

West Lothian Council's Publication Scheme

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

Section 1:	Introduction to the Publication Scheme
Section 2:	About West Lothian Council
Section 3:	Preparing the Publication Scheme
Section 4:	Accessing information under the scheme
Section 5:	Information that we may withhold
Section 6:	Our charging policy
Section 7:	Our copyright policy
Section 8:	Our records management and disposal policy
Section 9:	Feedback
Section 10:	Complaints
Section 11:	How to access information not available under the scheme
Section 12:	Classes of Information

Section 1 Introduction

West Lothian Council is committed to being open, honest and accountable. In 2005 new rights were introduced giving access to information held by local authorities under the Freedom of Information (Scotland) Act 2002. A great deal of information is available online and in print format. We also endeavour to publish all printed material online. This paper version is replicated online www.westlothian.gov.uk with links to appropriate information.

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. The Scottish Information Commissioner, who is responsible for enforcing FOISA, has approved this scheme. We are also obliged to review this 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,
- provide details of how you can access this information, and
- provide advice on whether information is available free, or if there is a charge.

Alongside FOISA, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the 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.

Section 2 About West Lothian Council

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

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.

Valuation services are provided on our behalf by the Lothian Valuation Joint Board, who are responsible for valuation services in the council areas of Midlothian, East Lothian and Edinburgh, as well as West Lothian.

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. There are details of access to information on the electoral registration in the publication scheme for the Lothian Valuation Joint Board.

All of the three joint boards above have their own publication scheme, which you can access by contacting the following.

Licensing premises for selling alcohol and for betting and gaming is carried out in West Lothian by the West Lothian Licensing Board, which has its own publication scheme. You can get details of this scheme from the clerk to the board based in West Lothian House, who you can contact on

01506 776853 or at **www.westlothian.gov.uk**

Freedom of Information Officer

Lothian and Borders Police
West End Police Station
Torphichen Place
Edinburgh
EH3 8DY

Phone: **0131 221 2091**

Website:**www.lbp.police.uk**

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Freedom of Information Officer

Lothian and Borders Fire
Brigade
Brigade Headquarters
Lauriston Place
Edinburgh
EH3 7DE

Phone: **0131 228 2401**

Website:**www.lbfire.org.uk**

The Assessor

Lothian Valuation Joint Board
Chesser House
500 Gorgie Road
Edinburgh
EH11 3YJ

Phone: **0131 445 7455**

Website:

www.lothian-vjb.gov.uk

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.

Publicly owned companies

Companies owned by West Lothian Council all have their own publication scheme. They are Business Gateway West Lothian Limited and West Lothian Enterprise Limited.

For more information, please phone the Economic Development Manager on **01506 777917**.

Thirty-two councillors are elected to represent local wards on West Lothian Council. Elected members 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 services we provide and our financial performance. Factfile also includes a questionnaire which gives our citizens the opportunity to make comments about our performance.

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 15 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.

Section 3: Preparing the Publication Scheme

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 that inform the important decisions we take; and
- the reasoning that informs our decisions.

In preparing this publication scheme West Lothian Council has closely followed the guidance provided by the Scottish Information Commissioner.

In line with section 23 of the Freedom of Information (Scotland) Act 2002, our publication scheme sets out the classes of information which we publish or are going to publish.

Our publication scheme:

- sets out the classes of information which we publish or intend to publish;
- explains how we will publish the information in each class; and
- sets out whether information is free or whether there is a charge for it.

The purpose of our publication scheme is to let you know what information is readily available from us. By readily available we mean that the information can be obtained from a council building or online, or from us on request.

Section 4: Accessing information under the scheme

Information available under our publications scheme will normally be available through the routes described below. Section 12 – Classes of information provides more details on the information available under the scheme, along with additional guidance on how the information falling within each class may be accessed.

Online: most information listed in our publication scheme is available online www.westlothian.gov.uk

By email: You can also email us your enquiry: customer.service@westlothian.gov.uk and we will send it to you by email, wherever practicable. When requesting information, please include a telephone number so that we can telephone you to clarify details, if necessary.

By phone: Information can be requested over the telephone. Please provide full contact details, including a telephone number, so that we can telephone you to clarify any details, if necessary.

By post: All information is also available in a paper copy form. Please address your request to:

Customer Services, West Lothian Council, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG.

When requesting information, please include the following details: your name and address, the information or documents you want to see and any fee applicable. Please include a telephone number so that we can telephone to clarify details, if necessary.

Personal visits: For some classes of information, you will need to make an appointment to view the information. Contact details are provided within the publication scheme.

Council Information Services (CIS) centres:

Armadale: 1/3 Mail Street

Bathgate, South Bridge Street

Blackburn, The Mill Centre

Broxburn, Strathbrock Partnership Centre, 189a West Main Street

Fauldhouse, 10 Main Street

Linlithgow, County Buildings

Livingston, Ability Centre, Carmondean

West Calder, 24 Main Street

West Lothian Connected, Almondvale Centre, Livingston

Whitburn, 5 East Main Street

If you have difficulty identifying the information you want to see, please contact West Lothian Council's Customer Service Centre on 01506 775000.

Section 5: Information that we may withhold

All information covered by our publication scheme can either be accessed through our website, or will be provided promptly following our receipt of your request.

Our aim in maintaining this publication scheme is to be as open as possible. You should note that there may be limited circumstances where information will be withheld from one of the classes of information listed in Section 12 – Classes of Information. Information will only be withheld 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 another person's personal information, and its release would breach the data protection legislation. *[Public authorities may wish to amend this list to reflect those exemptions or exceptions which relate most closely to the information they hold. Authorities with a responsibility for law enforcement, for example, may wish to make explicit reference to appropriate exemptions/exceptions.]*

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.

Section 6: Our charging policy

Unless otherwise stated in *Section 12 – 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.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

In the event that a charge is to be levied, 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.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 side of paper (black and white copy) and 30p per A4 side of paper (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-Rom.

Postage cost:

We will pass on postage charges to the requester at the cost to the authority of sending the information by first class post.

There are also a small number of publications for which West Lothian Council makes a charge. These documents include copies of our Annual Accounts. These publications will be charged at the cover price, plus actual postage costs, as charged by the Royal Mail. Details of any individual charges, which differ from the above charging policy, are provided within Section 12 – Classes of Information.

Section 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 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. Wherever possible, this scheme will indicate where we do not own the copyright on documents within Section 12 – Classes of Information.

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.

Section 8: Our records management and disposal policy

The publication scheme does not cover material which we do not publish regularly, but it does include information on library, archive and records-management services, including policies and procedures relating to these services.

Unless we say otherwise, all the information listed in the scheme relates to the current version. As information is replaced or is no longer used, it will be replaced or removed from the scheme. If the information you want is not current and does not appear elsewhere in this publication scheme, it may be available from our Archives and Record Management Service or the Library Service (details are listed below). While you can inspect historical information, or information held in libraries, for free, there may be a charge for providing photocopies of a document. Also, there may be a research fee for enquiries that need specialist research by archive staff. You can get details of current charges from the Archives and Records Management Services or Library Services.

Archives and Records Centre

9 Dunlop Square
Deans Industrial Estate
Livingston
EH54 8SB
Phone: **01506 773770**
E-mail: library.archives@westlothian.org.uk
Website: www.westlothian.gov.uk/content/leisure/heritage

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Library Services

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

Section 9: Feedback

As part of our statutory duty we are required to review our publication scheme periodically. West Lothian Council welcomes feedback on how we can develop our scheme further. If you want to make any comments about the publication scheme or if you require any assistance 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; and
- Other ways in which our publications scheme can be improved.

Please send any comments or suggestions to : Email: customer.service@westlothian.gov.uk or call: 01506 775000.

Section 10: Complaints

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 House, Almondvale Boulevard, Livingston, West Lothian, EH54 6QG

Telephone: 01506 775000

Email: customer.service@westlothian.gov.uk

Any complaint will be acknowledged within two working days of receipt and we will respond in full within 20 working days.

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 apply only to information 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.

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.

Section 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 right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while 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.

Should you wish to request a copy of any information that we hold that is not available under this scheme, contact us:

Customer Services, West Lothian Council, West Lothian House, Almondvale Boulevard, Livingston, West Lothian, EH54 6QG

Telephone: 01506 775000

Email: customer.service@westlothian.gov.uk

Charges for information which is not available under the scheme:

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:

- 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, or 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:

We do not charge for the time to determine whether we hold the information requested, or 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 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:

[Insert details of your charging policy for requests for personal data]

Section 12: Classes of Information

To help you find the information you need we have divided the Publication Scheme into classes of information, which reflects the Scottish Navigation List (SNL), this list has been developed following Scottish Government consultation, for use by councils.

Advice, benefits and emergencies

Class: A to Z

The A to Z is a list of services offered by us and other public agencies based in West Lothian. It includes useful information about the services, common questions and contact details. Information is available online www.westlothian.gov.uk and in paper format.

Class: Advice and benefits

For consumer advice; energy advice; Housing Benefit and Council Tax Benefit and appeals, emergency services, licensing laws, service plan for advice shop, policies and procedures, statistics and performance standards. Information is available online www.westlothian.gov.uk and in paper format. Contact: The Advice Shop, Unit 9-12 Waverley Street, Bathgate, EH48 4HY, or visit a Council Information Services (CIS) centre.

Class: Emergencies

Including the social-care emergency team's out-of-hours emergency service, winter maintenance and weather emergency service, emergency planning and our plan for major incidents. Information is available online www.westlothian.gov.uk and in paper format. Contact: Social Care Emergency Team: Suite 11, West Lothian House, Almondvale Boulevard, Livingston EH54 6QG. Telephone: 01506 777401.

Business and trade

Class: Business advice

For information and advice on business opportunities, the West Lothian Business Directory, Economic Strategy for West Lothian, Strategic Action Plan, grants and funding, case studies, international activities, women in business, and e-business are currently available on paper and online www.westlothian.com.

Class: Commercial property

Includes information and property news in West Lothian, including available property and property magazine. Information is available online www.westlothian.com and in paper format. Contact: Property Management and Development, Lammermuir House, Owen Square, Livingston, EH54 6PW.

Class: Inprint

Includes information on the printing services available to us. Information is available in paper format.

Contact: Inprint, Whitehill House, 7 Whitestone Place, Whitehill Industrial Estate, Bathgate, EH48 2HA.

Class: Licensing

Information on licensing, procurement and tendering is currently available in a paper format. Contact: Legal Services, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG. Copies of taxi applications are available. There is a standard charge of £57 for copies that you need for commercial purposes.

Class: Procurement and tendering

Information on procedures relating to tendering for construction contracts, as set out in the standing orders. Currently available in paper format. Contact: Construction Services, Lammermuir House, Owen Square, Livingston, EH54 6PW, call: 01506 775742.

Class: Trading Standards

Including information on door-to-door sales, warnings on age-restricted products, vehicle checking and small claims in the Sheriff Court. Currently available online: www.westlothian.gov.uk. Contact: Trading Standards, 5 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 3EP, call: 01506 776410.

Community life and leisure

Class: Births, deaths and marriages

Includes information on registering births, deaths and marriages, including a guide on getting married in West Lothian. Currently available in paper format. Contact: East Calder Library, 200 Main Street, East Calder, call: 01506 883633; Bathgate Registration Office, 76 Mid Street, Bathgate, call: 01506 776633; Livingston Registration Office, Lammermuir House, Owen Square, Livingston, call: 01506 773754

Class: Community councils

Including a list of community councils in West Lothian. Currently available online: www.westlothian.gov.uk.

Class: Community planning

Including the community plan, a 10-year plan, which sets out the vision for West Lothian in the period from 2000 to 2010, and the West Lothian Social Inclusion Partnership. Currently available online: www.westlothian.gov.uk.

Class: Community safety

Includes information on our approach to community safety, and the aims of the Community Safety Partnership. Currently available online: www.westlothian.gov.uk. Contact: Community Safety Development Officer, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG.

Class: Voluntary organisations

Includes information and guidance for community and voluntary organisations. Currently available in paper format and online: www.westlothian.gov.uk. Contact Communities Team Manager, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, call: 01506 777996.

Council and democracy

Class: Committee information

Details of council meetings, including: access to agendas, reports (except where exempt under the Local Government Access to Information Act 1985) and minutes. Also provides access to council standing orders, scheme of delegation (decision-making powers) and responsibilities. Information available online: www.westlothian.gov.uk (some is available in paper format only). Contact: Principal Support Officer, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, or call: 01506 777242.

Class: Complaints

Points of View and Council Information Services (CIS) centres.
Ombudsman reports - Contact: Support Manager, Chief Executive Office, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG

Class: Corporate governance

Including our code of corporate governance, standing orders, councillors' code of conduct, guidance from standards commission and councillors' register of interests. Currently available

online: www.westlothian.gov.uk and in paper format. Contact: Chief Legal Officer, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG.

Class: Council Tax and Non-Domestic Rates

Includes information about Non-Domestic Rates, Council Tax, billing and collection arrangements. Currently available online: www.westlothian.gov.uk and in paper format. Contact: Team Leader Billing and Collection, St David House, South Bridge Street, Bathgate, EH48 1TT, or call: 01506 776800.

Class: Councillors

Including a list of councillors and contact details. Access to councillors' register of interest and surgery details, Currently available online: www.westlothian.gov.uk.

Class: Elections

Including candidates' election expenses returns, register of electors, a list of meeting rooms for candidates, election results, scheme of polling districts, and scheme of polling places. Currently available in paper format and at www.westlothian.gov.uk. You will have to pay a charge for a copy of candidates' election expenses. Contact: Depute Returning Officer, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, or call: 01506 777135.

Class: Electoral registration

Application forms to register as an elector for elections to West Lothian Council and the Scottish, Westminster and European parliaments, and to register as a postal voter or appointment a proxy for those elections. Currently available in paper format and on the Electoral Registration Officer's website: www.lothian-vjb.gov.uk and West Lothian Council's website: www.westlothian.gov.uk. Including information on a register of electors and minutes of meetings of the Lothian Joint Committee. Contact: Electoral Registration Officer, Chesser House, 500 Gorgie Road, Edinburgh.

Class: Finance services

Including internal audit, creditor payments, income management, risk and insurance tenders for supplies and services, e-procurement (electronic purchasing), service accounts, financial regulations and annual accounts. Currently available in paper format. You will have to pay £30 for a copy of the annual accounts. Contact: (Annual Accounts), Corporate Finance Manager, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, or call: 01506 777050.

Class: Forward planning

Including the Corporate Plan, a four-year plan on how we will deliver services from 2007 to 2011. The council's annual report 'Factfile' outlines some of the priorities for the coming year. Currently available online: www.westlothian.gov.uk. Contact: Best Value Manager, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, or call: 01506 777122.

Class: Information technology

Including information on internal policies, guidance notes and procedures. Information available online: www.westlothian.gov.uk. Contact: IT Services, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG

Class: Justices of the peace

Including a list of justices, their duties and phone numbers. Information available online: www.westlothian.gov.uk.

Class: News

Includes council publications, our newspaper Bulletin, Cutting Edge (briefing sheet for councillors) and news releases. Information available online: www.westlothian.gov.uk. Contact: Corporate Communications, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, or call: 01506 777332.

Class: Performance

Information on the services we have provided over the past year and services on offer over the coming year, including our annual report, Factfile. Currently available online: www.westlothian.gov.uk. Contact: Best Value Manager, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, or call: 01506 777122.

Education and learning

Class: Education welfare

Including information on the role of the education welfare service. Currently available in paper format. Contact: Education Welfare Team Leader, Lindsay House, South Bridge Street, Bathgate, EH48 1TS, call: 01506 776000.

Class: Community education

Including a directory of community education centres. Currently available in paper format. Contact: Education Support Services, Lindsay House, South Bridge Street, Bathgate, EH48 1TS, call: 01506 776000.

Class: Home teaching

Including the policy on educating children at home. Currently available in paper format. Contact: Customer Care, Lindsay House, South Bridge Street, Bathgate, EH48 1TS, call: 01506 776005.

Class: Lifelong learning

Including the adult and community education lifelong learning annual report, adult learning annual report and adult learning broadsheet. Currently available in paper format. Contact: Adult Learning Centre, 6-10 Glasgow Road, Bathgate, EH48 2AA, call: 01506 776333.

Class: Schools

Including information about school boards, appointing head teachers, the hearing impaired service, guidelines for children with identified special education needs moving into West Lothian, a guide to support for learning, musical instruments, music lessons, home-to-school travel, free school meals and milk, performance licences and a directory of education establishments. Currently available in paper format. Contact: Customer Care, Lindsay House, South Bridge Street, Bathgate, EH48 1TS, call: 01506 776005.

Class: School standards

Including a local improvement plan and standards, and a quality report. Currently available in paper format. Contact: Performance Officer, Lindsay House, South Bridge Street, Bathgate, EH48 1TS, call: 01506 776022.

Planning and the environment

Class: Waste

Information on services to manage household and industrial waste (including recycling, bulky items and so on), service plans and service accounts. Contact: Waste, Unit 3, Nairn Road, Deans Industrial Estate, Livingston, EH54 8AY.

Class: Environmental health

Including information on infectious diseases, pest control, animal welfare, dog warden, food hygiene, food standards, air quality, asbestos, health and safety, water service plans and service accounts. Currently available in paper format and online at www.westlothian.gov.uk. Contact: Environmental Health, County Buildings, Linlithgow, EH49 7EZ, call: 01506 775400.

Class: Neighbourhood Environment Teams and Land Services

Information on managing, developing and maintaining parks, Neighbourhood Environment Teams, play areas, woodlands, trees, open spaces and street cleaning in West Lothian, including the yearly charges for services, service plans and service accounts. Currently available in paper format and online at www.westlothian.gov.uk. Contact: Whitehill House, Whitehill Place, Whitehill Industrial Estate, Bathgate, EH48 2HA, call: 01506 776555.

Class: Planning and building control

Information on planning and development guidelines, including development control policies, service standards, register of dangerous substances, tree preservation, conservation areas and listed buildings. There is a charge for the Residential Development Guide and the House Extension Guide. Building control information on procedures, including service standards, the complaints register, general guidance booklets and leaflets. Available in paper format and online at www.westlothian.gov.uk. Some costs may apply. Contact: County Buildings, Linlithgow, EH49 7EZ, call: 01506 775222.

Class: Strategic planning

Information on land use, local plans and regional structure plans, and economic and demographic information for the district 2020 vision report paper. There will be a charge for information on listed buildings and conservation areas, countryside access, environmental issues and development briefs. Available in paper format and online at www.westlothian.gov.uk. Contact Service Administrator, County Buildings, High Street, Linlithgow, EH49 7EZ, call: 01506 775262.

Housing

Class: Accommodation support and policies

Including policies and procedures relating to housing services, code of practice, locality plans, service plans, Neighbourhood Response Teams, information on housing support, supporting people, sheltered housing and homelessness. Currently available in paper format and at www.westlothian.gov.uk. Contact: CIS Offices, housing offices and customer service centre. Housing support and homelessness: Housing Support Manager or Supporting People Officer, Lammermuir House, Owen Square, Livingston, EH54 6PN, call: 01506 773622.

Class: Housing information and advice

Including contact with your council from 8am to 8pm, former tenant arrears, antisocial behaviour order, your opinion counts, noise, welfare benefit, mutual exchange, tenant involvement, tenant-led inspection, Tenants News, Applicants News, home contents insurance, free home security, relocation grants, allocation and appeals, repairs, garden maintenance, right to repair, the kitchen and bathroom replacement programme, replacement doors and windows, aids and adaptations, carbon-monoxide detectors, smoke alarms and estate management. Currently available in paper format and online at www.westlothian.gov.uk. Contact: CIS centres, Housing offices, call: 01506 775000.

Class: Owning and renting

Including leaving your property, moving out, right-to-buy, rent arrears, rent allowance and rebates, and other housing providers in West Lothian. Currently available in paper format and online at www.westlothian.gov.uk. Contact: CIS Centres, Housing offices, call: 01506 775000.

Class: Travellers

Including information on tenant-led inspections of our services for gypsy travellers, allocations policy and occupancy agreements. Contact: Housing Support Manager, Lammermuir House, Owen Square, Livingston, EH54 6PN, call: 01506 773757.

Jobs and careers

Class: Employment policy and procedures

Includes information on policies and procedures relating to our employees. Currently available in paper format and online at www.westlothian.gov.uk. Contact: HR Policy Team, Lammermuir House, Owen Square, Livingston, EH54 6PW, call HR Policy Team on 01506 773906. For email and internet policy information contact: IT Services, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, call: 01506 777177.

Class: Job vacancies

Current job vacancies within West Lothian Council, plus supporting information including job descriptions, person specifications, conditions of employment and employment policies. Currently available in paper format and online at www.westlothian.gov.uk. Contact: HR Business Services, Lammermuir House, Owen Square, Livingston, EH54 6PW. Email: recruitment@westlothian.gov.uk.

Tourism and visitor attractions

Class: Archives

Includes information on services for managing archives and records, including policies and procedures. Currently available in paper format and online at www.westlothian.gov.uk. Contact: Archives and Records Management, 9 Dunlop Square, Deans Industrial Estate, Livingston, EH54 8SB, call: 01506 773770.

Class: Arts

Information on Arts and Cultural Services, the annual report and events brochure. Currently available in paper format and online at www.westlothian.gov.uk. Contact: Arts Unit, Craigsfarm, Maree Walk, Craigshill, Livingston, EH54 5BP, call: 01506 777585.

Class: Countryside

Including information on country parks and countryside management, including the service plan and performance standards. www.beecraigs.com. Contact: Countryside Manager, Lammermuir House, Owen Square, Livingston, EH54 6PW.

Class: Libraries

Including a guide to Library Services, local history and museums. Contact: Libraries Manager and Museums Development Officer are both based at Library Headquarters, Connolly House, Blackburn, EH47 7HZ.

Class: Outdoor education and sports

Including outdoor education, funding and sporting opportunities. Contact: Outdoor Education; The Lowport Centre, 1 Blackness Road, Linlithgow. Sports; Sports Unit, Balbardie Park of Peace, Bathgate.

Class: Tourism development

Including information on tourism opportunities, including start-up and development advice, a directory of conference and meeting venues, and a directory of accommodation. Contact: Economic Development, Lennox House, Almondvale Boulevard, Livingston, EH54 6QP.

Social Care and health

Class: Adult services

Includes information on services for adults with disabilities and mental-health problems, including eligibility conditions, day services, a service plan, carer information, policies and procedures. Contact: Service Development Officer - Adults, Strathbrock Partnership Centre, 189a Main Street, Broxburn, EH52 5LH.

Class: Children and families

Includes information on standards, policy and procedures, inspection reports, national standards, child protection, early-years childcare and children with disabilities. Also includes information on fostering services, carer recruitment and training. Contact: Children and Families Service Development Officer, Strathbrock Partnership Centre, 189a Main Street, Broxburn, EH52 5LH.

Class: Children's Panel

For a list of Children's Panel members. Contact: Committee Services, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG.

Class: Criminal and youth justice

Information on policy and procedure, and individual projects Contact: Youth justice; ECHO Project Manager, Strathbrock Partnership Centre, 189a Main Street, Broxburn, EH52 5LH. Criminal Justice; Criminal Justice Manager, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG.

Class: Disability

Includes information on policies, services and procedures for people with disabilities, including the Ability Centre and Community Equipment store. Contact: Ability Centre, Centre Road, Carmondean, Livingston, EH54 8PT; Community Equipment Store Manager, St John's Hospital, Livingston; Adult Services Development Officer, Strathbrock Partnership Centre, 189a Main Street, Broxburn, EH52 5LH.

Class: Drug and alcohol

Including information on substance misuse services, research reports, information and statistics, and the corporate action plan. Mainly available in paper format and online at www.westlothian.gov.uk. Contact: Drug Development Officer, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG, call: 01506 777135.

Class: Health development

Including a directory of community health projects in West Lothian, the health development plan, policies and procedures. Available online at www.westlothian.gov.uk. Contact: Health Improvement Team, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH, call: 01506 775626

Class: Older people

Information on services, guidelines, eligibility conditions, including a guide to support at home services, Opening Doors for Older People, meals service, shopping service, free personal nursing care, sheltered housing and New Horizon magazine. Also service plans, policy and procedures, statistics and performance standards. Contact: Older People's Service Development Officer, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG.

Transport, roads and streets

Class: Community transport

Information on minibuses, minibus driver permits and specially adapted wheelchair accessible vehicles used by West Lothian Council and voluntary organisations in West Lothian. Contact: Fleet and Community Transport Manager, Deans Industrial Estate, Unit 6, Nairn Road, Livingston EH48 8AY.

Class: Public transport

Includes information on public transport, including service plans and performance standards. Information on regional and local transport strategies, road safety, local road-traffic reduction plans and structures. Also available are the standards for Development Roads Document and Traffic Flow Counts and Accident Statistics (there will be a charge for these). Contact: Public Transport Manager, County Buildings, Linlithgow, EH49 7EZ; Transportation Manager, County Buildings, Linlithgow, EH49 7EZ.

Class: Roads

Roads information on maintenance, winter maintenance, street lighting, and issuing road permits, service plans, annual statement of accounts, performance standards and committee reports. Contact: Roads Services Manager, Whitehill House, 7 Whitestone Place, Whitehill Industrial Estate, Bathgate, EH48 2HA.

Visit us: Council Information Services (CIS) centres are located throughout West Lothian.

Armadale - 1 to 3 East Main Street. Open: Monday, Tuesday and Thursday from 8.30am to 5pm; Wednesday 8.30am to 3pm and Friday 8.30am to 4pm.

Bathgate - Lindsay House, South Bridge Street. Open: Monday, Tuesday and Thursday from 8.30am to 5pm; Wednesday 8.30am to 3pm and Friday 8.30am to 4pm.

Blackburn - Blackburn Connected, The Mill Centre. Open: Monday 9am to 5pm, Tuesday 9am to 7pm, Wednesday 9am to 3pm, Thursday 9am to 7pm, and Friday 9am to 5pm, Saturday 9.30am to 12.30am.

Broxburn - Strathbrock Partnership Centre, 189a West Main Street. Open: Monday to Thursday: 8.30am to 5pm and Friday 8.30am to 4pm.

Fauldhouse - 10 Main Street. Open: Monday, Tuesday and Thursday from 8.30am to 5pm; Wednesday 8.30am to 3pm and Friday 8.30am to 4pm.

Linlithgow - County Buildings. Open: Monday to Thursday: 8.30am to 5pm and Friday 8.30am to 4pm.

Livingston - Ability Centre, Carmondean. Open: Monday, Tuesday and Thursday: 8.30am to 5pm, Wednesday 10.30am to 5pm and Friday 8.30am to 4pm.

West Calder - 24 to 26 Main Street. Open: Monday, Tuesday and Thursday: 8.30am to 5pm, Wednesday 10.30am to 5pm and Friday 8.30am to 4pm.

West Lothian Connected - Almondvale Centre. Monday, Tuesday from 8.30am to 5pm, Wednesday 9.30am to 5pm, Thursday 8.30am to 6pm, Friday 8.30am to 4pm and Saturday 10.30am to 4pm.

Whitburn - 5 East Main Street. Open: Monday, Tuesday and Thursday from 8.30am to 5pm; Wednesday 8.30am to 3pm and Friday 8.30am to 4pm.