

Swindon Borough Council

***Freedom of Information***

**Publication Scheme**

Version:	1.0
Version Date:	18 December 2002
Status:	Final

## 1 Introduction and Background Information

### 1.1 *General Information about the Council*

The Council provides a wide range of services including housing, social services, education, libraries, roads, consumer protection, trading standards, waste management and community regeneration and support for the local economy, for nearly 180,000 people.

The Council is composed of 59 Councillors elected by and democratically accountable to the residents of their electoral wards.

The Council has an annual budget in excess of £150 million.

An Organization Chart showing the Political and Officer Management Structure of the Council is included in Appendix A. From time to time organizational changes are made which do not substantially affect the front line service delivery. Such changes will be displayed on the Council's website.

The Council recognises the importance of improving its services and achieving the performance levels of upper quartile authorities and has defined its objectives around the five "E's":

- Working to **E**nable the more visible service staff to deliver the four front line areas below to the public, partners and other stakeholders;
  - Developing **E**ducation and lifelong learning
  - Looking after our **E**nvironment
  - Working to achieve **E**quality and social inclusion
  - Maintaining a strong local **E**conomy

The Freedom of Information Act is seen as another tool to improve the services provided by the Council and to encourage an open and honest relationship with the citizens and organizations of the Borough of Swindon and beyond.

## **1.2 Freedom of Information Act 2000**

The Act received Royal Assent on 30 November 2000 but does not come fully into force until 1 January 2005. The Act gives a general right of access to all types of recorded information held by public authorities, sets out some exemptions from that right and imposes a number of other obligations on public authorities.

The Act comes into force in two stages:

### **1.2.1 Publication Scheme**

The Act places a duty on all Local Authorities to adopt and maintain a Publication Scheme that must be approved by the Information Commissioner. Approved Publication Schemes must be in place by 28 February 2003.

The Publication Scheme must include:

- What information the Council publishes or intends to publish as a matter of course. The information must be grouped into classes – see below;
- How and when the information will be published;
- Whether the information is available free-of-charge or on payment of a fee.

The purpose of the Publication Scheme is to ensure that a significant and growing amount of information is made available to citizens and/or organizations without the need for specific requests, and to encourage a culture of openness within local government.

Publication is not restricted to printed information. For the purposes of this Scheme the Council has interpreted it to include:

- Information on the Council's website;
- Printed information including internal policies and procedures;
- Electronic copies of information e.g. spreadsheets;
- Reports;
- Magazines and Newspapers;
- Leaflets.

The Scheme does not refer to any other public body. All the information contained within the Scheme relates to this Council only.

### **1.2.2 Rights of Access to Information**

Individuals already have the right of access to information about themselves under the Data Protection Act 1998 and are able to inspect certain documents such as planning applications.

This Act extends those rights to allow access to all types of recorded information held by the Council, subject to certain exemptions.

**From 1 March 2003** any citizen and/or organization will be entitled to receive a copy of the information described in the Publication Scheme and the Council will be obliged to produce it in the form described within the approved Scheme.

Where the published information is in printed form the Council will endeavour to provide copies within two working days of receiving the request.

**From 1 January 2005** any citizen and/or organization making a request to a public authority for information must be informed whether the public authority holds that information and, subject to exemptions, must be supplied with that information.

If the required information is not included within the Publication Scheme the Council will have 20 days to tell the requester whether the information is held and to produce a copy of it.

Further information about the right of access from 1 January 2005 will be made available at a later date. It is intended that this will be on the Council's website and in information leaflets etc.

### **1.3 Responsible Officer**

The Borough Solicitor is responsible for the Publication Scheme.

### **1.4 Day To Day Responsibility For Maintaining the Scheme**

The following person has on-going responsibility for maintenance of the Scheme:

Paul Croxton  
ICT Project Leader

## 2 Commitment Statement

In implementing the requirements of the Freedom of Information Act, 2000, Swindon Borough Council will:

- Attempt to improve the delivery of services to the citizens and organizations of the Borough of Swindon by positively considering what, when and how information shall be provided;
- Be open and transparent and, in the spirit of the Act, will publish information unless there is a justified reason not to do so;
- Put in place the appropriate procedures to monitor the on-going production, amendment or deletion of the publications held by the Council;
- At the first anniversary of its approval, undertake a formal review of its Publication Scheme. Thereafter it is anticipated that the Scheme will be reviewed, renewed and submitted to the Information Commissioner every three years;
- Generally provide information free-of-charge unless there is a significant production cost, in which case a charge may be made. Any charges will be clearly indicated;
- In line with the Government's, e-government agenda make most of its published information available on the Council's website by 31 December 2004 but will still consider the needs of the citizens and organizations that do not have access to the Internet;
- On request to the Council's Customer Services Department, and in a reasonable time frame, provide a copy of the Scheme and/or the publication itself, in a different language, in large print, audio tape, computer disc or Braille. The information will be provided in the formats above provided this can be achieved at reasonable cost.

### 3 Records Management

The Council recognises the importance of records management to support the delivery of the local services and has some policies and procedures in place to ensure that information is:

- Stored securely;
- Retrievable;
- Kept up-to-date;
- Retained only for as long as is necessary;
- Disposed of appropriately.

However, as there is always room for improvement, the relevance and effectiveness of the Council's retention and disposal policies will be reviewed in the light of the impact of the Freedom of Information Act.

A new post of Data Protection and Freedom of Information Officer has been created within the Council which will report to the Data Protection Controller and one of the responsibilities of that post will be to review and update the Council's record retention and disposal policies and procedures. This will be completed as soon as possible but it is anticipated that the revised policies and procedures will be in place, at the latest by 31 December 2003.

## 4 Grouping the Information Into Classes

The Act requires Local Authorities to group their information into different classes.

For simplicity and continuity the Council has chosen to group its information broadly in line with the structure of the Council's website.

The class groupings are as follows:

- Class 1 - Your Council
- Class 2 - Economic Development and Business Partnerships
- Class 3 - Sport and Leisure
- Class 4 - Living
- Class 5 - Learning
- Class 6 - Services
- Class 7 - Jobs
- Class 8 - Publicity/Press
- Class 9 - Assistance

Please refer to Appendix B for further details.

### **4.1 Information Published on the Website**

The Council's new and improved website contains an easy-to-use search engine so it is anticipated that the citizen and/or organization will have no trouble locating the required information. The structure and content of the new website has been developed in conjunction with the Council's Marketing Department who have a good knowledge of the public interest.

All information provided on the website is available free-of-charge and may be downloaded, copied and/or printed without breaking any copyright laws, unless otherwise stated.

The website may be located using the following web addresses:

[www.swindon.gov.uk](http://www.swindon.gov.uk)

[www.swindononline.co.uk](http://www.swindononline.co.uk)

On the website, the Council has a number of hyperlinks to other specific websites providing detailed information about specific Council services. It is anticipated that the specific websites will reduce in number as the information is incorporated onto the main website.

#### **4.2 Publications in Other Formats**

The publications in other formats (not website) have also been grouped into the nine classes.

The reason for grouping the publications in this manner is to provide the citizens and/or organizations with an easy-to-use means of finding information consistent with the structure of the website.

The majority of these publications will be available free of charge but where a charge is to be made this is indicated on the table in Appendix B.

A full list of the individual publications within each Class Grouping will be made available, free-of-charge, on request to the Customer Services Department, see below.



## 5 Your Questions Answered

We have anticipated a number of the questions that may be asked about the Publication Scheme and have given below answers to those questions.

If you require further explanation or additional information about the Publication Scheme please contact the Council's Customer Services Department – see below.

### **5.1 How was the Publication Scheme Created?**

A project was launched in order to ensure the Council complies with the Freedom of Information Act and a Project Leader was appointed. The project was managed under the Prince 2 Project Management methodology.

The Project Leader formed a Freedom of Information Management Group with representatives from:

- Each of the Service Areas;
- The Web Development Team;
- Customer Services;
- Internal Audit.

The initial task of the Group was to compile the Publication Scheme. Subsequent work is shown below.

The Group reported to the Borough Solicitor who has ultimate responsibility for the Council's compliance with Data Protection and Freedom of Information in his role as Data Protection Controller for the Council. Advice was sought from the official Pilot Sites, The Office of the Information Commissioner and an external consultant.

Studies were made of the Council's website and a survey of existing publications was performed.

The Publication Scheme gained Cabinet approval on 11 December 2002.

## **5.2 Where can I obtain a copy of the Publication Scheme?**

The Scheme has been produced in paper form and as an electronic document.

### **5.2.1 Website**

Electronic copies can be located on the Council's website at the following addresses:

[www.swindon.gov.uk](http://www.swindon.gov.uk)  
[www.swindononline.co.uk](http://www.swindononline.co.uk)

To locate the Scheme click on search and type "Publication Scheme" and you will be taken to the relevant page of the website. The Scheme may be downloaded, copied and/or printed without breaching any copyright laws.

A number of access channels to the website are available and include:

- Business or Home, Personal Computers with Internet Access;
- Internet Cafes;
- i-Plus Kiosks – located in and around the town centre;
- Libraries with Internet Access (open more than 10 hours a week) e.g. Wroughton, Central and West Swindon.

### **5.2.2 Email**

Alternatively a copy can be sent to your email address on request.

Please send an email requesting a free copy of the Council's Publication Scheme to the following email address. Please put "FOI Publication Scheme" in the Subject Heading:

[customerservices@swindon.gov.uk](mailto:customerservices@swindon.gov.uk)

The Council will endeavour to email the electronic copy to you within 2 working days of the receipt of the email request.

### **5.2.3 Paper**

Paper copies can be viewed at the Council's main Customer Services Department at the following address:

Customer Services Department  
Civic Offices  
Euclid Street  
Swindon  
SN1 2JH

Telephone: 01793 463725

Fax: 01793 463982

The Customer Services Department is open between:

9.00 am and 4.30 pm on Mondays to Fridays

Many of the Council's other customer-facing offices will also have copies of the Scheme available for public viewing. This will include the Libraries and the Information Centre etc.

The main Customer Services Department will also hold a number of copies available for citizens or organizations who are unable to visit any of the Council Offices. If you request a copy of the Scheme via postal mail, the Council will endeavour to send the free copy to you within 2 working days of the receipt of your request.

Repeated requests for copies of the Publication Scheme will be assessed by the Customer Services Department and if the requests are judged to be vexatious, the request may be refused, in accordance with the Council's Vexatious Complaints Procedure.

### **5.3 *Is there a charge for copies of the Publication Scheme?***

Free copies of the Publication Scheme will be provided on a "one copy per request" basis.

#### ***5.4 How do I obtain copies of the information described in the Scheme?***

Much of the information can be found on the Council's website – see above. All information on the website may be downloaded, copied and/or printed without breaking any copyright laws, unless otherwise stated.

Information contained within other Council publications, such as leaflets, may be obtained from the Council's customer-facing offices such as Customer Services Departments, Libraries, and the Information Centre etc. The various locations are indicated in Appendix B. If you require the contact details of the given locations or if you are unable to obtain a copy of the information you require please contact the main Customer Services Department - see above.

Repeated requests for copies of the information within the Scheme will be assessed by the Customer Services Department and if the requests are judged to be vexatious the request may be refused, in accordance with the Council's Vexatious Complaints Procedure.

#### ***5.5 Will I have to pay for copies of the information within the Scheme?***

All information provided on the Council's website is provided free-of-charge.

However some of the other publications (not website) will attract a charge. Where a charge applies there is a "Yes" in the "Charge?" column on the table in Appendix B. To obtain further details of the charges and the methods of payment you should contact the Customer Services Department – see above.

### **5.6 How do I complain if I am dissatisfied?**

If you have a complaint regarding the way the Council is handling your requirements regarding the Freedom of Information Act 2000, you should in the first instance complain to the Council.

The Council has a formal Complaints Procedure and copies of this can be obtained from the Customer Services Department – see above. If this does not resolve the issue you should complain to the Office of the Information Commissioner. The address and contact details for the Information Commissioner are:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 01625 545700

Fax: 01625 524519

Email: [mail@dataprotection.gov.uk](mailto:mail@dataprotection.gov.uk)

### **5.7 Can I make comments to the Council about the Publication Scheme**

All comments and/or suggestions intended to improve the content of the Scheme and the access arrangements are welcomed and valued. Please contact the main Customer Services Department - see above.

### **5.8 What types of information are exempt from publication?**

The Council will generally publish information unless there is a specific reason for not doing so.

The Act includes a number of exemptions – justified reasons for not publishing information. Some of the exemptions are obvious, for instance, where release of the information would prejudice national security or law enforcement.

Where exempted information is included within a publication that is generally made available, the Council will remove the exempted information and will explain why the information has been removed.

Further information regarding the exemptions is included in Appendix C.

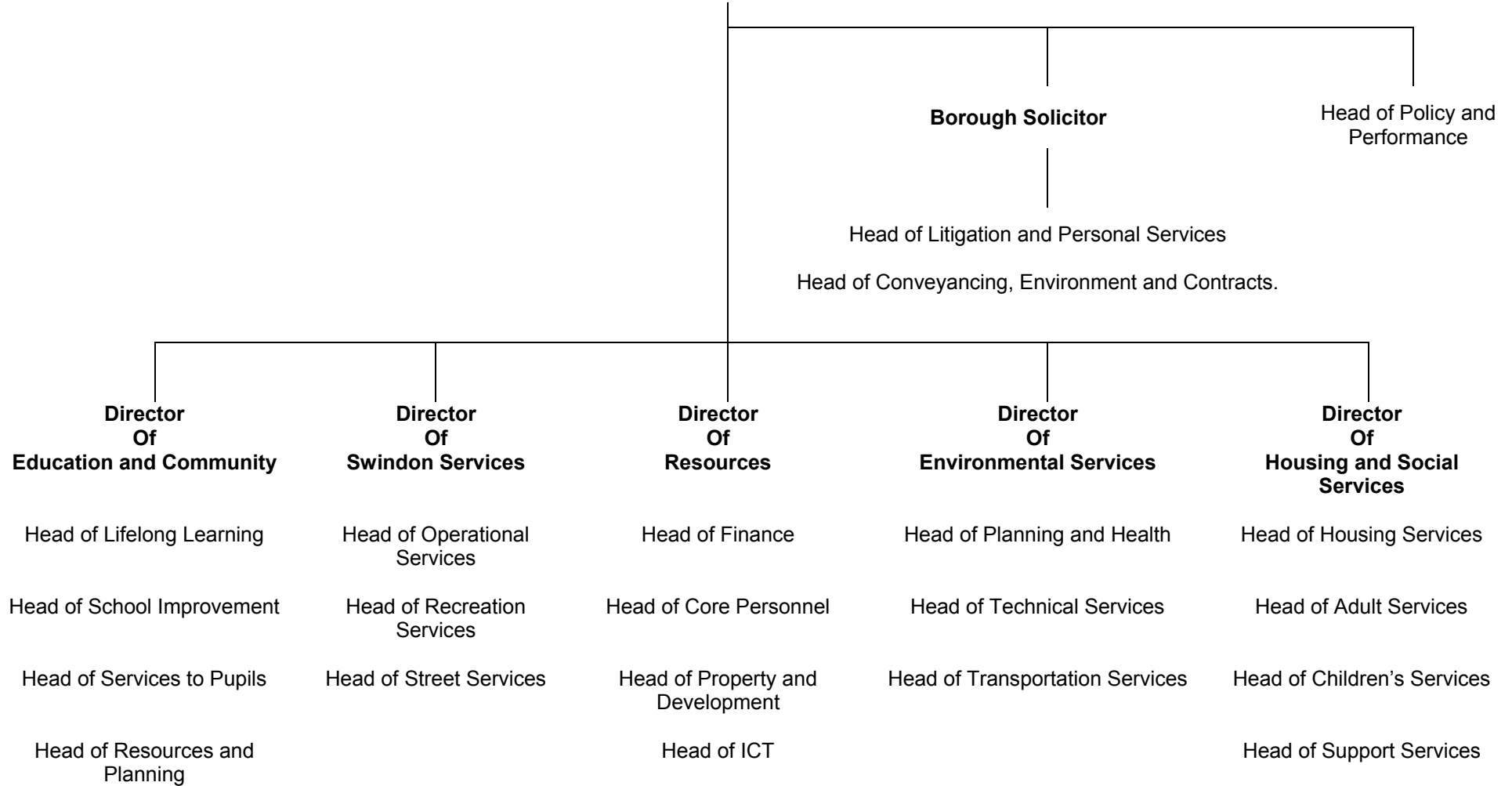
### **5.9 What happens after the Publication Scheme has been approved?**

The Council will retain the Freedom of Information Management Group in order to ensure compliance with the Act. Some of the tasks that will be performed by the Group from 1 January 2003 are:

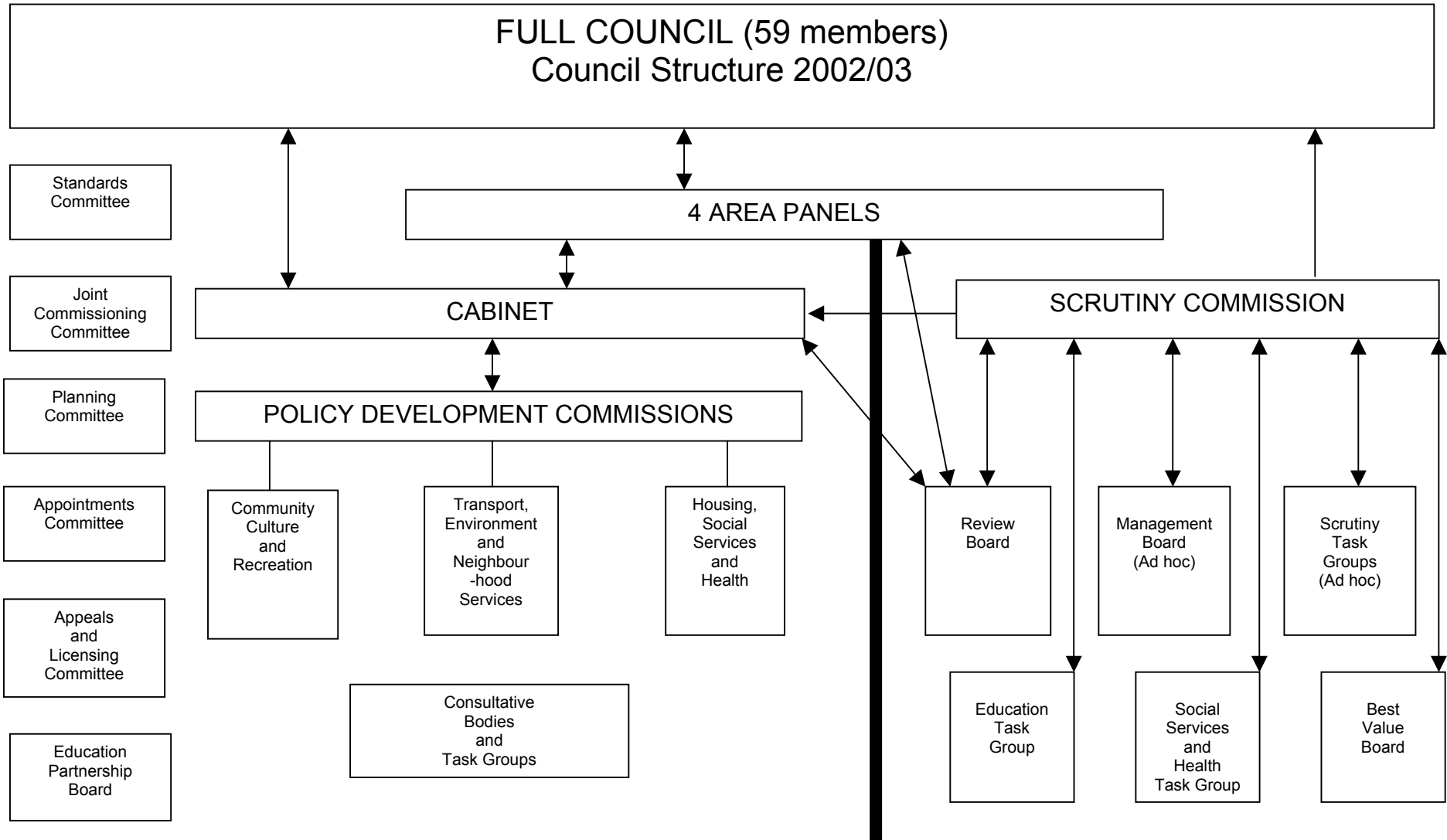
- FOI Awareness Training for relevant staff and members;
- Creation of an internal User Guide describing how the Publication Scheme will be maintained;
- On-going additions and amendments to the Publication Scheme;
- Creation of a detailed Code of Practice for handling Rights of Access to Information requests;
- Full information audit to improve records management;
- Production of an information leaflet to be made available to the citizens and organizations of Swindon on the Council's website site and to be distributed with other Council documents e.g. Electoral Papers, Council Tax bills;
- Liaison with the:
  - Local Media;
  - Council's contractors, providers;
  - Parish Councils;
  - Commercial representative organizations;
  - Citizens Advice Bureau;
  - Community Based Groups.
- Arrangements for internal monitoring.

Appendix A  
Organization Chart

**Chief Executive**







Appendix B  
Tables of Class Groupings

**CLASS 1 - YOUR COUNCIL**

Information describing how the Council operates at a strategic level:

Description	Charge?	Format	Location
Annual Reports – various annual reports e.g. Community Education, Local Commercial Property Market, Swindon Youth Service etc.		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Plus One, Civic Offices
Cabinet – information about the Council’s Cabinet e.g. membership, responsibilities, portfolios, etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Constitution – the Council’s Constitution including Financial Regulations etc.		Web Booklet	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Civic Offices
Council Meetings – information about Committee Meetings including timetables, agendas, public minutes and reports etc.		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Civic Offices
Councillors – information about the elected members of the Council including Parish and Town Councils e.g. Council Chamber Seating Plan, Ward Maps		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Electoral Matters – information about the election process e.g. registration, Internet voting, accessing the electoral register etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Civic Offices
Feedback – information about how to contact the Council, including your right of appeal to the Ombudsman e.g. contacting Customer Services, contacting the Mayor		Web Booklets Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Civic Offices Reception – Premier House Customer Services – Wat Tyler House West
Feedback – results of surveys, audits and reports e.g. copies of Ombudsman’s Reports, Customer Surveys, Major Crime Audit etc.		Printed	Reception – Civic Offices Reception – Premier House Reception – Sanford House
Feedback – Wiltshire County Council and Swindon Borough Council Waste to Energy Study	Yes	Booklet	Reception – Premier House

Description	Charge?	Format	Location
Finances – information about the Councils finances, including budgets and expenditure, credit control, Council Tax, Non Domestic Rates etc.		Printed Web	Customer Services – Wat Tyler House West <a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Licences and Regulations – information about licences and regulations managed by the Council e.g. Residential Food Premises Licencing, Traffic Regulation Orders etc.		Printed	Reception – Premier House Wat Tyler House East
Mayor of Swindon – information about the elected Mayor of Swindon e.g. Mayor’s engagements diary, Mayor’s Weekly Column, how to contact the Mayor etc		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Performance – information about the Council’s performance – e.g. Best Value Performance Reports, Schools Performance Tables		Booklet Web	Reception - Sanford House <a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Plans - Asset Management Plan	Yes	Printed	Wat Tyler House West - 5th Floor
Plans – information about the planning process and plans of the Council e.g. Business Plans, Best Value Performance Plans, Special Educational Needs Action Plan, Leader’s Forward Plan etc.		Web Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Clarence House Customer Services - Wat Tyler House West Reception – Civic Offices Reception – Sanford House
Plans - Local Transport Plan Executive Summary – 2001-2006		Booklet	Reception – Premier House
Plans - Local Transport Plan - Annual Progress Report	Yes	Printed	Reception - Premier House
Plans - North East Wiltshire Structure Plan 2011	Yes	Booklet	Reception – Premier House
Plans - Swindon Borough Local Plans	Yes	CD ROM Booklet	Reception – Premier House

Description	Charge?	Format	Location
Plans - Waste Local Plan (revised Deposit Draft)	Yes	Booklet	Reception – Premier House
Plans - Wiltshire and Swindon Minerals Local Plan	Yes	Booklet	Reception - Premier House
Plans - Wiltshire Structure Plans 2011	Yes	Booklet	Reception - Premier House
Policies, Procedures, Strategies and Charters followed by the Council e.g. Employment Policies, Race Equality Policy, Community Needs Profile, Local Strategic Partnerships, Special Educational Needs Policy, Building Control Policy, Capital Strategy, Crime and Disorder Strategy, Economic Development Strategy, Education and Community Strategy, The Strategic Plan, The Strategic Business Location, Contaminated Land Strategy, Municipal Waste Management Strategy, Customer Services Charter etc.		Booklets Web	Wat Tyler House West – 5 <sup>th</sup> Floor Reception – Barnfield Road Reception – Premier House Reception – Civic Offices Reception – Sanford House <a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Statutory Information – information that the Council is obliged to hold and make available e.g. Register of Interests, Planning Appeals Files etc.		Printed	Reception - Civic Offices
Vision – approved vision statements for Swindon e.g. Electronic Government etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>

**CLASS 2 – ECONOMIC DEVELOPMENT AND BUSINESS PARTNERSHIPS**

How the Council is working with commercial partners to improve the commercial standing of the Borough

Description	Charge?	Format	Location
Advice Leaflets To Business - leaflets giving advice to organisations located or looking to locate in the Swindon area.		Leaflet	Reception - Premier House
Business Information – information about the Business Sectors in and around Swindon		Booklet Web	Reception - Premier House <a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Companies – general information about companies in and around Swindon e.g. Electronic, IT, Engineering etc.		Printed	Reception - Premier House
Companies Relocated – list of companies that have relocated to the Swindon area in the past twelve months		Printed	Reception - Premier House
Economic Information – various indicators and reports providing analysis of the Swindon economy e.g. Gross Domestic Product, Average Earnings, unemployment figures etc.		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Environmental Prospectus – opportunities for creating new jobs in and around Swindon		Printed	Reception - Premier House
Fact-sheets On Swindon – useful information for citizens and organisations looking to relocate to Swindon e.g. population		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Look at Swindon – Forward Planning etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Partnership Working - Local Strategic Partnerships		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Property Schedules - Development Sites – schedules of commercial sites available for development		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House

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Description	Charge?	Format	Location
Property Schedules – Industrial, Office, Retail – schedules of commercial properties available for lease		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Serviced Property List – list of commercial properties, managed by commercial companies and available for lease on a short term basis		Printed	Reception – Premier House
Town Centre Audit – review of the economy and infrastructure of Swindon town centre e.g. businesses, employment figures, transport etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>

**CLASS 3 – SPORT AND LEISURE**

Provision of facilities for people of all ages, interests and abilities.

Description	Charge?	Format	Location
Arts & Culture – information about art galleries, music festivals, dance studios such as Cre8 etc.		Web Leaflets Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre Reception - Barnfield Road The Link Centre
Birthday Parties – Information about birthday party opportunities in and around Swindon		Booklet	Reception - Barnfield Road
Community Schemes – Information about leisure schemes to benefit the Swindon community e.g. Leisure Passport		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Courses & Events – information about activity courses		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Eating Out Guide – information about restaurants, cafes etc. in and around Swindon		Web Leaflets Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre Reception - Barnfield Road The Link Centre
Entertainment – information about cinemas, theatres, shows and events etc.		Web Leaflets Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre Reception - Barnfield Road The Link Centre
Garden Products for Sale - Enterprise Works Garden Products		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Heritage – information about museums and heritage sites in and around Swindon.		Web Leaflets Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre Reception - Barnfield Road The Link Centre
Holidays – information about holiday opportunities and caravan and camping sites etc.		Booklet	Reception - Barnfield Road The Link Centre
Libraries – Information about the Libraries in and around Swindon		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>



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Description	Charge?	Format	Location
Parks, Gardens and Walks – information about local parks, gardens and leisure walks available in and around Swindon		Web Leaflets Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre Reception - Barnfield Road The Link Centre
Recreation and sporting activities – information about recreation, sport and leisure opportunities in and around Swindon.		Web Leaflets Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre Reception - Barnfield Road The Link Centre
Shopping – information about shopping facilities in and around Swindon		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Tourist Information – various information for visitors to Swindon		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>

**CLASS 4 LIVING**

Provision of community services in a clean, safe environment for all sectors of the population

Description	Charge?	Format	Location
Access To Your Records – information about accessing records under the Data Protection Act 1998.		Leaflets	Customer Services – Wat Tyler House West, Reception – Clarence House
Alcohol and Drugs – Advice regarding alcohol and drug addiction		Booklets	Customer Services – Wat Tyler House West
Animal Welfare – information about animal health and welfare including events, legal issues regarding pets, dog wardens etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Animal Welfare – information about lost pets/pets found.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Archaeology – information about sites with archaeological significance, planning, industrial archaeology etc.		Printed	Reception – Premier House
Benefit Claims – information about benefits e.g. Housing, Council Tax and Incapacity		Leaflets	Customer Services – Wat Tyler House West Reception – Clarence House
Births, Death & Marriages – information about registering births, deaths, obtaining copy certificates, getting married etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Aspen House
Building control – information about the regulations and advice provided by the Council etc.		Web Booklets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Children and Families – advice and guidance e.g. Child Health, Child Protection, Fostering, Adoption, Child Minding and Working with Children etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Customer Services – Wat Tyler House West Reception – Premier House
Citizen Card – information about qualifying for a citizen card		Leaflet	Reception – Clarence House Reception – Premier House

Description	Charge?	Format	Location
Community – information about Community Groups and matters affecting the community in and around Swindon		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Conservation Area Appraisals – describes the special interest, character and appearance that justifies the designation of any place as a Conservation Area under the power available to the local planning authority under the Planning Act.	Yes	Printed	Reception – Premier House
Crime and Disorder – information about Crime and Disorder in and around Swindon.		Web Leaflet	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Customer Services – Wat Tyler House West
Disabled Services – information about the provision of disabled facilities and disabled facility grants available to the citizens in and around Swindon e.g. parking, disabled badges, shop mobility, support groups etc.		Web Booklets Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre Reception – Premier House Customer Services – Wat Tyler House West Reception – Shop Mobility
Dogs – Is Your Dog Legal – the Control of Dogs Order 1992		Flyer	Customer Services – Wat Tyler House West
Domestic Violence – advice and guidance		Leaflet	Customer Services – Wat Tyler House West
Emergency Information – Emergency Planning		Web Leaflet	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Environmental Issues – information about environmental issues such as recycling, conservation, green travel, listed buildings tree protection, pest control, fleas etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Gay Issues – advice and guidance for Gay citizens in and around Swindon.		Leaflet	Customer Services - Wat Tyler House West
Grants Aid and Support – information about grants for letting schemes, insulation and home repairs etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception - Premier House

Description	Charge?	Format	Location
Healthcare – information about going into hospital, and help with healthcare costs etc.		Booklets	Reception - Clarence House
Homeless – help for the homeless		Booklets Leaflets	Customer Services - Wat Tyler House West Reception – Premier House
Homeline – information about the 24 hour, 7 days a week support provided by the Council for residents in Swindon		Flyer	Reception – Clarence House
Houses - guidance for owners and managers of houses		Flyer	Reception - Premier House
Houses - Standards for Multi-Occupied Houses – information about the standards to be adopted for houses in multiple occupation.		Booklets	Reception - Premier House
Housing & Accommodation – Information about Housing and Accommodation in and around Swindon e.g. lettings, right to buy, sheltered housing, home-swap, home sharing, home mobility, home contents insurance, sleepovers etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Customer Services – Wat Tyler House West
Housing Land Availability April 2002	Yes	Booklet	Reception - Premier House
How Your Money Is Spent		Leaflet	Distributed with Council Tax Bills Customer Services – Wat Tyler House West
Introducing Warmlet – a scheme to encourage Landlords to provide better energy efficiency in their properties		Printed	Reception – Premier House
Moving to Swindon – information about employment, leisure, housing, schools etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>

Description	Charge?	Format	Location
Older Citizens – information for the older citizens in and around Swindon e.g. Bus Passes, Home Care Services, Homeline, Library Services, Residential Care Homes etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Customer Services – Wat Tyler House West
Planning Application Histories		Audio	Reception – Premier House
Planning Applications and Map Plots		Booklet	Reception – Premier House
Population Estimates of Swindon Borough Wards		Booklet	Reception – Premier House
Property – Information about retail properties and residential properties in and around Swindon		Booklets	Reception – Premier House
Property Asset Register – a register of Council-owned property		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Wat Tyler House West – 5 <sup>th</sup> Floor
Public Land Charges Register	Yes	Printed	Reception – Premier House
Public Services – Information about the services provided by the Council to the citizens and organisations in and around Swindon and how to report a fault or problem e.g. abandoned trolleys, abandoned cars, blocked drains, emergency planning, graffiti, footpaths, noise nuisance etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House Customer Services - Wat Tyler House
Race – guidance on dealing with racial harassment, document providing a breakdown of the ethnic population of Swindon, Race Coalition Information Bulletin etc.		Booklets Leaflets Bulletin	Reception – Civic Offices, Customer Services – Wat Tyler House West
Safety – general advice and guidance e.g. food safety, health and safety, road safety plan, fire safety in high-rise flats etc.		Leaflets	Reception – Premier House, Safer Swindon Shop

Description	Charge?	Format	Location
Sexual Health Matters for Young Men and Women in and around Swindon		Booklet	Customer Services – Wat Tyler House West
Social Services – additional information and advice regarding social issues e.g. staying away from home, advice for carers, emergency duty service etc.		Leaflet	Customer Services – Wat Tyler House West
Supplementary Planning Guidance various booklets providing supplementary planning guidance for specific areas e.g. listed buildings	Yes	Booklet	Reception – Premier House
Surveys – information about various surveys e.g. Air Quality Review, Customer Services Survey, Traffic Surveys, Housing Property Asbestos Survey, Local Economic Trends, Swindon Town Centre Audit, Urban Capacity Study etc.		Leaflets	Customer Services – Wat Tyler House West Reception – Premier House
Tenancy – information about tenancy agreements, your rights as a tenant, tenancy support service		Booklets Leaflets	Customer Services – Wat Tyler House West
Travel & Traffic – information and advice to citizens and organisations travelling in and around Swindon e.g. concessionary travel schemes, parking, park and ride, public transport, cycle-ways, highways maintenance, taxi licencing, transport strategy, sustainable travel guide etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Voluntary Work – information about voluntary groups in and around Swindon		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Waste & Recycling – information about waste management and recycling e.g. household refuse collection etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Barnfield Road

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Description	Charge?	Format	Location
Winter Fuel Payments 2002 – information regarding winter fuel payments		Booklet	Customer Services - Wat Tyler House West
Women – specific information to help the women of Swindon e.g. mother and toddler groups, women’s refuge, Well Women Centre - Support Service etc.		Web Leaflet	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Customer Services - Wat Tyler House West
Young Citizens – information for young citizens in and around Swindon e.g. citizen’s cards, dealing with bullying, youth centres etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Youth Offending – information about youth offending panels, youth justice board and the Council’s Youth Offending Team		Leaflets	Customer Services - Wat Tyler House West

**CLASS 5 – LEARNING**

A framework within which education services are provided

Description	Charge?	Format	Location
Admissions – information and application forms for school admissions, advice re starting school, etc.		Posters Booklets Forms	Libraries Reception – Sanford House
Allowances, Funds, Grants Loans – information and application forms for allowances, funds, grants and loans made available to the citizens of Swindon e.g. Disabled Student Allowance, Student Loans, Free School Meals, Higher Education Support, Withy Trust Fund, WG Little Fund etc.		Leaflets Forms Booklets	Reception – Sanford House
Community Education – information about education provision for the community.		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception - Plus One, Civic Offices
Education Trusts and Charities – information about the education charities and trusts in and around Swindon.		Printed	Reception - Sanford House
Further Education – learning opportunities for the citizens living in and around Swindon e.g. Learn Direct, Swindon College, University of Bath etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Governors – information describing how to apply to become a school governor		Posters Booklets Web	Libraries Reception – Sanford House <a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Higher Education – information and application forms for higher education opportunities in and around Swindon.		Leaflets Forms	Reception - Sanford House
Internet Cafes – information about the Internet cafes located in and around Swindon		Flyer	Information Centre



Description	Charge?	Format	Location
Libraries – information about the library services offered by the Council e.g. locations, annual plan etc.		Web Flyer	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Information Centre
Mandatory Awards – information about awards offered to students who started before September 1998.		Leaflet	Reception - Sanford House
Education Specific Meetings – information and minutes of public meetings etc.		Printed	Reception - Premier House
Partnerships - information about various partnerships and the services they offer e.g. Early Years Development and Childcare Partnership, Swindon Parent Partnership etc.		Leaflets	Reception – Premier House
Plans – various plans e.g. Training Plan, Youth Service Plan, Swindon Behaviour Support Plan, Community Development Plan, Play Development Plan, School Organisation Plan etc.		Booklets Leaflets Printed	Reception – Premier House Reception – Sanford House Reception – Plus One, Civic Offices
Pre School – information about nurseries, playgroups, early years funding etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
School Years – information and advice provided by the Council e.g. bullying, educational psychology service, school holidays, school maps etc.		Web Leaflets	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Sanford House
Special Educational Needs – information and guidance regarding children with special educational needs e.g. Code of Practice, guidance for parents, inclusion policy etc.		Booklets	Reception – Sanford House

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<b>Description</b>	<b>Charge?</b>	<b>Format</b>	<b>Location</b>
Statutory Notices – information about notification of changes to schools e.g. schools opening, closing, amalgamating etc.		Leaflet	Libraries Section – Sanford House
Summer Play Programme – Report		Printed	Reception – Plus One, Civic Offices
Swindon Conference Directory – directory of conferences in and around Swindon		Booklet	Reception – Premier House
Teacher Training Days – information about teacher training days		Leaflet	Reception – Sanford House
Training Courses – information about training course e.g. Play And Youth, Essential Screen writing,		Flyer Leaflets	Information Centre Reception – Plus One, Civic Offices

**CLASS 6 – SERVICES**

An index of the services provided by the Council with links to other web pages.  
This grouping is only available on the website.

Description	Charge?	Format	Location
Services – A to Z index of services		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>

**CLASS 7 – JOBS**

Job vacancies within the Council

Description	Charge?	Format	Location
Current Vacancies - Council Job Vacancies		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Current Vacancies - Current Teaching Jobs		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Education Vacancies Bulletin		Bulletin	Reception - Premier House
Teachers – specific information for teachers looking for a job in and around Swindon including information for newly qualified teachers, maps and website links etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>

**CLASS 8 – PUBLICITY/PRESS**

News, Newspapers and other press releases published by the Council

Description	Charge?	Format	Location
Business News		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Council News		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Education and Community News		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Emergency News		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Housing Matters		Booklet	Customer Services - Wat Tyler House West
Leisure and Recreation News		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Leisure Times – Leisure and Activity Newsletter for citizens over 50.		Leaflet	Information Centre
Libraries News		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Press Releases/Editorials		Printed	Reception – Civic Offices Wat Tyler House West - 5th Floor
Public Notices		Printed	Reception – Civic Offices Reception – Premier House Wat Tyler House West - 5th Floor Customer Services - Wat Tyler House West
Safer Routes to School Newsletter		Printed	Reception - Premier House
Swindon News		Printed	Reception - Civic Offices
The ICT Magazine for Local E-Government		Booklet	Customer Services - Wat Tyler House West
To Let/Sales Particulars National/Local Advertisements		Printed	Wat Tyler House West - 5th Floor

**CLASS 9 – ASSISTANCE**

Information that will help citizens and organisations to find out about local services

Description	Charge?	Format	Location
A-Z of Industrial Estates And Business Parks In Swindon		Web Booklet	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception - Premier House
Estate Agents – information about estate agents for commercial businesses		Flyer	Information Centre
Find my nearest – ability to search for local facilities by area on a map e.g. nearest hospital, doctor, dentist, train station etc.		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Frequently Asked Questions – a list of the questions frequently asked by citizens and organisations in and around Swindon		Web	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a>
Crematorium - information about the crematorium at Kingsdown		Leaflet	Information Centre
Employers – information about the major employers in and around Swindon		Web Booklet	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception - Premier House
Maps – various maps of locations in and around Swindon e.g. Industrial Estates, Rights of Way, Visitors Guide		Web Printed	<a href="http://www.swindon.gov.uk">http://www.swindon.gov.uk</a> Reception – Premier House
Park And Ride - information about local Park and Ride schemes		Leaflet	Reception - Premier House
Relocation Guide - information about relocating to Swindon	Yes	Booklet	Reception - Premier House
Various Information Booklets and Leaflets to assist the citizens and organisations of Swindon as well as visitors to the area e.g. churches, clubs and societies, doctors and dentists, halls and rooms for hire, travel agents etc.		Booklets Leaflet	Information Centre
Useful Websites For Holiday Areas In The UK		Booklet	Information Centre

## Appendix C Exemptions

## **The Public Interest**

In the majority of cases where an exemption applies, to some or all of the information requested, the authority will then have to consider whether it must override the exemption because it is in the public interest to release the information. This public interest test involves considering the circumstances of each particular case and the exemption that covers the information. The balance will lie in favour of disclosure, in that information may only be withheld if the public interest in withholding it is greater than the public interest in releasing it.

## **The Exemptions**

Whilst the Act creates a general right of access to information held by public bodies, it then sets out 23 exemptions where that right is either disapplied or qualified. Here we describe the categories of exemption.

Apart from vexatious or repeated requests, to which an authority need not respond, there are two general categories of exemption: those where, even though an exemption exists, a public authority has a duty to consider whether disclosure is required in the public interest and those where there is no duty to consider the public interest.

### **a) Exemptions where the public interest test applies**

The majority of exemptions fall into this category:

- s22 Information intended for future publication
- s24 National security  
(Other than information supplied by or relating to named security organisations, where the duty to consider disclosure in the public interest does not arise.)
- s26 Defence
- s27 International relations
- s28 Relations within the United Kingdom
- s29 The economy
- s30 Investigations and proceedings conducted by public authorities
- s31 Law enforcement
- s33 Audit Functions
- s35 Formulation of government policy etc
- s36 Prejudice to effective conduct of public affairs  
(Except information held by the House of Commons or the House of Lords)
- s37 Communications with Her Majesty, etc and honours
- s38 Health and safety
- s39 Environmental information

- s40 Personal information
- s42 Legal professional privilege
- s43 Commercial interests

Where a public authority considers that the public interest in withholding the information requested outweighs the public interest in releasing it, the authority must inform the applicant of its reasons, unless to do so would mean releasing the exempt information.

### **b) The 'Absolute Exemptions'**

These are the exemptions where, if the exemption applies, it is not necessary to go on to consider disclosure in the public interest:

- s21 Information accessible to the applicant by other means
- s23 Information supplied by, or relating to, bodies dealing with security matters  
(A certificate signed by a Minister of the Crown is conclusive proof that the exemption is justified. There is a separate appeals mechanism against such certificates)
- s32 Court records, etc.
- s34 Parliamentary privilege  
(A certificate signed by the Speaker of the House, in respect of the House of Commons, or by the Clerk of the Parliaments, in respect of the House of Lords is conclusive proof that the exemption is justified.)
- s36 Prejudice to effective conduct of public affairs  
(Only applies to information held by the House of Commons or the House of Lords)
- s40 Personal information  
(Where the applicant is the subject of the information. The applicant already has the right of 'subject access' under the Data Protection Act 1998; where the information concerns a third party and disclosure would breach one of the Data Protection Principles – see section 12 of this paper.)
- s41 Information provided in confidence
- s44 Prohibitions on disclosure where a disclosure is prohibited by an enactment or would constitute contempt of court.



The exemptions can also be divided into:

a) Those which are subject to a prejudice test, for example, where disclosure would, or would be likely to prejudice:

- The interest of the United Kingdom abroad (s27)  
or
- Law enforcement (s31).

For these exemptions, information only becomes exempt if disclosing it would or would be likely to prejudice the activity or interest described in the exemption

and

b) Those which apply to a whole category (or class) of information, for example:

- information relating to investigations and proceedings conducted by public authorities (s30);
- court records (s32); and
- formulation of government policy, etc (s35).

If information falls into the category described in one of these exemptions, the authority is not required to release it. There is no requirement to consider whether releasing the particular information requested would prejudice a particular activity or interest.

Appendix D  
Translations Document

**If you require Council Information in another format, please contact Customer Services on 01793 463725**

**Per informazioni in altro formato, contattare il Servizio Clienti chiamando il numero: 01793 463725**

Italian

আপনার যদি অন্য কোন আকারে বা রূপে তথ্যের দরকার হয়, কাস্টমার সার্ভিসেস্কে (01793) 463725 নম্বরে টেলিফোন করুন।

Bengali

如果您需要用其它语言或方式咨询这方面的信息，请拨打我们的顾客服务热线：(01793) 463725。

Chinese

જો તમને બીજા ફાર્મેટ (પત્રક) માં જાણકારી જોવતી હોય તો કૃપા કરી ગ્રાહક સેવા પ્રતિનિધિનો ટેલીફોન નંબર (01793) 463725 ઉપર સંપર્ક કરો.

Gujarati

यदि आपको अन्य फार्मेट (प्रपत्र) में जानकारी चाहिए तो कृपया ग्राहक सेवा प्रतिनिधि से टेलीफोन नंबर (01793) 463725 पर संपर्क करें।

Hindi

別の構成・形式で資料をご使用される必要がある場合には、次の番号の弊社顧客サービスまでお問い合わせ下さい。電話：01793 463725

Japanese

Jeśli chcesz uzyskać informacje w innym formacie, prosimy o kontakt z Wydziałem Usług dla Klientów pod numerem telefonu 01793 463725.

Polish

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਿਜ਼ ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ (01793) 463725 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi

اگر آپ کو کسی دیگر زبان یا بڑی لکھائی وغیرہ میں معلومات درکار ہوں تو براہ مہربانی کسٹومر سروسز سے ٹیلی فون نمبر: 01793 463725 پر رابطہ قائم کریں۔

Urdu