

Publication Scheme Guide to Information

DRAFT

Approved by Council on

December 2008.

Version 1 – 28th October 2008

**FREEDOM OF INFORMATION ACT 2000
ROSSENDALE BOROUGH COUNCIL - PUBLICATION SCHEME**

GUIDE TO INFORMATION

THE COUNCIL OF THE BOROUGH OF ROSSENDALE

Rossendale Borough Council is one of the 10 district councils within the two-tier local government structure of the County of Lancashire.

The Council is responsible for providing community leadership in the Borough of Rossendale and for making available to the community a range of local government services.

The Council is responsible for among other things, environmental health, council tax collection, licensing, Strategic planning and development control, economic development and regeneration of the Borough emergency planning, cemeteries and open spaces.

The Council has always been as open as possible with the public and already has a policy in place that allows access to information. The Freedom of Information Act 2000 intends to allow the Council to enhance this access, by providing people with a clearer route to gaining information.

What is the Freedom of Information Act 2000?

The Freedom of Information Act 2000 received Royal Assent on the 30th November 2000. It gives a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. A "public authority" is defined in the Act and includes, but is not restricted to, central and local government, non-departmental public bodies, the police, the National Health Service and schools, colleges and universities. Any person who makes a request to a public authority for information must be informed, subject to exemptions, whether the public authority holds that information and, again subject to exemptions, be supplied with a copy of that information.

Individuals already have a right to information about themselves under the Data Protection Act 1998. As far as public authorities are concerned the Freedom of Information Act will extend this right to allow public access to all types of information held by the authority.

Under the Freedom of Information Act, public authorities are obliged to adopt and maintain a publication scheme.

What is a Publication Scheme?

The purpose of a publication scheme is to make sure that a significant amount of information is available to the public without the need for a specific request. Schemes are intended to encourage organisations to publish more information and to develop a greater culture of openness.

It is a guide to the types of information which Rossendale Borough Council makes public, and includes information about the form information is published in, where published information may be obtained from and whether or not the Council charges for the information.

The Publication Scheme contains reference to information which the Council is legally obliged to make public as well as information it chooses to make public.

The information which the Council is obliged to make public may be subject to legal rules about how and when it must be published and whether there is a charge. Information of this type will continue to be published according to the existing rules relating to its publication. This publication scheme does not refer to any other executive agencies. The information it defines and classifies relates to the Council only.

Where the Publication Scheme defines a class of information - for example, minutes of Council meetings - the Council has to publish all the information within the definition of the class. The relevant information under each class will automatically be published and/or updated as required.

What are the benefits of the scheme?

The scheme brings together many different types of information produced by the Council, allowing people to identify information in a much clearer and structured way. It classifies the information by type and provides details on how it can be obtained. This aims to save you a lot of time and effort.

Who is responsible for the scheme?

The person who is responsible for this Publication Scheme is the Executive Director – Business, Linda Fisher.

Will all information be made available?

Some information held by the Council is exempt from publication, either under the Freedom of Information Act or other legal provisions.

A great deal of the information that we hold is personal and private to individuals. The Freedom of Information Act directs request for such information to the Data Protection Act. The Freedom of Information Act will not be making public private and confidential information about people's private Council Tax, Benefit, tenancy etc arrangements with the Council. The individual concerned however, do have access to that information under the Data Protection Act. In other words your private affairs and business with the Council as an individual is not the subject of this particular scheme.

The Council does not intend to make public information it holds which is exempt under the provisions of the Freedom on Information Act; for example information it holds which:-

- if disclosed would breach any of the principles of the Data Protection Act 1998
- has been given to the Council with an expectation or a requirement for confidentiality
- if disclosed would prejudice civil or criminal law enforcement by the Council
- if disclosed would prejudice the collection of Council Tax
- if disclosed would endanger any individual's health or safety
- if disclosed would prejudice the Council's, or someone else's commercial interests
- is contained in documents filed with a court for the purposes of proceedings
- is contained in documents created for the purposes of an inquiry or arbitration
- is subject to legal professional privilege
- the Council is required not to publish under any other legal provision

A class of information may include a document containing information which is exempt from publication under the Freedom of Information Act. If it is possible to remove the exempt information so that the document may then be published, the Council will do this. Sometimes this may not be possible and the Council may have to exclude the document from publication. For example, a report on a complaint may contain sufficient information to identify an individual, even if names and addresses are removed. In this case, the document will not be published unless the people who can be identified give their consent.

Changing the scheme

Under section 19 (1c) of the Act, we must regularly review the scheme.

We plan to do this and will continually update the web and paper versions of the scheme.

How do I request information?

We will attempt to make the majority of the information available via our website www.rossendale.gov.uk however if you need this in an alternative format, or it is not available through this route, please apply:

In writing to: One Stop Shop
Rossendale Borough Council
Town Centre Offices
Lord Street
Rawtenstall
Rossendale
Lancashire
BB4 7LZ

By email: foi@rossendalebc.gov.uk

When requesting information, please include the following details:

- Your name, address and telephone number
- The information or documents you would like to access
- The preferred format you would like the information

How long will it take?

The Council will provide the information, or notify an applicant that their request has been refused within 20 working days of receiving the request for information.

Are there any charges for this information?

Any charges for information are highlighted within the scheme. This will depend on how easy it is to access the information you require.

Some Information is provided for free. This includes details on the internet, copies of free leaflets and any information that can be accessed quickly by us which we are able to forward to you quickly, for example via email.

Photocopying

Where a charge for photocopying applies the charges are as follows:-

To be agreed.

Postage

If you require the information to be sent out to you by post the standard Royal Mail postal rates will apply.

Applicants will be advised of how much we intend to charge for photocopying and charging before the information is provided.

Feedback

We welcome comments and suggestions on how we can improve the scheme, as it is important that the scheme meets your needs.

Your comments on the following questions would help us develop the scheme and make us more open in how we work.

- Have you understood the aim of the publication scheme?
- Are there any other areas of our work that you would like us to include in the scheme?
- Did the structure of the scheme allow you to find the information easily?
- Did you receive enough help from our staff when you asked for information?
- How could we improve the publication scheme?

Please send your feedback to:

**Linda Fisher,
Executive Director – Business
Rossendale Borough Council,
P. O. Box 74,
Kingfisher Business Centre,
Futures Park,
Newchurch Road,
Bacup,
Lancashire.
OL13 0WU**

Complaints

We would normally expect the named officer to understand what information you have asked for and tell you where you can find it. If the information you receive is not what you need, you should first contact the named officer.

If the information you asked for is not available, the named officer will tell you why.

If you believe that we have not dealt with your request fairly and cannot deal with it satisfactorily on an informal basis, you should follow our complaints procedure.

You can get details of this from:

**Service Assurance Team
Rossendale Borough Council
Town Centre Offices
Lord Street
Rawtenstall
Rossendale
Lancashire
BB4 7LZ**

If you have followed our complaints procedure and are still not happy with how we have dealt with your request, you may also contact the Information Commissioner to ask them to investigate the matter. You can contact the Information Commissioner at:

**Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

Phone: 01625 545700

Email: data@dataprotection.gov.uk

How to navigate the Publication Scheme

As you can imagine, the Council holds a large amount of information and so we have attempted to break down the information as much as possible, in order to make it easy for you to locate what you are trying to find.

We have divided the Publication Scheme into categories:

- Who we are and what we do
- What we spend and how we spend it
- What our priorities are and how we are doing
- How we make decisions
- Our policies and procedures
- Lists and registers
- The services we offer

Once you have located the category you wish to look at, you can use that information within our database, which will locate everything on that particular subject.

Who We Are & What We Do

Documents	Location	Format H = Hard copy I = Internet
Rossendale Borough Council Constitution	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777 www.rossendale.gov.uk	H I
Details of Members of Parliament representing the Borough of Rossendale	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I
Borough of Rossendale Your Charter	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
Recent Election Results	www.rossendale.gov.uk	I
Currently Elected Councillors' Information and contact details	www.rossendale.gov.uk	I
Council Democratic Structure	www.rossendale.gov.uk	I
List of Councillor Appointments on Committees	www.rossendale.gov.uk	I
List of Councillors serving on outside bodies	www.rossendale.gov.uk	I
The Electoral Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 and local libraries.	H
Details of Lancashire Local Authorities	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H I

What We Spend & How We Spend It

Documents	Location	Format H = Hard copy I = Internet
Rossendale Council Budget	Financial Services, Kingfisher Business Centre Futures Park, Bacup, Lancashire, OL13 0WU	H
Rossendale Council Internal Audit Plan	Financial Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Statement of Accounts	Financial Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Members Allowance Scheme and the allowances paid under it to Councillors each year	Financial Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Council Tax Valuation and Banding List		H
Non-Domestic Rates – Rating List		H
Capital Strategy	www.rossendale.gov.uk	I
Assets Management	www.rossendale.gov.uk	I
Grant Applications	Financial Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Rossendale Grants Portfolio	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H

What Our Priorities Are & How We Are Doing

Documents	Location	Format H = Hard Copy I = Internet
Community Strategy	www.rossendale.gov.uk	H/I
Community Strategy Action Plans	www.rossendale.gov.uk	H/I
Rossendale Borough Council General BVPI survey 2003/2004	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H/I
Best Value Review of Customer Services	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	
Monthly Performance Indicators	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Crime & Disorder Strategy	Community Safety, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H
Crime & Disorder Audit	Community Safety, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H
Cultural Strategy	www.rossendale.gov.uk Cultural Services 244669	H/I
Best Value Performance Plan April 2003– March 2004	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H /I
Best Value Performance Plan April 2002 – March 2003	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H /I
Annual Audit Letter	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13	H/I

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Housing Strategy Document	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	
Business Plans	www.rossendale.gov.uk	I
Lancashire Local Area Agreement	www.rossendale.gov.uk	I
Forward Plan	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H I
Communications Strategy	www.rossendale.gov.uk	I
Consultation Strategy	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	I/H
Ombudsman Annual Letter	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
Implementing Electronic Government Statement 3	www.rossendale.gov.uk	I
Rossendale Borough Council – Corporate Governance – September 2002	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I

How We Make Decisions

Documents	Location	Format H = Hard Copy I = Internet
Committee Agendas Minutes and Reports. These documents contain information, which may be exempt from publication because it is confidential or is exempt information as provided in Schedule 12A of the Local Government Act 1972	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Committee Meetings Schedule (Timetable of Council meetings)	www.rossendale.gov.uk	I
Overview & Scrutiny Annual Report	www.rossendale.gov.uk	I
Officer Delegation Scheme	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Our Policies & Procedures

Policies & Procedures about the recruitment and employment of Staff

Adoption Leave Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Anti Fraud, Corruption Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Application, Resignation & Transfer of Employers	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Capability Procedure	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Car Allowance Guidelines	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Code of Conduct	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Confidentiality Report Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Data Protection Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Disciplinary Procedure	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Drug & Alcohol Policy	Human Resources, Town Hall, Rawtenstall. Tel 01706 217777,	H
Flexi Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Grievance Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Harassment Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup. Lancashire, OL13 0WU	H
IT Security Procedure	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Job Share Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Booking of Annual, Flexi & Accrued Leave	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Maternity Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Probation Arrangement	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Race Equality Scheme	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Recruitment & Selection Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Redeployment Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Redundancy Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Voluntary Redundancy Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Regrading Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Meeting Religious and Cultural Needs	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Relocation Agreement	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Sickness Absence Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Supervision Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Training Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Worklife Balance	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Wrongdoing	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Policies & Procedures for Conducting Council Business

Code of Conduct for Members	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Protocol of Member / Officer Relations	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Civic protocol for the conduct of the Mayoral office	www.rossendale.gov.uk	I
Protocol for Role of Monitoring Officer	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Data Protection Notification to	One Stop Shop, Town Centre Offices, Lord	H

Information Commissioner	Street, Rawtenstall, 01706 217777	
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Customer Service

Rossendale Borough Council Customer Compliments	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H I
Rossendale Borough Council's Complaints Procedure	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I

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Lists & Registers

Register of Members Interests	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Cemeteries Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
Rossendale Premises and Property Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
Local Land Charges Register (avail. For inspection only)	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H
Public Register of authorised processes under Part 1 Environmental Protection Act 1990	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire. OL13 0BE	H
Food Premises Register	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire. OL13 0BE	H
Hackney Carriage/ Private Hire Vehicle Register	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Hackney Carriage/ Private Hire Drivers Register	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Private Hire Operators Licence Register	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Public Entertainment Licence Register	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Gaming Permit Register	Licensing Section, One Stop Shop, Town Centre Offices, Rawtenstall Tel 01706 217777	H
Enforcement	One Stop Shop, Town	H

Register (for inspection)	Centre Offices, Lord Street, Rawtenstall BB4 7LZ	
Street Collection Register	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Asbestos Register	Property Services, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire,	H
Register of Planning Applications	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Rossendale Property Register	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H/I
Planning Appeals Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H

The Services We Offer

General Information

Documents	Where can the documents be found	Format H = Hard copy I = Internet
General Enquiry Form	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H I
Street Index	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
A – Z of Services	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H I
Press Releases	www.rossendale.gov.uk	I
Introduction to Rossendale	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H I

Refuse Collection

Documents	Location	Format H = Hard copy I = Internet
Refuse Collection Public Information	www.rossendale.gov.uk	I
Customer Pledge	www.rossendale.gov.uk	I
Recycling Information	www.rossendale.gov.uk	I
Waste Not Want Not Schemes	www.rossendale.gov.uk	I
Best Value Inspection of Waste Management	www.rossendale.gov.uk	I

Housing

Documents	Location	Format H = Hard copy I = Internet
Information Sheet – Applications		H
Homelessness Strategy Tenants Handbook		H/I
Housing Association Homes		H
Valley News – Tenants Newspaper		H
Homechoice Newsletter		I
Housing Stock Options Guide		I
Talking Teamwork		H
Allocations Policy (summary)		H
Allocations Policy		I

Estates

Documents	Location	Format H = Hard copy I = Internet
Property Particulars Advice and Forms	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	H
Schedule of Sites for Possible Disposal	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	H
Application Purchase/Lease/ Rent Council land	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	H
Council Estates Land Ownership Plans	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE 01706 217777	H

Licensing

Documents	Location	Format H = Hard copy I = Internet
Private Hire Operators Licence	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Hackney Carriage Vehicle Licence Conditions	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Private Hire Vehicle Licence Conditions	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Hackney Carriage Driver Public Safety Good Practice Conditions	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Private Hire Drivers Conditions	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Application for Annual Grant or Renewal of Licence for Hackney Carriage or Private Hire Vehicle	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Application for Grant of an Annual Private Hire Operator's Licence	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Hackney Carriage/ Private Hire Vehicle Drivers Licence	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street,	H

application	Rawtenstall BB4 7LZ Tel 01706 217777	
Medical Certificate Associated with Application for a Licence to Drive a Hackney Carriage or Private Hire Vehicle	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Private Hire (stretched limousine) vehicle licence conditions	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Hackney Carriage Statement of Fares	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Hackney Carriage Vehicle Licence Document	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Private Hire Vehicle Licence Document	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Sex Establishment Application	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel	H
Amusement with prizes other than by way of machine. Application for the grant/renewal off a permit to provide amusements with prizes (prize bingo)	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Lotteries and the Law (document)	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H

Regulations made by Rossendale Borough Council with regard to Street Collections	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Application for a Public Entertainment/Theatre Cinematograph/ Karaoke Licence	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Licensing Reform – October 2004 (PEL 2)	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Public Entertainment, Theatre and Cinematograph Licences. Schedule 2 Standard Licensing Conditions. April 2004	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H
Licensing Act 2003 Statement of Licensing Policy	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Application Form for a House to House Collection Licence	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
House to House Register	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Application to make a Street Collection	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Children and the Licensing Act (advice leaflet)	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H

Legal

Documents	Location	Format H = Hard Copy I = Internet
Local Land Charges Leaflet	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H
Byelaws	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Facilities Management Forward Planning

Documents	Location	Format H = Hard copy I = Internet
Property Database E.g. Bus stops, public buildings,	Property Services Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	Currently under construction
Property Plans	Property Services, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	H
Energy Efficiency Costs	Property Services, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	H
Mobile phone and land line telephone costs	Property Services, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	H
Contractors List	Property Services, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire,	H
Property Running Costs	Property Services, Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE	H

Development Control

Documents	Location	Format H = Hard copy I = Internet
Planning applications	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Development Control Advice	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Development Brief	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Procedures manual for Development Control Services	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
List of Planning applications published weekly	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H/I
Development Control notes and guidance	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Letters of representation	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Consultation responses	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H
Procedures Manual	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H

Validation Policy and Checklist	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ www.rossendale.gov.uk	H
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Forward Planning

Documents	Location	Format H = Hard copy I = Internet
Rossendale District Local Plan	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H
Monitoring Report on Housing and Map	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H
Draft Interim Guidance on the Release of Land for Housing	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H/I
Rent Arrears Procedure 2003	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Empty Homes Policy	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Community Safety

Document	Location	Format (H/I)
Community Safety Plan	Community Safety, Stubblelee Hall, Stubblelee Lane, Bacup OL13 ODE 01706 217777	I
Community	Community Safety, Stubblelee	I H

Safety Plan Summary	Hall, Stubbylee Lane, Bacup OL13 ODE 01706 217777	
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Building Control

Documents	Location	Format H = Hard copy I = Internet
Building Control applications	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777 www.rossendale.gov.uk	H/I
Scheme of Charges for Building Regulation Work	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H
Operational Building Control Policy	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H
Enforcement Policy	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H
Scale of charges	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H
Application Forms	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H

Economic Regeneration

Documents	Location	Format H = Hard copy I = Internet
Business Directory	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13	H/I

	0WU www.rossendale.gov.uk	
Directory of Business Support Services	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H/I
Rossendale Business Grants Portfolio	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H/I

Private Sector Housing

Documents	Location	Format H = Hard copy I = Internet
Documents Accredited Landlord Scheme	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	
Private Sector Renewal Strategy and Policy	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Benefits & Revenues

Documents	Location	Format H = Hard Copy I = Internet
Benefits Service Level Agreements		H
Benefits Internal Procedure Documents		H
Best Value Performance Figures		H
Benefits Service Plan		H
Benefits Post Monitoring Statistics		H

Democratic Services

Documents	Location	Format H = Hard copy I = Internet
Election Forms	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I
Statutory Election Information	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Member Support

Documents	Location	Format H = Hard copy I = Internet
Councillors Guide to Personal Safety	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H
Procedure for Public Speaking	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H I
Overview & Scrutiny Toolkit	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H I
Members Planning Code of Good Practice	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H

Overview & Scrutiny Topic for Review Form	www.rossendale.gov.uk	I
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Business Improvement Unit

Documents	Location	Format H = Hard Copy I = Internet
Service Level Agreement with Benefits		H
Business Plan Income Generation 2004		H
Former Tenant Arrears Policy		H
Paying your rent Leaflet		H

Tourist Information

Visitor Guide	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
What's On Guide	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
Passport to Leisure Scheme (Under review)	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H
Events Programmers Guide	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H

Environmental Health

Documents	Location	Format H, I
Public register of permitted processes under the Environmental Permitting Regulations 2007	Stubbylee Hall	H
Air Quality, Updating and Screening Assessment July 2006	Stubbylee Hall	H
Advice to users of private water supplied on improving water to acceptable standards	Stubbylee Hall	H
Contaminated Land Strategy	Stubbylee Hall	H
Contaminated Land information for developers	Stubbylee	H
Factual backgrounds to contaminated site	Stubbylee	H
Food Premises register	Stubbylee	H
Food Law Enforcement Service Plan	Stubbylee	H/I
Sampling Policy	Stubbylee	H/I
Advisory leaflets on food safety	Stubbylee	H
Environmental Strategy	Stubbylee	H/I
Service Standard – Food hygiene inspections	Stubbylee	H
Service Standards – complaints about food	Stubbylee	H/I
Service Standards –	Stubbylee	H/I

Health & Safety Inspections		
Service Standards – complaints about working conditions	Stubbylee	H/I
Service Standards – Noise Control	Stubbylee	H
Service Standards – drainage complaints	Stubbylee	H
Drainage responsibilities: your questions answered	Stubbylee	H
Service Standards – Housing standards	Stubbylee	H
Service standards – air pollution control service	Stubbylee	H
Noise Strategy and Policy	Stubbylee	H/I