge is otherwise indicated in *Section 13 – Classes of Information*, all information contained within our scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

Each class of information described in Section 13 will clearly show if a charge may apply to information within that class. Unless otherwise stated in the 'Charges' column in section 13, the charges which apply will be based on the charging policy set out below. In the event that a payment is required for the information you want, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

We reserve the right to impose charges for providing information in paper copy or computer disc / alternative formats. West Lothian Council is mindful of its obligations under equality and anti-discrimination legislation when setting charges for alternative formats. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

Reproduction costs (amend charges if required)	
<i>Black and white copy</i>	<i>10p per A4 sheet</i>
<i>Colour copy</i>	<i>30p per A4 sheet</i>
Alternative formats (amend charges if required)	
<i>Computer discs</i>	<i>£1 per CD-Rom / DVD</i>
<i>(Insert others if required)</i>	
Postage	
<i>Charged at the cost to the Council of sending the information by first class post</i>	

There are a small number of pre-printed publications for which West Lothian Council makes a charge. These documents include.

West Lothian Local Plan (£50)

These publications will be charged according to how much it actually cost the Council to have them professionally printed.

For example, if West Lothian Council has produced a formal report, and it costs us £500 to print a stock of 100 reports, then the actual printing cost paid by the Council is £5 per report. We therefore reserve the right to charge you up to £5 each for a copy of

the report – plus actual postage costs, as charged by the Royal Mail – but no more than this.

Please note that, if you are interested in a large printed document, we can provide you with photocopies of selected relevant pages rather than charge you for a full printed copy of the document. The photocopying charges that would apply are as set out in the table above. Our staff can advise you.

If we make any charges for documents within our information classes which do not comply with this charging policy, these will be approved on a case by case basis by the Scottish Information Commissioner, and the value of the charge will be listed individually in the column entitled 'Charges' along with the details of the specific charges.

7. OUR COPYRIGHT POLICY

West Lothian Council holds the copyright for the vast majority of information in this publication scheme. All of this information can be copied or reproduced (but not re-used - see below) without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The publication scheme may however contain information where the copyright holder is not West Lothian Council. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, 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.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Re-Use of Public Sector Information

Access to the information does not mean that copyright has been waived, nor does it give the recipient the right to re-use the information for a commercial purpose. If you intend to re-use information obtained from the scheme, and you are unsure whether you have the right to do so, you are advised to make a request to West Lothian Council to re-use the information. Your request will be considered under the Re-Use of Public Sector Information Regulations 2005 (RPSIs) for which a charge may be imposed. In the event that a charge is payable, you will be advised what this is and how it has been calculated. If you would like more information on the re-use of information, please contact:

Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Email: customer.service@westlothian.gov.uk
Telephone: 01506 775000

Guidance on the RPSI regulations can also be found on the Office of Public Sector Information (OPSI) website at <http://www.opsi.gov.uk/advice/psi-regulations/index.htm>. We can provide you with a copy of this information if you do not have internet access.

8. RECORDS MANAGEMENT

Records are one of the Council's most vital assets. They support decision making, document activities, provide evidence of policies, decisions and transactions, and underpin the daily work of the Council.

To ensure that records are managed properly, the Council aims to conform to the Code of Practice on Records Management which has been issued by Ministers in accordance with Section 61 of the Freedom of Information (Scotland) Act 2002 and has adopted a Records Management Policy detailing how it intends to manage its records. This details the Council's commitment to ensuring that records are accurate and reliable, can be retrieved easily and are kept for no longer than is absolutely necessary.

For further information on records management and the Council's Records Policy, please contact:

Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF,
Email: customer.service@westlothian.gov.uk
Telephone: 01506 775000

Archives

Council records of historical interest that have been identified for permanent preservation have been transferred to the custody of the Council's Archives Service. The contents of archives are not included in the publication scheme, although supporting information such as lists of content and guidance to finding information are. However, the contents of our archives are made accessible to the public and requests for access should be directed to:

Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF,
Email: customer.service@westlothian.gov.uk
Telephone: 01506 775000

The **Archives and Records Centre** is located at:

9 Dunlop Square
Deans Industrial Estate
Livingston
EH54 8SB
Phone: **01506 773770**

E-mail: archive@westlothian.org.uk

Website: www.westlothian.gov.uk/content/leisure/heritage

Opening hours - 9am to 12pm, and 2pm to 5pm Monday to Thursday; 9am to 12pm and 2pm to 4pm on Friday.

Library and Heritage Services are located at:

West Lothian Council
Connolly House
Hopefield Road
Blackburn

EH47 7HZ
Phone: **01506 776336**
E-mail: **library.info@westlothian.gov.uk**
Website:www.westlothian.gov.uk/libraries

The **Local History Library** is located at :
County Buildings
High Street
Linlithgow
EH49 7EZ
Phone : **01506 282491**
E-mail : **sybil.cavanagh@westlothian.gov.uk**

Opening hours

Library Headquarters – Monday to Thursday 8.30am to 5pm and Fridays 8.30am to 4pm

Local History Library – is open one Saturday a month between 9am and 1pm

9. FEEDBACK

FOISA requires that we review our publication scheme from time to time. As a result, we welcome feedback on how we can develop our scheme further. If you would like to comment on any aspect of this publication scheme, then please contact us. You may, for example, wish to tell us about:

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

Please send any comments or suggestions to:

Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

Email: customer.service@westlothian.gov.uk

Telephone: 01506 775000.

10. COMPLAINTS

Complaints about the publication scheme

Our aim is to make our publication scheme 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 publication scheme, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Customer Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF,
Email: customer.service@westlothian.gov.uk
Telephone: 01506 775000.

Alternatively pick up a 'Points of View' leaflet from any Council Information Services centre (CIS) or library. Once the form is complete, either post it (there is no need for a stamp) or drop it into your nearest CIS centre. You can also speak to the staff there about your complaint. You can also contact the council by textphone for the deaf on 18001 01506 464427.

Whatever method you choose to make your comments/complaints, the matter will be dealt with in the same way.

On the day your complaint or comment is received, the Customer Service Centre will telephone you to let you know that we have received it and tell you what will happen next.

If we are not able to reach you by telephone we will post out a written acknowledgement on the same day. In the case of a complaint we will tell you who is dealing with your complaint, the contact details and how long the investigation will take.

We aim to resolve the majority of complaints within five working days. However, some complaints can take a bit longer to investigate and when they do, we will contact you to discuss and agree a new completion date.

All comments and complaints will be recorded by the council and used as information to improve council services. If you have made a complaint and are still not happy, you can write to the council's Chief Executive, who will look at the decision and decide if more action is needed. You can contact him at:

West Lothian Civic Centre
Howden South Road
Livingston
West Lothian

EH54 6FF
Phone: 01506 775000

If you are still unhappy, you may contact the Scottish Information Commissioners' Office, on the details below.

Appealing to the Scottish Information Commissioner

You have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights will apply only to publication scheme requests made in writing* 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.

This same three-step right of appeal applies if you make written requests for information which is not included in the publication scheme, and are unhappy with the response you receive. Section 11 provides guidance on how to request information which is not available under the scheme.

The Commissioner's website has a guide to this three step process, and he operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. His office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Email: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

11. HOW TO ACCESS INFORMATION NOT AVAILABLE UNDER THE SCHEME

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a general right of access to the information we hold, subject to certain exemptions.

The Environmental Information (Scotland) Regulations 2004 (EIRs) provide a right of access to the environmental information we hold, and the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Together these three pieces of legislation provide rights of access to most information held by the Council. However, there are other acts or regulations which provide a right of access to specific types of information held by local authorities, or which require registers to be publicly available. This includes information held on school pupils and social work client files. More information on this can be found on the Information Commissioner's website at:

Pupil information:

http://www.ico.gov.uk/upload/documents/library/data_protection/practical_application/access_to_personal_information_held_by_schools_iyi_v1.0_website_version3.pdf

Social work records:

http://www.ico.gov.uk/upload/documents/library/data_protection/detailed_specialist_guides/sars_social_services_v1.0_260808.pdf

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: customer.service@westlothian.gov.uk or telephone 01506 775000

Charges for information which is not available under the scheme

The current council policy is not to charge for information requests made under the Freedom of Information (Scotland) Act, the Environmental Information (Scotland) Regulations, Pupils' Educational Records (Scotland) Regulations, or subject access requests. However, if this policy changes then the charging schedules set out below would apply.

The charges for information which **is** available under this scheme are set out under Section 6 – Our Charging Policy. If you submit a request to us for information which **is not** available under the scheme the charges will be based on the following calculations:

General information requests under FOISA:

- 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, that 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.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees 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 under the EIRs:

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 providing the information to you.

In the event that 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 on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- 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, that calculated on the basis of 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.

Requests for your own personal data under the DPA:

Under the Data Protection Act, an individual can request a copy of the information held about them. This is known as a Subject Access Request. Where you make a subject access request under the Data Protection Act we may impose a charge of up to £10. There is a 40 day statutory maximum period for responding to a Subject Access

Request.

Under the Pupils' Educational Records (Scotland) Regulations 2003, a parent or guardian has the right to access their child's educational record. A request must be made in a permanent form. There is no charge for inspection of an educational record but we may impose a fee to provide a copy. This will depend on the number of pages contained in the educational record. This may range from a maximum of £1 for 1-19 pages to a maximum of £50 for 500 or more pages. Requests under the Regulations from parents for information that is for the official educational record must receive a response within 15 school days. Unless the request is simply to see the official educational record, schools and authorities are entitled to receive any fee first. A form to make a request is available on our website at <http://www.westlothian.gov.uk/sitecontent/documentlist/educationpolicy/DataProtection>

Making a request for information:

To make any request for information contact :
The Customer Service Centre
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF

Email customer.service@westlothian.gov.uk

12. OTHER INFORMATION

There is a range of other information which is available from the Council which is not 'published' via the publication scheme. It cannot be requested under the scheme, but the Council will still facilitate access to it. Reference to this information is included here to assist scheme users who might be interested in it, but it cannot be requested via the publication scheme.

Information which is publicly accessible, but is not 'published'

This covers information or material which is held by the Council but is not accessible via the publication scheme. It will not be included under the classes listed in Section 13.

Information which falls into this category would include e.g. the content of library, museum and archive collections. Some of these may be held by the Council on behalf of others e.g. deposited collections in local museums.

Although these materials themselves are not described in the scheme, guides to archives and catalogues such as lists of content and guides to finding information **are** available via the publication scheme, and can be accessed in the classes found in Section 13.

Local examples include:

Archives

The council archives include minutes, reports, building warrant registers, drawings, correspondence, school registers and logbooks. They relate to the current West Lothian Council as well as prior local authorities and the Livingston Development Corporation.

While inspection of historical information is free, there may be a charge for providing photocopies of a document. In addition, remote enquiries requiring specialist research by archive staff may attract a flat rate research fee. Details of charges are available on request.

Local History

The council also holds a great deal of local history information. This includes a range of photographs, maps, newspapers and books relating to West Lothian's places and people.

Enquiries for this information should be directed to:

[Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: customer.service@westlothian.gov.uk or telephone 01506 775000

Local information provided by third parties

The Council acts as a focal point for enquiries from people wanting to know more about the local area. In many cases the Council will have community information which it publishes. This information is covered in our information classes.

Sometimes, the Council may not actually have information itself, but will direct enquiries to it e.g. via links to external websites. Where this happens, the information is not available through the publication scheme.

This is a valuable information resource for local people, who expect to be able to access this information via their local Council. However, the information cannot be requested from the Council under FOISA.

Local information available from West Lothian Council includes:

Details of local clubs, groups and organisations operating in and around the West Lothian area. This information is available on West Lothian Council's website: www.westlothian.gov.uk/localgroup simply choose your town and category.

Examples of types of information on local area, clubs and events include: arts and culture; beliefs and faiths; children; classes and education; community information; health and wellbeing; and sports and recreation - to find exactly what you're looking for. You can also have the results sent to your own e-mail address. Submit your own group's details by using the Group form.

You can access this information through the Council's website at www.westlothian.gov.uk/localgroup or www.westlothian.gov.uk/events-list or via Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: customer.service@westlothian.gov.uk or telephone 01506 775000. Please note that West Lothian Council is not responsible for the content of external websites recommended or referred to in these publications, or in any information provided via the Council by third parties.

'Added Value' information

This covers information which is held by the Council but has to be analysed or packaged in some way in response to a specific enquiry for it. Such packaged information does not pre-exist the request and cannot be said to be 'published' – therefore it is not available via the publication scheme. The following are 4 examples of value added information.

Property Enquiry Certificates (PECs):

While the some of the 'raw' information required to compile PECs is held in publicly available registers, and is therefore published (and can therefore be requested via the publication scheme), an individual PEC requires the extraction of, analysis and packaging of data in response to a specific request. Information about PECs (e.g. how to apply for a PEC) is published, however, and can be found in Class 6 - Housing or Class 9 -Planning and the environment.

Enquiries for this information should be directed to Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: customer.service@westlothian.gov.uk or telephone 01506 775000.

Analysis of the contents of public registers

The contents of statutory public registers are available as indicated under the information classes in this scheme. However, where the Council performs any analysis of the contents of a register in response to an enquiry, the resulting information did not pre-exist the request and is therefore not included in the publication scheme.

Enquiries for this information should be directed to Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: customer.service@westlothian.gov.uk or telephone 01506 775000.

Genealogy Services

This is an example of the processing of data from publicly available registers. The 'raw' data held in publicly available registers and can be accessed via the publication scheme, but any specific analysis created in response to enquiries to the service is new information and is not published for the purposes of the publication scheme.

Enquiries for this information should be directed to Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: customer.service@westlothian.gov.uk or telephone 01506 775000.

Archive or library searches

The 'raw' contents of archives, museums and libraries may be publicly accessible, although they are not included in a publication scheme. Similarly, information created as a result of any specific interrogation, analysis and packaging of material from the archives, libraries or museum collections which in effect creates new information which did not pre-exist the request, is not available via the publication scheme.

Enquiries for information from West Lothian Council archive should be directed to Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: customer.service@westlothian.gov.uk or telephone 01506 775000.

13. CLASSES OF INFORMATION

Under the Freedom of Information (Scotland) Act 2002, our publication scheme must say what broad types, or classes, of information the Council already publishes or intends to publish. We aim to publish as much information as possible about our work through the scheme. However, it should be noted that not all information held by the Council is covered by the scheme. Section 11 provides guidance on how to request information not covered by this scheme.

The scheme has been divided into 'categories and 'classes' to ensure the scheme is easy to understand and to enable you to find information quickly.

About the Scottish Navigation List

The categories and classes are based on a system called the 'Scottish Navigation List' (or SNL). SNL is a standard classification system, which was launched in March 2007 by Scottish local authorities, in partnership with The Improvement Service. The aim of SNL is to enable Councils to classify their activities, and information about those activities, in a way which is helpful, and makes sense, to the general public.

SNL provides a strategic framework to help Councils manage their information in a joined up way, and has a range of applications. As well as driving the structure of this publication scheme, SNL is being adopted by an increasing number of Councils as the framework for their website, and some are also using SNL to organise their internal records management systems.

SNL has four levels, and the top three levels have been used as the framework for this scheme's classes. The Council publishes, or intends to publish, information under 12 broad categories which equate to the 11 'level 1' categories of SNL plus a 'Services, Structure and Accountability' class.

A key to the categories

CATEGORY	DESCRIPTION / OVERVIEW
Services, Structure and Accountability	Information about the structure and strategy of the Council, the range of services we provide affecting residents, visitors and businesses, the cost and standards of those services, our decisions and how we make them.
Business and Trade	Information on services we provide which are relevant to new or existing businesses in the area, such as business rates, commercial waste services and procurement.
Community Life and Leisure	Information and advice on community life and leisure, for example leisure services and activities, education services and learning opportunities, and advice and information on

	looking after our countryside and wildlife.
Council and Government	Information about councillors and Council committees, reports on how the Council is performing, services such as our emergency or registration services, and information on our partnership working with other organisations.
Education and Learning	Information on education services for children, young people and adults, as well as our library, museum and archive services.
Housing	Information on housing services in the authority, including council housing, information on benefits and housing repair services.
Jobs and Careers	Information on career opportunities and job vacancies in the Council.
Law and Licensing	Information on our registration service, as well as advice for consumers and businesses on trading standards and licensing.
Planning and the Environment	Information on Council services that are working to look after our living environment, including planning services in relation to buildings, roads and open spaces.
Social Care and Health	Details of the social care services we provide, as well as information on health matters, for example child care, fostering and adoption and mental health services.
Tourism and Visitor Attractions	Information which the Council holds on where to stay and what to do in the area, including details of festivals and parks.
Transport and Streets	Information on getting around and about in the authority, including information on public transport services, parking and car parks, and advice on road safety.

Index to Classes

It should be noted that some of the classes can be found more than once, in different places in the scheme - with some appearing two or three times. It is set up this way to try and help users find information. Different people organise information differently in their minds, and so may search for it under different headings.

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West Lothian Council Specific Information

In the tables that follow, the categories and classes set out above have been adopted exactly as they appear in the model scheme. However the content of the columns headed 'Notes', 'Format / Availability', and 'Charges' are specific to *West Lothian Council*

The **Notes** column may contain the following information: -'**Same as**' – this shows the section number(s) where the same class appears elsewhere in the scheme e.g. 2.15 Trading Standards – same as 8.11.

'**See also**' - As Councils do not work in 'silos' and many of their activities complement each other we have also introduced a 'see also' facility to show users where they might find related or similar information in other classes.

'**Key content**' – where we consider that a local document or piece of local information highlights or illustrates the class description, or is one that our experience suggests will be frequently requested ,we have included it here to make it easier to find.














‘Contact’ – if there is a particular person or section to be contacted for information in a class, contact details are provided.







‘Does not apply’ – if a class does not apply, in its entirety, to West Lothian Council or the council does not publish certain information within a class, this will be clearly explained.

The **Format / Availability** column tells you how the information can be made available to you e.g. online, paper copy, special formats. A key to the symbols appears on every page of the class descriptions.








The **Charges** column tells you whether a charge may apply for copies of some of the information in the class. If the charge is not set according to our charging policy explained in Section 6, the specific charge will be detailed in this column. You will not be charged for inspecting information in this publication scheme.

Classes of Information







1											CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY			
	Information Class	Description	Notes				Format / Availability	Charges						
1.1	Democratic structure	Information on council democratic structure, including current political composition of the council, also recent election statistics and decision making structures within the council.	See also 4.13 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 							
1.2	Councillors	Names and contact details of provost and councillors, affiliations to political parties, committee membership and other special interests. Also arrangements for councillor expenditure and register of declared interests.	See also 4.13 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 							
1.3	Council meetings	Calendars and diaries of forthcoming council and committee meetings. Also minutes of council and committee meetings (including those of sub-committees and other relevant groups), reports and other supporting papers, minutes of strategic meetings with community planning partners and other partnership groups.	See also 4.13 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 							
1.4	Decision making	Information about the council's decision making process, also guidance on how to access the facts and analyses employed during decision making,	See also 4.13 <u>Contact the Customer Service Centre</u>				 @ 							
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
	Information Class	Description	Notes	Format / Availability	Charges
			<u>on 01506 775000</u> : Email customer.service@westlothian.gov.uk		
1.5	Objectives and strategies	Current and recent strategic and operational objectives, strategies and business plans for services, community plan objectives, annual reports.	See also 4.13 <i>Plans are available for the current and previous year.</i> <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
1.6	Directorates, service groupings and departments	Information on how the council is structured into directorates, operational services and departments etc., including structure charts.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
1.7	Council contacts	Contact information, especially for public-facing council offices, including phone numbers and opening hours. Also contact/call centre information, information about council service mailboxes and interactive use of the council website.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	







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1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
	Information Class	Description	Notes	Format / Availability	Charges
1.8	Employee pay and grading	Pay and grading structures, also internal procedures for making payments to staff.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	@ 	
1.9	Income and expenditure	Current and recent income and expenditure relating to services and functions, current budget statements and reports on variance against budget, spending forecasts, annual accounts and other financial audit reports.	<i>Plans are available for the current and previous year.</i> Key Content - <u>The Statement of Annual Accounts from 2004</u> are available online free of charge. Web print outs are available. <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
1.10	Jobs, tenders and contracts	Information on council employment and procurement policies and external current vacancies. Details of council approved suppliers, contracts lists (including values of contracts) and details of contracts management procedures. Also arrangements for contracting services to outside agencies/businesses.	Same as 4.12 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
1.11	Capital projects	Full details of ongoing capital programme, details of contracts (including value of all tendered contracts) and forward investment plans.	See also 1.10 <u>Contact the Customer Service Centre</u>	 @ 	








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1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
Information Class	Description	Notes	Format / Availability	Charges	
		on 01506 775000: Email customer.service@westlothian.gov.uk			
1.12	Partnerships	Lists/descriptions of services delivered in partnership, e.g. through community planning. Information on the make-up of partnerships, including arrangements with other local authorities. Also information on council contributions towards partnership arrangements, financial and otherwise, and details of joint targets and performance against these.	See also 1.13 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
1.13	Performance reporting	Information on statutory public performance reporting, e.g. Single Outcome Agreements and related reports, Audit Scotland Key Performance Indicators and performance against these, other published targets and performance against these, external audit/Best Value reports, contract performance reports, inspection reports, complaints performance reports.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
1.14	Consultations, complaints and compliments	Information on council consultations including the process for engaging in consultations, and details of current/recent consultations including copies of consultation responses. Also guidance on how to complain to the council about services or staff, and	Same as 4.3 See also 1.13 <u>Contact the Customer Service Centre</u>	 @ 	







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1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
	Information Class	Description	Notes	Format / Availability	Charges
		on how to register praise and to make general comment. Also on procedures for civic recognition.	<u>on 01506 775000</u> : Email customer.service@westlothian.gov.uk		
1.15	Customer feedback information	Information on the various means whereby the council obtains customer feedback, e.g. surveys, focus groups, including information on how the results are analysed and published.	See also 1.13 and 1.14 <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
1.16	Information governance	Information describing citizen rights as regards freedom of information, data protection and environmental information. Also the council's publication scheme and local guidance on re-use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	Same as 4.8 and 8.3 <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
1.17	Publications relating to council activities and the local area	Council-produced guidebooks, maps, leaflets, public printed reports and newsletters, press releases, describing the council area and council activities, in the most general sense.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk Key content – Bulletin , the West Lothian Council newsletter; Factfile , the council's annual report.	 @ 	





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2 CATEGORY: BUSINESS AND TRADE					
	Information Class	Description	Notes	Format / Availability	Charges
2.1	Business rates	Information on business rates, including details of rates and how they are set, how to make account enquiries, information on annual notifications and rate reductions.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
2.2	Commercial land and property	Information on all aspects of <i>West Lothian Council</i> involvement with commercial land and property, including availability and hire, information on how to obtain enquiry certificates and implement searches, details of geological services, how to apply for grants and licenses (including eligibility and criteria for applications), guidance on relevant regulations, guidance on road adoptions, street naming and numbering.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
2.3	Commercial waste, pollution and recycling	Information about commercial waste services, including recycling services. Also advice on reducing pollution, including pollution by light, noise and hazardous substances, water pollution control, and guidance on pollution regulations and enforcement.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
2.4	Conference meeting and	Information relating to council exhibition, conference, meeting and event venues. Also on	See also 8.9	 @ 	








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2 CATEGORY: BUSINESS AND TRADE					
Information Class	Description	Notes	Format / Availability	Charges	
event venues	how to obtain entertainments licences (including eligibility and criteria for applications) and how to make a hall booking or hire a council venue.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>			
2.5 Countryside and farming	Information on business services relating to countryside management, including advice on farming, crofting, forestry and wildlife, also services and advice relating to the business management of parks, gardens and open spaces.	See also 3.5, 9.3 and 11.3 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 		
2.6 Emergency planning	Information/advice on responding to emergencies, including flooding, gas pipeline emergencies and major accidents. Also advice on how to maintain business continuity at such times.	See also 9.4 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 		
2.7 Health and safety	Information on council services and advice on all aspects of health and safety, including advice on addictions and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety).	Same as 8.7 and 10.11 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 		





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2 CATEGORY: BUSINESS AND TRADE					
Information Class	Description	Notes	Format / Availability	Charges	
2.8	Planning and building standards	Strategic and local development plans, including supporting documents e.g. participation statement, strategic environment assessments. The Planning Register (Parts I and II), including planning applications under consideration by West Lothian Council and related documentation, including statutory notices, reports on community engagement and decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. Local advice and guidance on planning development management, and on making an application for a building warrant. The Building Standards Register Part I	<p>Same as 6.11 and 9.10</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p> <p>Key Content – planning applications are available online.. Web print outs are available.</p> <p>Key content – The Building Standards Register Part 1 is available online. Web print outs are available. This is from 1 May 2005</p>	 @ 	
2.9	Regeneration	Information relating to local regeneration, including council regeneration projects, also community development services and information and statistics relating to the local economy. Employment advice. Advice on how to apply for shop front improvement grants (including eligibility and criteria for applications).	<p>Same as 4.14</p> <p>See also 7.1 and 9.13</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	







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2 CATEGORY: BUSINESS AND TRADE					
	Information Class	Description	Notes	Format / Availability	Charges
2.10	Shopping and markets	Information relating to markets, including details of farmers markets, livestock markets and market stalls (including rental procedures). Advice on applying for licences, including market licences. and street trading licences (including eligibility and criteria for applications). Information/advice relating to crime prevention in shopping areas.	See also 8.9 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
2.11	Sponsorship and advertising	Information relating to the council's sponsorship and advertising activities, including lists and values of current sponsorships, sponsorship assessment guidelines, and advice on how to seek sponsorship.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	@ 	
2.12	Advice and support for businesses	Business advice and local economic information. Information relating to development forums, campaigns and directories. Support information for businesses on health and safety, property and planning; security, trading standards and food safety. Also advice on how to apply for business grants and awards (including eligibility and criteria for applications).	See also 2.1, 2.2, 2.5, 2.7, 2.8 and 2.15 <u>Contact the Customer Service Centre on 01506 775000 : Email customer.service@westlothian.gov.uk</u>	 @ 	
2.13	Tenders and contracts	Lists of council approved suppliers. Guidance on how to become an approved supplier. Information on council procurement procedures, including lists of contracts (with values of tendered contracts);	See also 1.10 <u>Contact the Customer Service Centre on 01506 775000: Email</u>	 @ 	





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2 CATEGORY: BUSINESS AND TRADE					
	Information Class	Description	Notes	Format / Availability	Charges
		also contracts management and procurement policy.	customer.service@westlothian.gov.uk		
2.14	Town centre management	Information on the council's involvement in town centre management, including advice on crime prevention, drainage help and advice, security cameras (policy on provision, location etc.) and how to apply for shop front improvement grants (including eligibility and criteria for applications).	<p>Same as 12.10</p> <p>See also 9.13</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
2.15	Trading standards	Advice and support for businesses on matters relating to inspection, testing and enforcement. Advice on licences and registration (including eligibility and criteria for applications). Also advice and information for consumers, including information on how to complain.	<p>Same as 8.11</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	







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3 CATEGORY: COMMUNITY LIFE AND LEISURE					
	Information Class	Description	Notes	Format / Availability	Charges
3.1	Adult education and community learning	Literature describing the range of adult and community education courses and facilities locally available. Information on council services relating to language and cultural support.	<p>Same as 5.2</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
3.2	Arts and entertainment	Information on council arts and entertainment facilities. Also information published by the council on community arts and entertainment facilities, including amusement arcades, arenas, art galleries, bingo halls, cinemas, concert halls, event and exhibition venues, fairgrounds, museums, music venues, nightclubs, open air venues, play centres and crèches, stadiums, theatres and theme parks. Also information published by the council on arts and entertainments community groups, exhibitions and festivals. Guidance on entertainment licensing (including eligibility and criteria for license applications) and advice on council venue hire and bookings.	<p>See also 2.4</p> <p>See also 8.9</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
3.3	Community advice	Council advice on community issues, including: childcare; community planning and development; drugs and alcohol related services; how to apply for community grants (including eligibility and	Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	 @ 	












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3 CATEGORY: COMMUNITY LIFE AND LEISURE					
	Information Class	Description	Notes	Format / Availability	Charges
		criteria for applications); housing services; law, crime and safety; advice on work, money and benefits. Also advocacy services, legal advice and information about translating and interpreting services.			
3.4	Community centres	Information about community and day centres in <i>West Lothian</i> and their facilities, including how to make centre bookings, how to apply for a community facilities grant and for an entertainments licence (including eligibility and criteria for applications).	See also 8.9 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
3.5	Countryside facilities and wildlife	Public service information about council and other facilities in countryside and on coastlines, including beaches, bridle paths, canals and waterways, cycle paths, footpaths and national parks. Also related information about countryside activities, including arts and crafts, guided walks, hill-walking, horse riding, mountain biking, orienteering and outdoor activity centres. Also information about any council services relating to countryside management and conservation, and local service information on geological features, landscape and scenery, local food and produce, information on nature reserves, visitor centres, wildlife, zoos and farm parks.	Same as 11.3 See also 2.5 and 9.3 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	





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3 CATEGORY: COMMUNITY LIFE AND LEISURE					
Information Class	Description	Notes	Format / Availability	Charges	
3.6	Crime prevention and community safety	Information on council services and advice on all aspects of community safety and preventative measures, including advice on dealing with dangerous paving and structures, dealing with emergencies, disposal of syringes, fire safety including firework safety, applying for safety grants (including eligibility and criteria for applications), food safety advice, advice on hazardous substances and home safety. Also information relating to certain aspects of law and crime prevention, including council services and advice on family support, harassment issues, prevention of town centre crime, and security cameras.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
3.7	Leisure clubs, groups and societies	Council directories of community leisure clubs and groups and other information relating to such groups. Will generally include a very wide range of types of group, extending to many subject specialisms, but also including local clubs and organisations for older people, women's groups, youth clubs and youth organisations, Rotary and Round Table.	Same as 5.5 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
3.8	Libraries and	Information on all aspects of local authority	Same as 5.6	 @ 	







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3 CATEGORY: COMMUNITY LIFE AND LEISURE														
Information Class	Description	Notes	Format / Availability	Charges										
archives	archives services, including how to access archives and how to make loans, donations and bequests. Also information on local authority library services, including lending services, information services, local collections and family history; also information on school library services.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk												
3.9 Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies, information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.	Same as 5.7 and 11.7 See also 3.8 and 11.11 <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 											
3.10 Museums and galleries	Information on all aspects of local authority museums and galleries, including location and opening hours, details of conservation and education services, how to make donations and bequests, how to make enquiries, and information about collections. Also details of exhibition programmes, and museum and gallery shops.	Same as 11.8 <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 											
			 @ 											
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££












3 CATEGORY: COMMUNITY LIFE AND LEISURE														
	Information Class		Description			Notes			Format / Availability	Charges				
3.11	Parks, gardens and open spaces		Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.			<p>Same as 9.9 and 11.9</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>								
3.12	Places of worship		Community service information on religious groups, places of worship and retreats.			<p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>			 @ 					
3.13	Services and advice for older people		Information on local authority services, facilities and advice for older people, including activities, care services, clubs and organisations, community alarm services, community centres and day centres, garden maintenance, hospice care services, meals on wheels, residential care services, social work services, transport services and advice on winter warmth.			<p>Same as 10.16</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p> <p>Key content – information on Home Safety Service</p>			 @ 					
3.14	Services and advice for young people		Information on local authority services, facilities and advice for younger people, including advice on bullying and harassment, care services, caring, educational opportunities, mentoring services, applying for student loans and awards (including eligibility and criteria for applications), how to take part in volunteering, and advice on youth offending. Also information about youth clubs and			<p>Same as 10.17</p> <p>See also 5.1</p> <p>Contact the Customer Service Centre on 01506 775000: Email</p>			 @ 					
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££












3 CATEGORY: COMMUNITY LIFE AND LEISURE					
	Information Class	Description	Notes	Format / Availability	Charges
		organisations, activities for younger people, and Young Scot provision.	customer.service@westlothian.gov.uk		
3.15	Sport, sports clubs and leisure centres	Comprehensive information on local authority sports facilities, sports clubs and leisure centres, including location and contact information. Also information on coaching, leisure passes, sports development, sports equipment hire and applying for sports grants (including eligibility and criteria for applications).	<p><u>Contact the Customer Service Centre on 01506 775000: Email</u> customer.service@westlothian.gov.uk</p>	 @ 	
3.16	Voluntary organisations and support groups	Information on specialist services available in the community, including advice and support on alcohol and drugs related problems, advice and support for asylum seekers, bereavement advice and support, family support groups, independence support for disabled people. Also general information on volunteering, and Council for Voluntary Service and applying for community grants (including eligibility and criteria for applications).	<p><u>Contact the Customer Service Centre on 01506 775000: Email</u> customer.service@westlothian.gov.uk</p>	 @ 	







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4	CATEGORY: COUNCIL AND GOVERNMENT				
	Information Class	Description	Notes	Format / Availability	Charges
4.1	Benefits	Advice and information on all aspects of benefits available from the council, including how to apply and eligibility criteria. Also including benefits when hospitalised, Council Tax benefits, education and school benefits, housing benefit and student awards and loans. Also advice on benefits assessment and benefit fraud.	See also 6.6 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
4.2	Birth, marriage and death	Information on services from the council relating to births, marriages, deaths and civil partnerships, including advice and support, burial services, how to obtain certificates (including copies), cremation services, funeral services, graveyard plots (provision and maintenance), historical searches, memorials, mortuaries, naming ceremonies, registration, repatriation of bodies, and sudden death investigation.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
4.3	Consultations, complaints and compliments	Information on council consultations including the process for engaging in consultations, and details of current/recent consultations including copies of consultation responses. Also guidance on how to complain to the council about	Same as 1.14 See also 1.13 <u>Contact the Customer Service Centre</u>	 @ 	





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4 CATEGORY: COUNCIL AND GOVERNMENT														
Information Class	Description	Notes	Format / Availability	Charges										
	services or staff, and on how to register praise and to make general comment. Also on procedures for civic recognition.	on 01506 775000: Email customer.service@westlothian.gov.uk												
4.4	Council and government grants	Information on the complete range of grants available from the council, including childcare, school and educational grants, grants for housing and homes, grants for disabled people and grants available to sporting and voluntary organisations. Also how to apply for grants (including eligibility and criteria for applications). Also lists of grants awarded.	See also 5.3 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 										
4.5	Council departments	Information about council departments, including topics such as municipal banking and how to notify council departments about a change of personal circumstances.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 										
4.6	Council information, performance and statistics	Overview of information about <i>West Lothian Council</i> including newsletters, press releases, census information and registers of council property. Also performance information, including performance indicators and website service standards.	See also 1.13 See also 1.17 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 										
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££









4 CATEGORY: COUNCIL AND GOVERNMENT														
Information Class	Description		Notes				Format / Availability		Charges					
			Key content – Bulletin , the West Lothian Council newsletter; Factfile , the council's annual report.											
4.7	Council tax	Information about council tax procedures and payments, including how to make account enquiries, details of discounts and reductions, council tax benefit and support when in hospital. Also Council Tax bands and how to determine your band.	Same as 6.3 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 							
4.8	Information governance	Information describing citizen rights as regards freedom of Information, data protection and environmental information. Also the council's publication scheme and local guidance on re-use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	Same as 1.16 and 8.3 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 							
4.9	Emergencies and emergency services	Information on the procedures in place for dealing with local emergencies, including medical emergencies, gas pipeline emergencies, major accidents and weather-related emergencies. Also emergency planning, including business continuity.	See also 2.6 <i>For information on local fire and rescue services, please contact Lothian and Borders Fire and Rescue Service (www.lothian.fire-uk.org)</i>				 @ 							
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

4 CATEGORY: COUNCIL AND GOVERNMENT					
Information Class	Description	Notes	Format / Availability	Charges	
			<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>		
4.10	Equality, diversity and citizenship	Information on the arrangements in place to ensure that the council provides services and support to the full diversity of residents, including employment and training initiatives, advice and support for asylum seekers, equal opportunities information, assessment and consultation on equality and diversity, help and support for people suffering harassment, advice and support for teenage pregnancy and support for the children of gypsy travellers.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
4.11	Events and festivals	Information on council support (financial and otherwise) for the wide range of events and festivals held in the local area, including agricultural shows, food festivals, funfairs, highland games, music festivals and seasonal festivals.	Same as 11.5 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
4.12	Jobs, tenders and contracts	Information on council employment and procurement policies and current external vacancies. Details of council approved	Same as 1.10 <u>Contact the Customer Service Centre</u>	 @ 	







Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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4 CATEGORY: COUNCIL AND GOVERNMENT					
Information Class	Description	Notes	Format / Availability	Charges	
	suppliers, contracts lists (including values of contracts) and details of contracts management procedures. Also arrangements for contracting services to outside agencies/businesses.	on 01506 775000: Email customer.service@westlothian.gov.uk			
4.13	Politicians, elections and democracy Descriptions and maps of local parliamentary constituencies and council wards, with contact details of local MSPs, MPs, MEPs and local authority councillors. Information on civic offices, such as Provost, Lord Provost and Lord Lieutenant. Also information/advice about elections and voting, and about community councils. Also minutes, agendas and reports of council and council committee meetings. Also information about decision making and about council plans and policies, including Best Value and statutory development plans.	See also 1.1, 1.2, 1.3, 1.4 and 1.5 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u> Key content – <u>Elected members Register of Interests</u>	 @ 		
4.14	Regeneration Information relating to local regeneration, including council regeneration projects, also community development services and information and statistics relating to the local economy Employment advice. Advice on how to apply for shop front improvement grants (including eligibility and criteria for applications).	Same as 2.9 See also 7.1 and 9.13 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 		







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5 CATEGORY: EDUCATION AND LEARNING					
	Information Class	Description	Notes	Format / Availability	Charges
5.1	Activities and support for young people	Advice and support for young people, including information about bullying, care, caring, educational visits, harassment, mentoring, organised activities, student loans and awards, volunteering and youth clubs.	See also 3.14 and 10.17 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
5.2	Adult education and community learning	Literature describing the range of adult and community education courses and facilities locally available. Information on council services relating to language and cultural support.	Same as 3.1 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
5.3	Childcare, school and educational grants	Information on the range of grants childcare, school and educational grants available from the council, including how to apply, with details on eligibility and criteria for applications.	See also 4.4 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
5.4	Extra-curricular activities	Information on extra-curricular activities for young people, including council-run holiday schemes, music and instrumental tuition, sports facilities and work experience placement. Also council support for such activities including childcare and childminding.	See also 5.1, 3.14 and 10.17 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	



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5 CATEGORY: EDUCATION AND LEARNING					
	Information Class	Description	Notes	Format / Availability	Charges
5.5	Leisure clubs, groups and societies	Council directories of community leisure clubs and groups and other information relating to such groups. Will generally include a very wide range of types of group, extending to many subject specialisms, but also including local clubs and organisations for older people, women's groups, youth clubs and youth organisations, Rotary and Round Table.	<p>Same as 3.7</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
5.6	Libraries and archives	Information on all aspects of local authority archives services, including how to access archives and how to make loans, donations and bequests. Also information on local authority library services, including lending services, information services, local collections and family history; also information on school library services.	<p>Same as 3.8</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
5.7	Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies, information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.	<p>Same as 3.9 and 11.7</p> <p>See also 3.8 and 11.11</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	





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5 CATEGORY: EDUCATION AND LEARNING					
Information Class	Description	Notes	Format / Availability	Charges	
5.8	Nurseries and playgroups	Information on nurseries and playgroups, including how to apply for nursery grants and nursery school places (including eligibility and criteria for applications), term and holiday dates, policies on exclusion of pupils and vetting of staff.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
5.9	Parental support	Information on parental support for young people, including babysitting and childminding services, how to apply for benefits and grants (including eligibility and criteria for applications). Family centres, advice on health and well-being, home schooling, mentoring schemes, school support and support for youth offenders.	Same as 10.15 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
5.10	Schools	Information and advice about schools, including details of council run schools, advice on services relating to additional support needs, statistics and guidance on attendance and behaviour, information on the curriculum and extra-curricular activities, advice on issues relating to exclusion of pupils, advice on how to apply for grants and benefits (including eligibility and criteria for applications), information on school management and inspection, on school music services, on how to request pupil records, on school catering	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u> Key Content – <u>Information on Parent Councils</u>	 @ 	







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5 CATEGORY: EDUCATION AND LEARNING					
	Information Class	Description	Notes	Format / Availability	Charges
		services, on school health services and on school library services, guidance on availability of school places (including eligibility and criteria for applications), school rules, support for pupils, travel and trips, and advice on truancy.			
5.11	Training and personal development	Information on council services relating to personal training and development, including careers advice services, employment advice, employment and training initiatives, equal opportunities advice, New Deal traineeships, training courses, volunteering and work experience placements. Also employment and training schemes for disabled people.	<p>Same as 7.4</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	







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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
6.1	Adapting homes	Information on adapting homes, especially for meeting the requirements of particular circumstances. Includes information about community alarm services and how to obtain special equipment; also home assessment (care services), how to apply for home repair assistance grants and housing renovation grants (including eligibility and criteria for applications) and occupational therapy.	<p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p> <p>Key content – information on <u>Home Safety Service</u></p>	 @ 	
6.2	Council housing	Information/advice on all matters relating to council housing, including adaptations and repair services, how to apply for council housing, housing allocations, advice on arrears, evictions and demolitions, housing benefit services, advice on homelessness and temporary accommodation, improvements and modernisation services, insurances, advice on nuisance and threatening behaviour, availability of parking and garages, rent and charges, advice on safety and crime, dealing with squatters and unauthorised occupants, council housing standards and policies, advice on tenancy issues and tenant participation in focus groups etc. Also information on acquisition of private property by the council, information for landlords renting property to the council, and information for tenants	<p>See also 6.4</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	





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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
		wishing to buy their council house.			
6.3	Council tax	Information about council tax procedures and payments, including how to make account enquiries, details of discounts and reductions, council tax benefit and support when in hospital. Also Council Tax bands and how to determine you band.	Same as 4.7 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
6.4	Housing advice	Advice on housing matters, including buying your council home, council housing, credit unions and housing co-operatives, advice on crime and safety, demolitions, clearances and re-housing, how to apply for grants and loans (including eligibility and criteria for applications), inspection of accommodation, obtaining insurance, parking and garages, rent and general tenancy issues, repairs and alterations, sheltered, residential and hospice care, and advice on welfare and benefits. Also housing advice for homeless people.	See also 6.2 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
6.5	Housing associations and co-ops	Information about housing associations and co-operatives in <i>West Lothian</i> including information for sheltered housing tenants. Also information about the council's financial assistance to housing associations.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	








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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
6.6	Housing benefits and grants	Information on council tax benefit, council tax discounts and reductions, housing benefit, and housing and homes grants (including crofting and rural house purchase grants, disability facility grants for a private property, home repair assistance grants, housing renovation grants, land and property improvement grants and new home purchase grant) – includes eligibility and criteria for applications and information on how to apply. Also procedures for benefit fraud investigation and information about benefits when hospitalised.	See also 4.1 and 4.7 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
6.7	Housing finance	General advice and information on housing finance, including information on fair rents and low cost home ownership schemes.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
6.8	Improvements and repairs	General advice on council services relating to housing improvements and repairs, including how to obtain accommodation certificates (tolerable standard), advice on alterations by tenants, garden safety, home repair assistance grants, housing decoration and disturbance allowances, housing renovation grants and improvement and repairs loans – includes eligibility and criteria for applications and information on how to apply.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	





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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
6.9	Land and property	General information on land and property, including availability and letting, ecological and geological services for land and property, how to obtain property enquiry certificates, how to undertake land and sasine register searches, land reclamation and improvement grants (including eligibility and criteria for applications), land and property valuations and management, landscape character assessment, details of planning zones, procedures for roads adoption, proposals for land use, registers of council property, and street naming and numbering.	<p>Same as 9.6</p> <p>See also 2.2</p> <p>Advice on obtaining a Property Enquiry Certificate is available at 01506 775000</p> <p>The provision of a Property Enquiry Certificate is an added value service carried out by the council and collates property information from various council services and external agencies. They are not available through the Publication Scheme. This information is provided to solicitors on a commercial basis and therefore attracts a fee for the collation of the information</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	
6.10	Multiple occupancy homes	Advice and information on multiple occupancy homes, including communal heating charges, fair rents, insurance, landlords accreditation scheme, repairs to communal areas, register of homes in	<p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	














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6 CATEGORY: HOUSING					
Information Class	Description	Notes	Format / Availability	Charges	
	multiple occupancy and safety inspections.				
6.11	Planning and building standards	Strategic and local development plans, including supporting documents e.g. participation statement, strategic environment assessments. The Planning Register (Parts I and II), including planning applications under consideration by West Lothian Council and related documentation, including statutory notices, reports on community engagement and decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. Local advice and guidance on planning development management, and on making an application for a building warrant. The Building Standards Register Part I	<p>Same as 2.8 and 9.10</p> <p>Contact the Customer Service Centre on 01506 775000; Email customer.service@westlothian.gov.uk</p> <p>Key Content – planning applications are available online.. Web print outs are available.</p> <p>Key content – The Building Standards Register Part 1 is available online.. Web print outs are available. This is from 1 May 2005</p>	   	
6.12	Private housing	Information and advice for owners and tenants of private housing, including disability facility grants, home insurance, housing renovation grants (including eligibility and criteria for applications and information on how to apply), improvements and repairs, how to conduct land and sasine register	<p>Same as 9.12</p> <p>Contact the Customer Service Centre on 01506 775000; Email customer.service@westlothian.gov.uk</p>	  	


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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
		searches, low cost home ownership scheme, how to obtain property enquiry certificates, and rents (including renting to the council).			
6.13	Rubbish and recycling	Information on services relating to the collection of waste, including, assisted collection, disposal sites, domestic bins, garden waste, special collections for large items and skip hire. Also information on recycling, including collection sites and composters, and how to obtain bags and containers.	<p>Same as 9.15</p> <p>See also 2.3</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
6.14	Supported and sheltered housing	Information and advice on supported and sheltered housing services, including how to obtain accommodation certificates (tolerable standard), homelessness advice and support for tenants. Also information on hospice care services and residential care services, and specific advice to non-council tenants and older people.	<p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	

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7											CATEGORY: JOBS AND CAREERS			
Information Class	Description				Notes				Format / Availability	Charges				
7.1	Careers advice	Information on how to find advice about careers, including specific information for school leavers and disabled people. Also information about job centres, training initiatives, New Deal traineeships and equal opportunities.				<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 				
7.2	Equality in employment	Information on how the requirement for equal opportunities is addressed in the local area, with particular regard to council vacancies. Also advice and support for asylum seekers.				<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 				
7.3	Jobs at the council	Information on current external vacancies and advice on keeping up to date with council vacancies, also information about council policy on filling vacancies, with particular regard to the culture of equal opportunities. Also employment and training initiatives organised by the council, and council policy in support of New Deal traineeships.				<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>				 @ 				
7.4	Training and personal development	Information on council services relating to personal training and development, including careers advice services, employment advice, employment and training initiatives, equal opportunities advice, New				Same as 5.11 <u>Contact the Customer Service Centre on 01506 775000: Email</u>				 @ 				
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

7	CATEGORY: JOBS AND CAREERS				
Information Class	Description	Notes	Format / Availability	Charges	
	Deal traineeships, training courses, volunteering and work experience placements. Also employment and training schemes for disabled people.	customer.service@westlothian.gov.uk			





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8 CATEGORY: LAW AND LICENSING					
	Information Class	Description	Notes	Format / Availability	Charges
8.1	Animal regulations and licences	Council advice on animal regulations, including guidance on animal fouling, animal health and welfare, dog warden service, dog waste bins and dog registration. Also information relating to animal licensing, including licences for animal movement, boarding animals, keeping exotic, dangerous and wild animals and performing animals; also dog breeders licences, pet shop licences and licences for zoos.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
8.2	Birth, marriage and death	Procedures for the registration of births, marriages and deaths (including stillbirths), also obtaining copies of certificates. Also guidance on related subjects, e.g. bereavement advice and support, burials, exhumations, funerals (including civil funerals), graves and memorials, mortuaries, repatriation of bodies, sudden death investigations, marriage ceremonies (registering a place of worship for marriage ceremonies and venue licences for civil ceremonies in <i>West Lothian</i>), renewal of vows, civil partnerships and naming ceremonies.	See also 4.2 <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
8.3	Information governance	Information describing citizen rights as regards freedom of Information, data protection and environmental information. Also the council's	Same as 1.16 and 4.8 <u>Contact the Customer Service Centre</u>	 @ 	








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8 CATEGORY: LAW AND LICENSING					
	Information Class	Description	Notes	Format / Availability	Charges
		publication scheme and local guidance on re-use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	<u>on 01506 775000</u> : Email customer.service@westlothian.gov.uk		
8.4	Environment and pollution regulations	Information on environmental regulations and guidance on asbestos pollution, air quality, conservation areas, contaminated land, dangerous pavements, exhaust emission testing, idling vehicles, pollution control and tree preservation. Also guidance on hazardous substances, and on noise pollution.	See also 1.6, 4.8, 8.3 and 9.11 <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
8.5	Environmental health	Information on environmental health regulations and also relating to animal welfare services. Guidance on regulations relating to cooling towers and industrial processes, fire and fireworks, food and food safety, illegal dumping, infectious diseases, pollution and trading standards. Also information relating to environmental health investigations, needles and hazardous waste collection, on how to obtain skin piercing licences, on the smoking ban and on syringe disposal.	Same as 9.5 See also 2.3 and 8.1 <u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
8.6	Fire safety regulations	Fire safety regulations and related information, including business enforcement of regulations,	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	

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8 CATEGORY: LAW AND LICENSING					
	Information Class	Description	Notes	Format / Availability	Charges
		residential enforcement of regulations, and workplace regulations. Guidance on how to obtain fire certificates for factories, hotels and boarding houses, offices and shops. Also advice on community safety.			
8.7	Health and safety	Information on council services and advice on all aspects of health and safety, including advice on addictions and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety).	<p>Same as 2.7 and 10.11</p> <p><i>For information on local fire and rescue services, please contact Lothian and Borders Fire and Rescue Service (www.lbfire.org.uk)</i></p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	
8.8	Legal advice	Information about how to obtain certain legal advice from the council, e.g. advocacy for carers, consumer advice, debt counselling, guidance on child protection orders, housing advice, information relating to external providers of legal advice and legal aid, and advice on wills and testaments. Also information relating to power of attorney, procedures for release of security camera footage, and witness support services.	<p>Additional information is available from Lothian and Borders Police (www.lpb.police.uk)</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	

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8 CATEGORY: LAW AND LICENSING														
Information Class	Description	Notes	Format / Availability	Charges										
8.9	Licences, permits and permissions	Information on the wide range of licences, permits and permissions available from the council, e.g. accommodation licences (for caravan sites and multiple homes), alcohol licences, boating and watercraft licences, business licences, entertainment licences, fire certificates and regulations, gambling licences, hazardous goods licences, licences for occupation of roads and streets, transport licences, and weights and measures licences. Including information on how to apply, with guidance on criteria and eligibility.	<p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>											
8.10	Police, courts and criminal justice	Information on criminal justice social work (including single shared assessment and throughcare i.e. support and supervision of an offender), information on procedures and policy behind the creation of criminal justice social work reports (including means enquiry reports, parole reports and social enquiry reports), information on procedures and policy relating to criminal justice social work sentences, orders and supervision (including procedures and policy relating to orders such as community reparation orders, diversion from prosecution scheme, drug treatment and testing orders, intensive support and monitoring, parenting orders, probation orders, supervising attendance orders and	<p>See also 10.5</p> <p><i>For information about local police services, contact Lothian and Borders Police (www.lbp.police.uk)</i></p> <p>Information on funding community justice activity is available from the <i>Lothian and Borders Community Justice Authority (www.cjalb.co.uk)</i></p> <p>Contact the Customer Service Centre</p>											
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££



8 CATEGORY: LAW AND LICENSING					
	Information Class	Description	Notes	Format / Availability	Charges
		supervision of payment of court fines), advice on support for witnesses and victims.	<u>on 01506 775000</u> : Email customer.service@westlothian.gov.uk		
8.11	Trading standards	Advice and support for businesses on matters relating to inspection, testing and enforcement. Advice on licences and registration (including eligibility and criteria for applications). Also advice and information for consumers, including information on how to complain.	<p>Same as 2.15</p> <p><u>Contact the Customer Service Centre on 01506 775000</u>: Email customer.service@westlothian.gov.uk</p>	 @ 	

Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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9 CATEGORY: PLANNING AND THE ENVIRONMENT					
	Information Class	Description	Notes	Format / Availability	Charges
9.1	Animal welfare and pest control	Information and advice on animal welfare, including advice on care for strays and for animals during owners' hospitalisation, animal welfare inspection and enforcement services, registration and guidance on the importation of animals and on animal welfare licences. Also information about pest control services and the removal of dead animals.	See also 8.1 and 8.9 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
9.2	Conservation	Information on the council services relating to the conservation of buildings and the environment, including advice on forest and woodland management (where applicable), care of historic sites and listed buildings (including site lists), care of memorials and monuments, care of natural heritage areas, countryside conservation services, details of advertisement control areas and conservation areas, information on residential study centres, ranger services, rural development services and tree management (including tree preservation orders).	Key Content - <u>The West Lothian Local Plan</u> contains information on policies to protect the built and archaeological heritage of West Lothian. The West Lothian Local Plan can be viewed online free of charge but there will be a charge for a pre-printed copy of the Local Plan . Web print outs are available. <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @  ££	£50










Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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9 CATEGORY: PLANNING AND THE ENVIRONMENT														
	Information Class	Description	Notes				Format / Availability	Charges						
9.3	Countryside, farming and wildlife	Information on aspects of planning relating to the countryside environment, including provision for farming and leisure activities and wildlife conservation. Specific coverage will include beaches, bays and coastal features, bridle paths, canals and waterways, cycle paths, footpaths and rights of way, landscape and scenery, national parks, nature reserves, outdoor activity centres, zoos and farm parks.	<p>See also 2.5, 3.5, 9.10 and 11.3</p> <p>Key Content - <u>The West Lothian Local Plan</u> covers planning advice and policies in the use and protection of the environment and policies to restrict development in the countryside. The West Lothian Local Plan can be viewed online free of charge but there will be a charge for a pre-printed copy of the Local Plan. Web print outs are available.</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>				 @  ££	££ - £50						
9.4	Emergency planning	Information on emergency planning, including measures relating to fire, flooding, gas pipelines, health and diseases, radiation and chemical incidents.	<p>See also 2.6 and 4.9</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>				 @ 							
9.5	Environmental health	Information on environmental health regulations and also relating to animal welfare services. Guidance on regulations relating to - cooling	<p>Same as 8.5</p> <p>See also 2.3 and 8.1</p>				 @ 							
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

9 CATEGORY: PLANNING AND THE ENVIRONMENT					
	Information Class	Description	Notes	Format / Availability	Charges
		towers and industrial processes, fire and fireworks, food and food safety, illegal dumping, infectious diseases, pollution and trading standards. Also information relating to environmental health investigations, needles and hazardous waste collection, on how to obtain skin piercing licences, on the smoking ban and on syringe disposal.	Does not apply – there are no cooling towers in West Lothian. Information relating to the other areas of this class is available under the scheme. <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>		
9.6	Land and property	General information on land and property, including availability and letting, ecological and geological services for land and property, how to obtain property enquiry certificates, how to undertake land and sasine register searches, land reclamation and improvement grants (including eligibility and criteria for applications), land and property valuations and management, landscape character assessment, details of planning zones, procedures for roads adoption, proposals for land use, registers of council property, and street naming and numbering.	Same as 6.9 See also 2.2 Advice on obtaining a Property Enquiry Certificate is available at 01506 775000 The provision of a Property Enquiry Certificate is an added value service carried out by the council and collates property information from various council services and external agencies. They are not available through the Publication Scheme. This information is provided to solicitors on a commercial basis and therefore attracts a fee for the collation of the information <u>Contact the Customer Service Centre on 01506 775000: Email</u>	 @ 	







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9 CATEGORY: PLANNING AND THE ENVIRONMENT														
Information Class	Description		Notes				Format / Availability		Charges					
			customer.service@westlothian.gov.uk											
9.7	Marine and waterway services	Information (where applicable) on all categories of the council's marine and waterway services, including licensing, management and safety. Also details of facilities e.g. port and harbour facilities, moorings and storage.	<p>Same as 12.3</p> <p>Does not apply – West Lothian has no port or harbour facilities. The Union Canal passes through West Lothian but is maintained by British Waterways. Further information is available at www.britishwaterways.co.uk . Information relating to the other areas of this class is available under the scheme.</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>				 @ 							
9.8	Parking and car parks	Information on local parking facilities, including council car parks (location, charges, etc.), private car parks, parking facilities for disabled people and sites for gypsy travellers. Also information on parking fines, clamping and vehicle removal, and on parking zones and how to obtain permits (including blue badge for disabled people).	<p>Same as 12.4</p> <p>Does not apply – West Lothian Council does not issue parking fines, clamp or remove vehicles , or issue permits (other than the blue badge for disabled people). Information relating to the other areas of this class is available under the scheme.</p> <p>Contact the Customer Service Centre</p>				 @ 							
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9 CATEGORY: PLANNING AND THE ENVIRONMENT														
Information Class	Description	Notes	Format / Availability	Charges										
		on 01506 775000: Email customer.service@westlothian.gov.uk												
9.9	Parks, gardens and open spaces	Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.	<p>Same as 3.11 and 11.9</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 										
9.10	Planning and building standards	Strategic and local development plans, including supporting documents e.g. participation statement, strategic environment assessments. The Planning Register (Parts I and II), including planning applications under consideration by West Lothian Council and related documentation, including statutory notices, reports on community engagement and decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. Local advice and guidance on planning development management, and on making an application for a building warrant. The Building Standards Register Part I	<p>Same as 2.8 and 6.11</p> <p>Key Content – <u>planning applications</u> are available online.. Web print outs are available.</p> <p>Key content – <u>The Building Standards Register Part 1</u> is available online . Web print outs are available. This is from 1 May 2005</p> <p>Contact the Customer Service Centre on 01506 775000: Email</p>	 @ 										
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££




9 CATEGORY: PLANNING AND THE ENVIRONMENT					
	Information Class	Description	Notes	Format / Availability	Charges
			customer.service@westlothian.gov.uk		
9.11	Pollution	Information and advice on all aspects of pollution, including advice and guidance on air pollution, light pollution, noise pollution, pollution by hazardous substances and water pollution. Also information about enforcement of pollution regulations.	See also 2.3 and 8.4 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
9.12	Private housing	Information and advice for owners and tenants of private housing, including disability facility grants, home insurance, housing renovation grants (including eligibility and criteria for applications and information on how to apply), improvements and repairs, how to conduct land and sasine register searches, low cost home ownership scheme, how to obtain property enquiry certificates, and rents (including renting to the council).	Same as 6.12 Key Content – Advice on obtaining a Property Enquiry Certificate is available at 01506 775000 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
9.13	Regeneration and town centre management	Information relating to council activity in local regeneration, including community development and the local economy. Employment advice. Information on how to obtain shop front improvement grants (including eligibility criteria) and other aspects of town centre management with council involvement.	See also 2.9, 2.14 and 4.14 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	







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9 CATEGORY: PLANNING AND THE ENVIRONMENT					
	Information Class	Description	Notes	Format / Availability	Charges
9.14	Roads and pavements	Information and advice on all aspects of council services relating to roads and pavements, including access to property, damaged and dangerous paving, council maintenance, dealing with obstructions, parking, paving damage and theft of slabs, permission to occupy roads, local road works and diversions, and street trading. Also information on local markings, signs and traffic calming measures, and registers, naming and adoptions.	<p>Same as 12.7</p> <p>See also 9.8</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	
9.15	Rubbish and recycling	Information on services relating to the collection of waste, including, assisted collection, disposal sites, domestic bins, garden waste, special collections for large items and skip hire. Also information on recycling, including collection sites and composters, and how to obtain bags and containers.	<p>Same as 6.13</p> <p>See also 2.3</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	
9.16	Street care and cleaning	Information on all aspects of council services relating to street care and cleaning, including advice on vandalism reporting, grass and verge maintenance, litter control (including litter bins), prevention of animal fouling, prevention of flyposting and flytipping, provision of fire hydrants, public toilet provision (including locations), removal	<p>Same as 12.8</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 	





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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
Information Class	Description	Notes	Format / Availability	Charges	
	of abandoned vehicles, removal of dead animals, services relating to drains and spillages, and vandalism prevention and repair.				







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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
10.1	Asylum, immigration and citizenship	Information on services relating to asylum seekers, including advice and support, and nationality checking. Also information relating to citizenship, including citizenship ceremonies.	See also 4.10 and 7.2 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
10.2	Care and carers	Information on all aspects of council care services, for both adults and young people, including services relating to hospice care, residential care, respite care and shared care. Also information on advocacy for carers, advocacy for social work clients, alternative providers of care, and child protection.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
10.3	Childcare and family care	Information on council services and advice on childcare and family care, including alternative, respite and shared care of children; babysitting, chaperoning and childminding services; care of children outwith term time or school hours, child protection and vetting; residential and hospice care of children. Also information on council support and advice for families, support for children in care, support for the children of gypsy travellers, and support for young people leaving	See also 5.3 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	






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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		care. Also information on council support and advice for young carers, and support and advice on teenage pregnancy.			
10.4	Community transport	Information and advice on community transport services, including community transport for disabled people, demand responsive transport and school transport. Also how to obtain discount cards and transport passes (including eligibility and criteria for applications). Also general public transport information, including services and timetables.	Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	 @ 	
10.5	Criminal justice social work	Information on all aspects of criminal justice social work, including bail accommodation, bail information, bail supervision, policy and procedure relating to children's hearings, policy and procedural information relating to orders and reporting, covering: community reparation orders, community service orders, diversion from prosecution scheme, drug treatment and testing orders, intensive support and monitoring, means enquiry reports, parenting orders, parole reports, probation orders, social enquiry reports, supervising attendance orders, supervising payment of court fines and throughcare (i.e.support and supervision of an offender).	See also 8.10 Further information is available from the Lothian and Borders Community Justice Authority (www.cjalb.co.uk) Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	 @ 	





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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
10.6	Disabilities and adapting homes	Information on services relating to additional support needs, including assessment, co-ordinated support plan, placement in mainstream schools and school transport. Also information and advice on services relating to the home environment for disabled people, including adaptations, alarm services, alterations, home assessment, and provision of disability facility grants and repair assistance grants (including eligibility and criteria for applications). Also other information relevant to the council support of disabled people, including blue badge parking permits (eligibility and criteria for applications), occupational therapy and how to obtain specialist equipment.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
10.7	Domestic violence	Information relating to council help and support for people at risk from domestic violence, including harassment help and support, advice on the protection of vulnerable adults, and information about support groups and refuges.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
10.8	Fostering, adopting and looked after	Information on council services on fostering, adoption and looked after children, including hospice care for young people, residential care for	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	







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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
	children	young people, respite care for young carers, shared care for young people, and support for young people leaving care.			
10.9	Grants for disabled people	Information about the range of grants available for disabled people, e.g. disability facility grant for a private property and disabled students allowance (including eligibility and criteria for applications). Also advice on welfare rights.	Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	@ 	
10.10	Health and medical information	Information relating to health related council services, e.g. alcohol and drugs related services, including environmental health, food safety, health and safety (including advice on accident reporting, disposal of syringes and regulation and inspection), hospitalisation, keeping warm in winter, healthcare providers, HIV/AIDS, hospice care, needle exchanges, residential care, support at home and vaccinations. Also information about community health facilities, including dentists, district and community nurses, doctors and general practitioners, hospitals, pharmacies and NHS 24 health advice and information.	Further information is available from NHS Lothian (www.nhslothian.scot.nhs.uk) Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	 @ 	
10.11	Health and safety	Information on council services and advice on all aspects of health and safety, including advice on	Same as 2.7 and 8.7	 @ 	



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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		addictions and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety)	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk		
10.12	Help for adults	Advice, information and guidance on the broad topics of alcohol and drugs, benefits and grants, care, disablement, health, legal information, mentoring, social work, and student awards and loans (including eligibility and criteria for applications). Care information includes categories such as shared care for adults and the Care and Repair scheme. Social work information and advice includes categories such as advocacy for social work clients, advice on direct payments, inclusion (leisure and social activities), guidance on management of personal financial affairs, missing or out of client contact, and out of hours support.	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	
10.13	Home care	Information on advocacy services for carers, alternative providers of care, community alarm services, home assessment, housing renovation grants (including eligibility and criteria for applications), incontinence laundry service, meals	<u>Contact the Customer Service Centre on 01506 775000</u> : Email customer.service@westlothian.gov.uk	 @ 	












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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		on wheels, and advice on keeping warm in winter			
10.14	Mental health	Information on services relating to additional support needs, including assessment, co-ordinated support plans, placement in mainstream schools and school transport, also information on psychological, psychiatric or social work services and support groups and voluntary organisations.	Further information is available from NHS Lothian (www.nhslothian.scot.nhs.uk) <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
10.15	Parental support	Information on parental support for young people, including babysitting and childminding services, how to apply for benefits and grants (including eligibility and criteria for applications). Family centres, advice on health and well-being, home schooling, mentoring schemes, school support and support for youth offenders.	Same as 5.9 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
10.16	Services and advice for older people	Information on local authority services, facilities and advice for older people, including activities, care services, clubs and organisations, community alarm services, community centres and day centres, garden maintenance, hospice care services, meals on wheels, residential care services, social work services, transport services and advice on winter warmth.	Same as 3.13 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	

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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
10.17	Services and advice for young people	Information on local authority services, facilities and advice for younger people, including advice on bullying and harassment, care services, caring, educational opportunities, mentoring services, applying for student loans and awards (including eligibility and criteria for applications), how to take part in volunteering, and advice on youth offending. Also information about youth clubs and organisations, activities for younger people, and Young Scot provision.	<p>Same as 3.14</p> <p>See also 5.1</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 	

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11											CATEGORY: TOURISM AND VISITOR ATTRACTIONS			
Information Class	Description	Notes	Format / Availability	Charges										
11.1	Accommodation	Information on the range of visitor accommodation available in the local area, including bed and breakfast and guest houses, camping and caravan sites, hotels, self-catering accommodation, and youth hostels.	For more information on local accommodation, contact VisitScotland (www.visitscotland.com) <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 										
11.2	Attractions	Information on facilities and activities likely to attract visitors to the local area, including events and exhibitions; local history and culture; indoor attractions; music, comedy and theatre; nature and wildlife, outdoor attractions, and shopping.	Further information is available from VisitScotland (www.visitscotland.com) <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 										
11.3	Countryside and wildlife	Public service information about council and other facilities in countryside and on coastlines, including beaches, bridle paths, canals and waterways, cycle paths, footpaths and national parks. Also related information about countryside activities, including arts and crafts, guided walks, hill-walking, horse riding, mountain biking, orienteering and outdoor activity centres. Also information about any council services relating to countryside management and conservation, and local service information on geological features, landscape and scenery, local food and produce, information on	Same as 3.5 See also 2.5 and 9.3 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 										
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

11 CATEGORY: TOURISM AND VISITOR ATTRACTIONS					
	Information Class	Description	Notes	Format / Availability	Charges
		nature reserves, visitor centres, wildlife, zoos and farm parks.			
11.4	Eating and drinking	Community information about distilleries and breweries, food festivals, local food and produce, picnic and beauty spots, pubs and bars, restaurants and cafes, and takeaways.	Further information is available from VisitScotland (www.visitscotland.com) <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
11.5	Events and festivals	Information on council support (financial and otherwise) for the wide range of events and festivals held in the local area, including agricultural shows, food festivals, funfairs, highland games, music festivals and seasonal festivals.	Same as 4.11 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
11.6	Harbours and moorings	Information on council and other facilities available to boat owners in the local area, including boat and trailer parking, launching and recovery facilities, and moorings. Also information relating to ports and harbours.	Does not apply – there are no ports or harbours in West Lothian. The Union Canal passes through West Lothian but is maintained by British Waterways. Further information is available at www.britishwaterways.co.uk . Information relating to the other areas of this class is available under the scheme. <u>Contact the Customer Service Centre</u>	 @ 	







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11 CATEGORY: TOURISM AND VISITOR ATTRACTIONS					
Information Class	Description	Notes	Format / Availability	Charges	
		on 01506 775000: Email customer.service@westlothian.gov.uk			
11.7	Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies, information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.	<p>Same as 3.9 and 5.7</p> <p>See also 3.8 and 11.11</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
11.8	Museums and galleries	Information on all aspects of local authority museums and galleries, including location and opening hours, details of conservation and education services, how to make donations and bequests, how to make enquiries, and information about collections. Also details of exhibition programmes, and museum and gallery shops.	<p>Same as 3.10</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	
11.9	Parks, gardens and open spaces	Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.	<p>Same as 3.11 and 9.9</p> <p>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</p>	 @ 	





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11 CATEGORY: TOURISM AND VISITOR ATTRACTIONS					
	Information Class	Description	Notes	Format / Availability	Charges
11.10	Sports and outdoor pursuits	Information on council services and signposting to community information about outdoor leisure pursuits, including action and adventure sports, field and country pursuits, golf, horse riding, cycling and walking (including hillwalking and orienteering).	See also 12.12 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
11.11	Tourist information	Information for tourists, including contact details of local tourist information centres. Also education facilities for international students and information on town twinning.	For more tourist information, contact VisitScotland (www.visitscotland.com) <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
11.12	Tours, cruises and itineraries	Community information on tours, including how to obtain details of (where applicable) city tours, coach tours, ghost tours, guided tours, helicopter and aeroplane tours, heritage trails, historical tours, literary tours, sea tours, walking tours, wildlife tours, and river, canal and loch cruises.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	







Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
12.1	Environment-friendly transport	Information on council policy, also user advice on environmentally friendly transport options, including selection of modes of transport. Includes information and advice on local car pooling schemes, cycling, footpaths, and park and ride schemes.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
12.2	Journey planning and timetables	Timetable information, including guidance on journey planning and ticketing, current updates and news, service changes and service disruption information. Also information about stations, stops and shelters.	Key Content – bus and rail timetables are published twice a year and can be obtained from Customer Information Service offices and libraries <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 	
12.3	Marine and waterway services	Information on all categories of the council's marine and waterway services, including licensing, management and safety. Also details of facilities e.g. port and harbour facilities, moorings and storage.	Same as 9.7 Does not apply - there are no ports or harbours in West Lothian. The Union Canal passes through West Lothian but is maintained by British Waterways. Further information is available at <u>www.britishwaterways.co.uk</u> Information relating to the other areas of this class is available under the	 @ 	














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12		CATEGORY: TRANSPORT AND STREETS				
Information Class	Description	Notes	Format / Availability	Charges		
		<p>scheme.</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>				
12.4	Parking and car parks	<p>Information on local parking facilities, including council car parks (location, charges, etc.), private car parks, parking facilities for disabled people and sites for gypsy travellers. Also information on parking fines, clamping and vehicle removal, and on parking zones and how to obtain permits (including blue badge for disabled people).</p>	<p>Same as 9.8</p> <p>Does not apply – West Lothian Council does not issue parking fines, clamp or remove vehicles , or issue permits (other than the blue badge for disabled people) Information relating to the other areas of this class is available under the scheme.</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 		
12.5	Public and community transport	<p>Information on all aspects of community transport (council run and otherwise), including transport services for disabled people and older people, demand responsive transport, how to obtain travel discount cards (including eligibility and criteria for applications) and school transport. Also the positioning of bus stops and shelters, and timetable information.</p>	<p>Key Content – bus and rail timetables are published twice a year and can be obtained from Customer Information Service offices and libraries</p> <p><u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u></p>	 @ 		

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12		CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges	
12.6	Road safety	Information and advice on all aspects of road safety, including advice on pavement safety, details of speed checks, information about driver training services, pedestrian crossings, speed limits, the location of dangerous road junctions, and traffic calming schemes.	Speed check information is available from Lothjian and Borders Police (www.lpb.police.uk) <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 		
12.7	Roads and pavements	Information and advice on all aspects of council services relating to roads and pavements, including access to property, damaged and dangerous paving, council maintenance, dealing with obstructions, parking, paving damage and theft of slabs, permission to occupy roads, local road works and diversions, and street trading. Also information on local markings, signs and traffic calming measures, and registers, naming and adoptions.	Same as 9.14 See also 9.8 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 		
12.8	Street care and cleaning	Information on all aspects of council services relating to street care and cleaning, including advice on vandalism reporting, grass and verge maintenance, litter control (including litter bins), prevention of animal fouling, prevention of flyposting and flytipping, provision of fire hydrants,	Same as 9.16 <u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>	 @ 		

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12		CATEGORY: TRANSPORT AND STREETS												
Information Class	Description	Notes	Format / Availability	Charges										
	public toilet provision (including locations), removal of abandoned vehicles, removal of dead animals, services relating to drains and spillages, and vandalism prevention and repair.													
12.9	Taxis and minicabs	Information on taxi licensing, including how to obtain a licence (eligibility and criteria for applications) in different categories, e.g. hackney carriages, private hire drivers, private hire vehicles (minicabs) and private hire vehicle operators. Also council policy on taxi fare setting and location of taxi ranks.	Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	 @ 										
12.10	Town centre management	Information on the council's involvement in town centre management, including advice on crime prevention, drainage help and advice, security cameras (policy on provision, location etc.) and how to apply for shop front improvement grants (including eligibility and criteria for applications).	Same as 2.14 See also 9.13 Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	 @ 										
12.11	Transport policy	Information on the local authority's transport policy, and its relationship to national and other policies.	Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk	 @ 										
12.12	Walking, cycling and	Information and advice on walking, cycling and horse riding, including advice on cycling	See also 11.10	 @ 										
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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
	horse riding	proficiency, cycling and walking to school, footpaths and rights of way. Details of horse riding, mountain biking and orienteering opportunities, also school crossing patrols and the location of bridle paths, cycle paths and towpaths.	<u>Contact the Customer Service Centre on 01506 775000: Email customer.service@westlothian.gov.uk</u>		

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