



**South
Derbyshire**
District Council

**South Derbyshire
District Council**



**Freedom
of
Information
Publication
Scheme**

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Version 1.0

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1 Introduction

1.1 *Scope and Purpose*

Under the Freedom of Information Act, South Derbyshire District Council has a duty to adopt and maintain a Publication Scheme describing:

- The classes of information it publishes
- How and where such information is published (e.g. website, paper copy, etc.) and
- Whether or not a charge is made for such information

The purpose of a Publication scheme is to let everyone know what information will be automatically or routinely published by the Council and to ensure that a significant amount of information is available to the public, without the need for a specific request to be made. Other information is of course available from the Council by individual request, under the Freedom of Information Act 2000 and the Data Protection Act 1998, however as many requests are for routine information, this guide should assist the public in quickly and efficiently locating what they want.

If there is any information required that does not appear in this Publication Scheme or you have any comments or suggestions on how it can be improved, please contact:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

1.2 *Obtaining Information*

Much of the information listed in this Publication Scheme is supplied free of charge and can be downloaded from our website at www.south-derbys.gov.uk and where this is the case, the appropriate link is shown in the Scheme. Where information is available only in paper format, this is also shown in the Scheme together with where any requests for such information should be directed.

1.3 Information not contained within the scheme and Exemptions

Although the Freedom of Information Act 2000 creates a general right of access to information, it also sets out information that we do not have to make available for specific reasons, called exemptions. This is information that, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.

The Council will tell the applicant why we have turned down the request, quoting any relevant exemptions. The applicant then has a right of appeal, initially under the Council's internal appeals procedure. Details on how to complain about how a Freedom of Information Request has been handled is available on our website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DataProtectionFreedomInformation/FreedomOfInformation/?qsNavSetting=max

If after the appeal, the information is still not disclosed, the applicant can ask the Information Commissioner to review the decision. The Information Commissioner's Office is the Government department that oversees and enforces FOI.

Link: www.ico.gov.uk/

1.4 Data Protection

A great deal of the information that the Council holds is personal and private to individuals. However, the Freedom of Information Act, will not make public private and confidential information.

Under the Data Protection Act 1998, individuals have the right to see any information we hold about them. However, the right is subject to exemptions which will affect whether information is provided and requests will be dealt with on a case by case basis.

Please send data protection requests, providing as much detail as possible about the information required to:

The Data Protection Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

More information about data protection is available on our website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DataProtectionFreedomInformation/PrivacyAndDataProtection/default.htm

1.5 Charges

The Council's Fees and Charges document on our website explains our current charges.

Link:

www.south-derbys.gov.uk/NR/rdonlyres/16F2F5B8-1E76-4189-A651-F7AEBA1E8BD2/0/200809fees.pdf

Unless otherwise stated, publications listed in the Publication Scheme are supplied free of charge.

If administration costs exceed £450, to enable a Freedom of Information request to be met, then the Council is able to charge the requestor for the administration costs in meeting the request.

A charge may be made for photocopies.

1.6 Management of the Scheme

The officer responsible for the adoption and maintenance of the scheme is the Head of IT and Business Improvement, who is also the Freedom of Information Officer for the Council.

Contact details:

Head of IT and Business Improvement
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

1.7 Review of the Scheme

This scheme was approved in December 2008 and will be amended periodically as necessary. The Scheme will be fully reviewed in December 2011.

2 Classes of Information

Organisational information, structures, locations and contacts.

2.1 *Who we are and what we*

Information about South Derbyshire District Council is available on the website.

Link: www.south-derbys.gov.uk/aboutdistrict.htm

2.1.1 Council constitution and democratic structure

The Council's constitution consists of a number of documents that, under the Local Government Act 2000, are required to be brought together and made available for public inspection. The articles of the constitution set out the basic principles that underlie the way the Council operates. The other parts of the constitution include details of the Council and the committees to which the Council has delegated various powers and the functions that are the responsibility of the Full Council; the terms or reference of the various committees and other bodies; the Council Procedure Rules that regulate the proceedings at meetings; financial regulations; the code of practice for the procurement of works, supplies and services; codes of conduct for members and employees; the schedule for the payment of members' allowances; and a description of the management structure of the Council's workforce.

Link: www.south-derbys.gov.uk/constitution

2.1.2 Council directorate structure

The structure of our Council is organised around the main services we deliver.

Names and contact details for each of the Chief Executive, Directors and Heads of Service are given on the website.

Link:

www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/managementstructure/

Organisation charts for each area service area are available on the website in the Service Plan for each area.

Link:

www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPoliciesAndPlans/ServicePlans08_09.htm

2.1.3 Location and opening times of council properties

Details of how to find the main civic offices of the Council and opening times can be located on the website.

Link: www.south-derbys.gov.uk/contactus

The location and opening hours of our Leisure Centres can be found on the website.

Link: www.south-derbys.gov.uk/sportsfacilities

The location and opening times of the Tourist Information Centre can be found on our website.

Link: www.south-derbys.gov.uk/tourism

The location and opening times of Rosliston Forestry Centre can be found on our website.

Link: www.south-derbys.gov.uk/rosliston

2.1.4 Currently elected councillors' information and contact details

Details of who all our councillors are, the wards they represent, the political party they belong to, the committees they sit on and their contact details can all be found on the website.

Link: www.south-derbys.gov.uk/councillors

2.1.5 Contact details for all customer-facing departments

The Council operates a contact centre that is the first point of contact for customers. Contact details are available on the website.

Link: www.south-derbys.gov.uk/contactus

The website contains details of all our services.

Link: www.south-derbys.gov.uk

The A to Z section of our website is linked with Derbyshire County Council, and vice versa. This means that if the service is provided by the County Council, then there will be a link to the relevant part of the County Council website.

Link: faqs.south-derbys.gov.uk/portal/an/default.aspx/Search/

2.1.6 Most recent election results

Details of the most recent district and parish elections can be found on the website together with the results and details of any recent by elections.

Link: www.south-derbys.gov.uk/elections

2.1.7 Relationships with other authorities

South Derbyshire District Council is part of the two-tier local government for Derbyshire. Derbyshire has eight District/Borough Councils, Derbyshire County Council, Derby City Council and the Peak District National Park.

Details of our neighbouring authorities are on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/neighbouringauthorities.htm

Services for South Derbyshire are divided between Derbyshire County Council and ourselves. To find out which services are provided by us and which by Derbyshire County Council, you can search our [A-Z of services](#).

Link: faqs.south-derbys.gov.uk/portal/an/default.aspx/Search/

South Derbyshire District Council, in its role of community leader, also works in partnership with a huge range of statutory, voluntary, community and business organisations to improve the quality of life for people living, working and visiting South Derbyshire.

Link: http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/Partnership/strategic_partnership.htm

The Monitoring Officer is a statutory appointment pursuant to Section 5 of the Local Government and Housing Act 1989. The Monitoring Officer provides advice to Members and Officers to protect and safeguard from legal difficulties and/or criminal sanctions. There is now an approved Monitoring Officer Protocol which forms part of the Constitution.

Link: www.south-derbys.gov.uk/constitution

In various parliamentary systems, the Returning Officer is responsible for overseeing elections in one or more constituencies. The post of Returning Officer is an honorary one, held by the High Sheriff of Derbyshire and in practice the job is delegated to the Chief Executive of the authority. The Chief Executive acts as the Returning Officer for local elections (County, District and Parish elections).

2.2 *What we spend and how we spend it*

Financial information about projected and actual income and expenditure, procurement, contracts and financial audit.

2.2.1 Financial statements, budgets and variance reports

The Council spends public money and it is important that the public can see how we have spent that money. The website contains a large amount of information on financial matters, including the Medium Term Financial Plan, the Revenue budgets and the Capital Programme. Budgets for the various directorates are also shown. Detailed financial information is available on the website for at least the last three years.

Link: www.south-derbys.gov.uk/finance

2.2.2 Capital Programme

Details of the Capital Programme are included in the Council's Medium Term Financial Plan.

Link: www.south-derbys.gov.uk/finance

2.2.3 Spending reviews

Spending review, monitoring of income and expenditure is a standard item on every Finance and Management Committee.

Link: [www.south-
derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Mi-
nutes/](http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Mi-
nutes/)

2.2.4 Financial audit reports

The Finance and Management Committee approve the Statement of Accounts which is the document that audits all the Council's financial activities, both income and expenditure, for a financial year. Details of the reports can be found on the website.

Link: www.south-derbys.gov.uk/finance

2.2.5 Members' allowance scheme and the allowances paid under it to Councillors each year

Councillors are entitled to receive an annual allowance from the Council, as laid down under national legislation. This is called the Scheme of Members Allowances. They may also claim expenses for any travelling etc that they do while performing their duties. The allowance, which Members may decline if they wish, is subject to deductions for income tax and national insurance. Details of this scheme are published once a year in the local press and are on the website.

Link: www.south-derbys.gov.uk/NR/rdonlyres/35C1F05C-EE5A-4512-AD97-D30D5D9B4F9E/0/MembersAllowancesScheme.pdf

Information relating to Members expenses can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.2.6 Staff allowances and expenses

Information relating to staff allowances and expenses can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.2.7 Pay and grading structure

The grading structure for positions is available on the organisation charts in the service plans for each area.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPoliciesAndPlans/ServicePlans08_09.htm

Information relating to pay scales can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.2.8 Election expenses (returns or declarations and accompanying documents relating to election expenses sent to the council)

Information relating to election expenses can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.2.9 Procurement Procedures

We have a strategy for procuring goods, works and services and the Rules for Financial Governance provide a set of controls to make sure the council does this each time. The Councils Standing Orders set out in detail the way we invite bids for contracts and promote effective and fair competition to achieve good value for money.

The Councils Contract Procedure rules are on the website.

Link: www.south-derbys.gov.uk/NR/rdonlyres/89962AE9-AA84-4E5C-8568-441DC0FAA182/0/ContractsProcedureRules.pdf

Further information about Procurement is on the website.

Link: <http://www.south-derbys.gov.uk/Business/BusinessOpportunities/CouncilOpportunities/Procurementpolicy.htm>

2.2.10 Details of contracts currently being tendered

Any opportunities for contractors and supplies for the work the Council intends to contract for, and the goods and services the Council intends to buy either now or in the near future are on our website.

Link: www.south-derbys.gov.uk/Business/BusinessOpportunities/CouncilOpportunities/PID9.htm

2.2.11 List of Contracts awarded and their value

The Council will normally publish contracts that are large enough to have gone through the formal tendering process. Any details around contracts the Council has awarded can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.2.12 District Auditor's report

The Audit Commission is responsible for publishing the Annual Governance Reports and also the Annual Audit and Inspection Letters in relation to the Council's financial performance. These can be found on the website.

Link: <http://www.south-derbys.gov.uk/finance>

2.2.13 Financial statement for projects and events

Financial information relating to specific projects or events can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.2.14 Internal financial regulations

The Rules of Financial Governance and Contract Standing orders which are the rules by which the Council seeks to maintain proper financial and internal control of its activities can be found in the Council's constitution which is on the website.

Link: <http://www.south-derbys.gov.uk/constitution>

2.2.15 Funding for partnership arrangements

The Council takes the lead role in the following partnerships:

- Local Strategic Partnership (LSP)
- Safer South Derbyshire Partnership (Prevention of Crime and Disorder)
- Etwall Leisure Centre Joint Management Committee

The Council takes a role in the following partnerships:

- Bretby Crematorium Joint Committee

The governance, management and financial monitoring arrangements are undertaken in accordance with the Council's policies and procedures.

Information on funding for partnership arrangements is available in the accounts for the Council.

Link: <http://www.south-derbys.gov.uk/finance>

2.3 *What our priorities are and how we are doing*

Strategies and plans, performance indicators, audits, inspections and reviews.

2.3.1 Annual reports

The Council's Corporate Plan details the progress we have made on delivering our priorities, improving performance and customer service and sets out how we intend to build on this success. The Plan can be found on the website.

Link: <http://www.south-derbys.gov.uk/corporateplan>.

The Annual Report looks at what the Council achieved last year and how the Council plans to make life even better in the coming year and beyond.

Link: <http://www.south-derbys.gov.uk/annualreport>

2.3.2 Strategies and business plans for services provided by the council

Each service area has responsibility for their own policies, strategies and business plans and these can be found on the website.

Link: http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPoliciesAndPlans/ServicePlans08_09.htm

2.3.3 Best Value Local Performance Plan

In the past, the Council was required to publish a Performance Plan that reported out performance against the national Best Value Performance Indicators (see section below). The Plan included the targets we had set for those measures for the next three years and details of Performance Plans are on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPerformance/Best Value/

2.3.4 Best Value Local Performance Indicators

In April 2008, the Government replaced Best Value performance Indicators with a new performance framework. This includes a new set of National Indicators that are more focused on outcomes and improvements in public services that people can easily recognise below. Details of previous Best Value Performance Indicators are on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPerformance/Best Value/

2.3.5 National and Local Performance Indicators

There are now a new set of National Indicators that are more focused on outcomes and improvements in public services that people can easily recognise. At the time of the Publication Scheme, these National Indicators

were still being devised and so the most up to date information can be requested in hard copy from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.3.6 Internal and external organisation performance reviews

Details of how each service area of the Council has performed are published in the relevant service plan on our website.

Link:

www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPoliciesAndPlans/ServicePlans08_09.htm

Quarterly performance reports are taken to the relevant committee.

Link: [www.south-](http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Mi)

[derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Mi](http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Mi)
[notes/](http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Mi)

The Audit Commission is responsible for assessing the performance of the Council and details of their reports can be found on their website.

Link: [http://www.audit-](http://www.audit-commission.gov.uk/cpa/authority.asp?CategoryID=ENGLISH^576^LOCAL-VIEW^AUTHORITIES^107529)

[commission.gov.uk/cpa/authority.asp?CategoryID=ENGLISH^576^LOCAL-VIEW^AUTHORITIES^107529](http://www.audit-commission.gov.uk/cpa/authority.asp?CategoryID=ENGLISH^576^LOCAL-VIEW^AUTHORITIES^107529)

2.3.7 Strategies developed in partnership

The Council works with a large number of partners and develops strategies accordingly.

Link: [www.south-](http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/Partnership/strategic_p)

[derbys.gov.uk/CouncilGovernmentDemocracy/Councils/Partnership/strategic_p](http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/Partnership/strategic_p)
[artnership.htm](http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/Partnership/strategic_p)

The Council has developed the following strategies in partnership:

- Safer South Derbyshire Partnership Crime and Disorder Strategy Partnership Plan.
- Local Development Framework
- Community Strategy

- Housing Strategy

All the Council's policies, strategies and plans can be found on the Council's website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPoliciesAndPlans/serviceplans.htm

2.3.8 Economic development action plan

The Council's aim is to best develop and support the local economy and its participants and to produce a strategy resulting in shared prosperity for all which can be found on the website.

Link: <http://www.south-derbys.gov.uk/Business/EconomicDevelopment/>

2.3.9 Forward (Work) Plan

Each of the three Policy Committees receive an updated work programme each meeting, setting out the key issues and decisions that the Committee intends to take over the following year. The Plan is updated every committee cycle and details are on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Mi/notes/

2.3.10 Capital Strategy

The Capital Strategy is available on the website.

Link: <http://www.south-derbys.gov.uk/finance>

2.3.11 Comprehensive Performance Assessment

Comprehensive Performance Assessment (CPA) was the framework councils used to improve the services we offered. It allowed us to set targets to improve our performance and to monitor how we were achieving against those targets. The reports can be found on our website.

Link: <http://www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPerformance/cpa/>.

2.3.12 Comprehensive Area Assessment

Comprehensive Area Assessment (CAA), which looks at not just the Council's performance, has now replaced CPA but how the Council performs with its partners and the outcomes for residents. The first assessment had not taken

place at the time of writing this Publication Scheme. Details of any CAA reports or inspections when published will be available on our website.

2.3.13 Inspection Reports

The Council is assessed by the Audit Commission, details of which can be found on the Audit Commission's website.

Link: <http://www.audit-commission.gov.uk/cpa/authority.asp?CategoryID=ENGLISH^576^LOCAL-VIEW^AUTHORITIES^107529>

2.3.14 Local Area Agreements

A Local Area Agreement (LAA) is a three-year agreement between a local area and central government.

Link:

www.derbyshire.gov.uk/council/partnerships/local_area_agreement/default.asp

The LAA sets out how local priorities will be met by applying local solutions and the Council's Action Plan to deliver results against those priorities is the Sustainable Community Strategy which is on our website.

Link: www.south-derbys.gov.uk/communitystrategy

2.3.15 Statistical information produced in accordance with the council's and departmental requirements.

Statistical information is available in the service plans on our website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPoliciesAndPlans/ServicePlans08_09.htm

2.3.16 Impact Assessments

An equality impact assessment is a tool for identifying the potential impact of a council's policies, services and functions on its residents and staff. It can help staff provide and deliver excellent services to residents by making sure that these reflect the needs of the community. The Council subjects all its policies and strategies to an impact assessment and further details are available on request from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire

DE11 0AH
Customer.services@south-derbys.gov.uk

2.3.17 Service Standards

The Council has a number of service standards to ensure we offer an excellent service if you contact us by telephone, email, if you visit our offices in person, or if you write. Service standards for Customer Services, Leisure and Community Development, Housing Services and Environmental Services are on our website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/servicestandards/

2.4 How we make decisions

Decision-making processes and records of decisions.

2.4.1 Timetable of Council meetings

The calendar of meetings on the website shows the dates and times of committee meetings.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DemocraticProcessesEvents/PublicMeetings/

2.4.2 Agendas, officers' reports, background papers and minutes of council committee, sub committee and standing forum meetings

Details of all the agenda, paper, reports and minutes are available on the website. Please note some of the information may be exempt from publication under the terms of the Local Government Act 1972.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Minutes

2.4.3 Major policy proposals and decisions

There is a section on the website which describes the decision-making process at the Council.

Link: <http://www.south-derbys.gov.uk/constitution>

2.4.4 Facts considered when framing major policies

The relevant committee would agree all major policies and strategies and the facts and reasons behind them and the details could either be found in the agendas, reports, background papers and minutes.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPublications/Minutes

2.4.5 Public consultations

The Council publishes all current consultations on the website which include details of what we are asking your ideas and opinions about and how you can have your say. We also list the results of previous consultations we have carried out on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/ContactsConsultationAndFeedback/Consultation.htm

2.4.6 Internal communications guidance, criteria used for decision-making, internal instructions, manuals and guidelines

Any other information relating to our decision-making process may be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.5 *Our policies and procedures*

Current written protocols, policies and procedures for delivering our services and responsibilities.

2.5.1 Policies and procedures for conducting Council business

There are a number of procedures around how the Council conducts its business, including codes of practice, memoranda of understanding, procedural standing orders, delegated decision making and authority, communication between councillors and staff, codes of conduct for councillors and staff, terms of reference for committees, rights of the public at meetings can all be found in the Council's Constitution which is on the website.

Link: www.south-derbys.gov.uk/constitution

2.5.2 Policies and procedures for delivering our services

The policies and procedures for each service area provided by the Council are defined on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/CouncilPoliciesAndPlans/policies_procedures.htm

Details of how to make Freedom of Information requests to the Council is available on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DataProtectionFreedomInformation/FreedomOfInformation/?qsNavSetting=max

If further information is required, this can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.5.3 Policies and procedures for the recruitment and retention of staff

The Council advertises vacancies on our website, this also provides a wide range of information and guidance to assist candidates. Details can be found on the website.

Link: www.south-derbys.gov.uk/jobscareers

The Council has a number of policies around equality and diversity and these can be found on the website.

Link: <http://www.south-derbys.gov.uk/equality>

2.5.4 Customer Service

The Council has a number of service standards to ensure we offer an excellent service if you contact us by telephone, email, if you visit our offices in person, or if you write. Service standards for Customer Services, Leisure and Community Development, Housing Services and Environmental Services are on our website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/Councils/servicestandards/

In order to improve the services the Council provides we want to get feedback through comments, compliments and complaints. There are a number of ways to contact the Council and details are on our website.

Link: www.south-derbys.gov.uk/complaintsform.htm

Details of how this publication scheme operates and how to complain about how Freedom of Information requests are handled are available on the website.

Link:

www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DataProtectionFreedomInformation/FreedomOfInformation/?qsNavSetting=max

2.5.5 Records management and personal data policies

Anyone has the right to ask the Council for any information we hold (with some exceptions, such as personal data about someone else). The Council will make the information available if we have it and if there is no legal reason why we cannot.

Our policy and procedures on Data Protection, including data sharing, is on the website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DataProtectionFreedomInformation/PrivacyAndDataProtection/default.htm

The Council has duty to ensure the information we hold and use for making informed judgements and decisions is accurate, valid, reliable, relevant, complete and timely and the Data quality and data Retention. If information about our information security policy, records retention and destruction and archiving policy is required, this can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.5.6 Charging regimes and policies

The Councils Fees and Charges document explains our current charges.

Link: www.south-derbys.gov.uk/NR/rdonlyres/16F2F5B8-1E76-4189-A651-F7AEBA1E8BD2/0/200809fees.pdf

Details of the charges associated with Freedom of Information requests can be found on our website.

Link: www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DataProtectionFreedomInformation/FreedomOfInformation/?qsNavSetting=max: www.south-derbys.gov.uk/foi

2.6 Lists and Registers

2.6.1 Public registers and registers held as public records

The Council maintains several registers, although some of the registers it maintains are not available for public inspection, for example, the Housing Register as this contains personal information.

Some of the most important registers are shown separately below, but we are also responsible for a number of other registers including:

- Processes authorised under Environmental Protection 1990
- Radioactive Substances
- Food Premises
www.south-derbys.gov.uk/Business/BusinessStreetTradingLicenses/FoodRelatedLicences/
- Private Water Supplies
- Cooling Towers
www.south-derbys.gov.uk/Environment/Pollution/AirPollution/PID707.htm
- Licensed Caravan Sites
- Scrap Metal Dealers
www.south-derbys.gov.uk/Business/BusinessStreetTradingLicenses/ScrapMetalLicences/?qsNavSettings=max
- Stray Dogs
www.south-derbys.gov.uk/Environment/AnimalWelfare/StrayAnimals/

Information on these registers is available on our website or from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire

DE11 0AH
Customer.services@south-derbys.gov.uk

2.6.2 Asset registers and information asset register

The Council has an Asset Management Plan whose objective for the Council is to make sure all property assets support the corporate objectives of the Council. This objective includes the need to manage the assets in an optimum way to achieve the desired and sustainable outcome and the plan can be found on our website.

Link: www.south-derbys.gov.uk/NR/rdonlyres/B1C1E436-C266-4FED-85D9-B5D4145DB3C7/0/ASSETMANAGEMENTPLAN20071012.pdf

2.6.3 Disclosure logs

Details of the Freedom of Information requests made to the Council are available on the website.

Link:

www.south-derbys.gov.uk/CouncilGovernmentDemocracy/DataProtectionFreedomInformation/FreedomOfInformation/?qsNavSetting=max

The disclosure log relating to the financial interests declared by officers or councillors can be located in the Statement of Accounts, which is produced yearly.

2.6.4 Register of Councillors' financial and other interests

Councillors have a duty to record any financial or other interests they have as required by the Members' Code of Conduct and further details are available on request from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.6.5 Register of gifts and hospitality

Councillors have a duty to record any gifts or hospitality they receive with an estimated value of at least £25 in their Register of Interests as required by the Members' Code of Conduct. Further details are available on request from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.6.6 Licensing registers

The Council is responsible for issuing and maintaining registers for alcohol licences, entertainment licenses, taxi licenses and gambling licences.

Details of alcohol licences are available via the website.

Link: www.south-derbys.gov.uk/Business/BusinessStreetTradingLicenses/EntertainmentLicences/PID860.htm

Information on other registers is available upon request from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.6.7 Planning Lists

There are a range of planning lists, including appeals, enforcements and applications and they can be accessed via the planning section on the website.

Link: www.south-derbys.gov.uk/planning

2.6.8 Footpaths

Information on public rights of way is available on our website.

Link: www.south-derbys.gov.uk/TransportStreets/PublicRightsWay/?qsNavSetting=max

2.6.9 Commons

Information on commons (village greens) is available on our website.

Link: www.south-derbys.gov.uk/LeisureCulture/ParksRecreation/VillageGreens/?qsNavSettings=max

2.6.10 Register of electors

There are two types of electoral register; the full register and the edited register. The registers cannot be accessed electronically and details of who can see and who can have copies (and how to obtain them) are explained on the website:
Link: www.south-derbys.gov.uk/elections

2.7 Services provided by the Council

Information about the services the council provides including leaflets, guidance and newsletters.

2.7.1 Licensing responsibilities

The Council is responsible for licensing of all taxis (Hackney Carriage) drivers and vehicles and any licences to do with animal premises (e.g. zoos, boarding kennels, pet shops) and food premises.

The Council also deals with the licensing of premises that sell or supply alcohol, or provide entertainment (public entertainment, theatres, cinemas, registered members' club, late night hot food provision and indoor sport entertainment).

Details of all the various licenses and registers can be found on our website.
Link: www.south-derbys.gov.uk/licensing

2.7.2 Planning services

The Council has a great deal of information on planning available on the website, including finding out about planning applications and appeals, conservation, landscape and trees, building control and regulations, planning policy (e.g. the Local Development Framework), local land searches and street naming and numbering.

Link: www.south-derbys.gov.uk/Environment/Planning/

2.7.3 Environmental Services

Environment is a broad term covering all aspects of our natural and man-made environment.

Link: www.south-derbys.gov.uk/environment

Information on waste collection is available on the website.

Link: www.south-derbys.gov.uk/Environment/RubbishWasteReCycling/HouseholdWaste/PID524.htm

Information on recycling is available on the website.

Link: www.south-derbys.gov.uk/Environment/RubbishWasteReCycling/RecyclingFacilities/?qsNavSettings=max

2.7.4 Homes and housing services

South Derbyshire has a wide range of housing to offer people, from new-build executive homes and starter homes to traditional terraced houses and family properties.

Link: www.south-derbys.gov.uk/housing

2.7.5 Council Tax

The Council is responsible for the collection of council tax, which helps pay for local services such as the police, fire service, refuse collection, social services and education. Our website details the information about council tax, including advice on discounts, how to appeal, what the money is spent on and the charges and banding of houses.

Link: www.south-derbys.gov.uk/counciltax

2.7.6 Benefits

People on low incomes can apply for either housing benefit or council tax benefit or both to help meet the cost of rent and council tax. Details of how to apply, how the benefits are paid, an online benefits assessment, how to appeal, assistance for the self employed and also details of the Local Housing Allowance, a scheme for people in privately rented accommodation, can be found on the website.

Link: <http://www.south-derbys.gov.uk/lha>

2.7.7 Leisure and Culture

There are a number of leisure activities in South Derbyshire and details of these, along with information about the countryside and walking and cycling routes can be found on the website.

Link: <http://www.south-derbys.gov.uk/leisureculture>

2.7.8 Transport and Streets

Although Derbyshire County Council has the major responsibility for roads and transport, there is a dedicated section of the website which gives details of the

latest travel information, how we can help you to get out and about on public transport, how to advise the Council of problems with the roads and details of the Council's car parks. <http://www.south-derbys.gov.uk/transportstreets>

2.7.9 Services for local businesses

There is a dedicated section on the website which gives information around the services, support and advice for business in the area, for anyone thinking of relocating to South Derbyshire and also for anyone thinking of starting a new business.

Link: www.south-derbys.gov.uk/business

2.7.10 Services for other organisations

Details of any services provided to other organisations can be requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

2.7.11 Services for which the Council can charge and the charges

Some of the services provided by the Council are free, others are charged for. The Councils Fees and Charges document explains our current charges.

Link: www.south-derbys.gov.uk/NR/rdonlyres/16F2F5B8-1E76-4189-A651-F7AEBA1E8BD2/0/200809fees.pdf

Unless otherwise stated, publications listed in the Publication Scheme are supplied free of charge.

2.7.12 Information for visitors to the area, leisure information, events, museums, and libraries

The Council publishes a number of leaflets and guides to assist visitor to South Derbyshire and there is a dedicated section on our website, which also includes details of the Tourist Information Centres around the district.

Link: <http://www.south-derbys.gov.uk/tourism>

2.7.13 Leaflets books and newsletters

The Council also publishes a number of leaflets and guidance relating to all the services it provides and any of these can be found on the website, or requested from:

The Freedom of Information Officer
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote
Derbyshire
DE11 0AH
Customer.services@south-derbys.gov.uk

Heritage News is published three times a year around April (Spring / Summer issue), August (Autumn issue) and December (Winter issue). It is circulated to all parish councils / meetings, amenity societies and historical groups within South Derbyshire, and is also distributed to libraries and to local press contacts.

Link:

www.south-derbys.gov.uk/LeisureCulture/LocalHistoryHeritage/heritage_news.htm

The aim of the Housing News is to get housing information and news out to our customers in a fun and friendly format keeping you up to date about what's going on in the Service.

Link:

www.south-derbys.gov.uk/Housing/CouncilHousing/Tenant_participation/Tenants_newsletter.htm

2.7.14 Advice and guidance

The Councils website contains advice and guidance on a wide range of subjects. Links to services provided by other public bodies and organisations are provided, for example Derbyshire County Council services.

Link: <http://www.south-derbys.gov.uk>

2.7.15 Media releases

All press releases issued by the Council can be accessed via our website:

www.south-derbys.gov.uk/news

2.7.16 Election information

There is a dedicated section on the website which include information about how to register to vote, where and how to vote, forthcoming elections,

information on becoming a councillor, results of previous South Derbyshire Council elections and election statistics.

Link: www.south-derbys.gov.uk/elections