



Publication Scheme

2016



Contents

	Page
<u>Background</u>	5
<u>The Publication Scheme</u>	5
Aims of the Scheme	6
Structure of the Scheme	6
Class names	6
<u>Asking for information</u>	8
Ways of getting information	8
Gaining access to proactively published information – our commitment	8
Charges	9
Written requests	9
Freedom of Information	9
Timescales	10
Datasets	10

Information restrictions	10
Additional help	11
Compliments, Comments, Complaints	11
<u>Classes of information</u>	13
1) Who we are and what we do	13
2) What we spend and how we spend it	19
3) What our priorities are and how we are doing	23
4) How we make decisions	25
5) Our Policies and Procedures	29
6) Lists and registers	38
7) The services we offer	48



PROVIDING ACCESS FOR ALL



We speak your language

Polish

Mówimy Twoim językiem

French

Nous parlons votre langue

Spanish

Hablamos su idioma

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

If you require this publication
in **large print**

or another format please call

Bolsover District Council on

01246 242424 or

North East Derbyshire District

Council on **01246 231111**

Publication Scheme

1. Background

Bolsover District Council is one of ten local authorities in Derbyshire, which deliver services such as refuse collections, council housing, economic development, environmental health, leisure and tourism provision, directly for the benefit of the local community.

The Council takes its name from the market town of Bolsover and covers an area of 15,989 hectares and serves a population of approximately 71,800.

A publication scheme commits an authority to make certain sorts of information routinely available. This publication scheme is based on guidance provided by the Information Commissioner's Office and has been reviewed in full.

2. The Publication Scheme

The Publication Scheme itself lists the information that is published by the Council and is already available.

The scheme commits the Council to:

- proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below;
- specify the information which is held by the authority and falls within the classifications below;
- proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme;
- produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public;
- review and update on a regular basis the information the authority makes available under this scheme;

- produce a schedule of any fees charged for access to information which is made proactively available;
- make this publication scheme available to the public.

3. **Aims of the Scheme**

A Publication Scheme must specify:

- the classes of information that we publish or intend to publish;
- the manner in which information of each class is, or is intended to be, published;
- whether the material is, or is intended to be, available free of charge or on payment.

We hope that our Publication Scheme demonstrates our corporate commitment to open government. The intention of our Scheme is to ensure that all sections of the community are fully informed about the work of the Council and are able to contribute fully to the decision making process.

4. **Structure of the Scheme**

Bolsover District Council's Publication Scheme has been designed to make it as easy as possible for the person wanting information to get access to it.

There are **seven classes** of information; these are set out below together with the type of information that can be found in each class:

1) **Who we are and what we do**

Financial information, locations and contacts, constitutional and legal governance.

2) **What we spend and how we spend it**

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.

3) **What our priorities are and how we are doing**

Strategy and performance information, plans, assessments, inspections and reviews.

4) **How we make decisions**

Policy, proposals and decisions. Decision making processes, internal criteria and procedures, consultations.

5) **Our policies and procedures**

Current written protocols for delivering our functions and responsibilities.

6) **Lists and registers**

Information held in registers required by law and other lists and registers relating to the functions of the authority.

7) **The services we offer**

Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.

Below each class name is:

- a more detailed description to help you understand the information the Council is making available;
- any associated documents, where appropriate;
- the format(s) the information is available in. These formats may be a hard (paper) copy which can be sent to you through the post. Most electronic documents are also available on the Council's web site www.bolsover.gov.uk which you can print or download to your own computer, however you may wish to request a copy by e-mail;
- a phone number and email address to use when contacting the Council about that particular information;
- whether you will be charged for the information.

5. Asking for Information

Ways of getting information

There are several ways in which the information listed in this Scheme may be obtained from the Council:

- By e-mailing the appropriate address as shown below each class;
- By telephoning the appropriate number as shown below each class ;
- By visiting our web site – www.bolsover.gov.uk
- By visiting a Contact Centre. (If the Contact Centre does not have a copy of the information you require, they will arrange for a copy to be sent to you)
- By writing to the appropriate contact as shown below each class.

6. Gaining access to proactively published information – our commitment

The manner in which particular information can be provided will be specified by the Council. The information which is to be routinely made available will be easily identifiable and accessible. Wherever possible, information will be provided electronically usually through the website. Where information can only be accessed in a non-electronic form, or when a person does not wish to access the information electronically, they should be able to contact the Council and ask for it to be provided in one of the hard copy formats specified by the Council.

In exceptional circumstances some information may only be available to view in person at one of our premises. Where this is the case, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale. Where it is not reasonably possible for an individual to view the information in person, every effort will be made to find an alternative means of communicating the information.

We aim to make our public information accessible through providing alternative formats, interpretation and sign language services as required.

7. Charges

In line with the intention of the Freedom of Information Act, the Council will make available as much information as possible free of charge. All information on our web site is, of course, free. Any charges made by this Council for routinely published material will be justified and transparent. Charges may be made for information subject to a charging regime approved by Parliament and for any relevant expenditure incurred, such as photocopying documents, postage and packaging or the costs directly incurred as a result of viewing information.

In providing any information, charges may be made for actual disbursements incurred.

We waive the right to issue a fees notice if the total cost is less than £5.00. If we have to outsource this service, we will only charge what we are billed.

Throughout the publication scheme we have documented if charges apply. Dependant on the information and volume of the information requested will determine if a charge is incurred. On requesting information we will inform you if a charge is applicable and how to pay the charge. We will not release any information till any charges have been paid. However, the Council will strive to provide as much information as possible at no cost.

8. Written requests

Information held by the Council that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act 2000.

9. Freedom of Information Act 2000

The Freedom of Information Act 2000 provides the right of access to all types of recorded information held by public authorities. The aim of this legislation is to promote openness and transparency. Under the Act anyone asking for information has the right:

- To be told whether the information exists;

- To receive the information and, where possible, in the format requested.

Further information on FOIA can be found on the Councils' website www.bolsover.gov.uk and the Information Commissioner's Office (ICO) www.ico.org.uk

10. Timescales

Information that is routinely available will be provided when requested. The information may be immediately accessed, through our website or by e-mail. In some cases, information may need to be posted. If so, our aim is to send information promptly and within five working days at most. If the information needs to be viewed at the Council's premises, we will contact the person(s) making the request within five working days to arrange an appointment convenient to both parties.

11. Datasets

The dataset provisions are intended to ensure that public authorities make datasets available, either in response to a FOIA request or proactively under their publication scheme, in a way that allows them to be re-used, so far as reasonably practicable. They create a duty to provide datasets in a re-usable form (CSV/Excel) and under licensing conditions that permit re-use. For more information please refer to the ICO's guidance:

<https://ico.org.uk/media/fororganisations/documents/1151/datasets-foi-guidance.pdf>

Published datasets are available to view on our Transparency page on our website <http://www.bolsover.gov.uk/your-council/data-Transparency>

12. Information restrictions

The Publication Scheme will not generally cover information which is:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.

- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

13. Additional Help

Can't find what you're looking for?

Many visitors to our website www.bolsover.gov.uk find the search engine (on the top right of every page) helpful. If you still can't find what you're looking for please contact us on enquiries@bolsover.gov.uk or 01246 242424.

14. Compliments, Comments and Complaints

We are constantly working to increase the level and quality of information available. We would be grateful for any suggestions of additional information that you believe should be included in this Publication Scheme, as well as any compliments or constructive criticism you have.

Any comments should be directed to the Joint Assistant Director Customer Service & Improvement at the address given below, who is responsible for the maintenance of the Scheme.

Joint Assistant Director Customer Service & Improvement

Bolsover District Council
The Arc
High Street
Clowne
Derbyshire
S44 6NF
Tel: 01246 242343
Fax: 01246 242423
E-mail: enquiries@bolsover.gov.uk

The Scheme will be reviewed regularly and in full every three years.

If you have a problem with the service you have received relating to a request for information, we will do our best to solve it as speedily as possible. You should first of all get in touch with the relevant contact and explain your concerns. If this does not resolve the matter, you can contact the department concerned. If you are still not satisfied with the response, you should refer the matter to Customer Services who will investigate your complaint further. At this stage such complaints need to be in written form, either by post or e-mail.

Please see our Compliments, Comments and Complaints page on our website - <http://www.bolsover.gov.uk/your-council/compliments-complaints?highlight=WyJjb21wbGFpbmRzIl0=>

If after you have received our response you still feel that your complaint has not been adequately addressed, then you may also contact the Information Commissioner and request that an investigation is carried out. The address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone Number: 0303 123 1113
Website: <http://www.ico.org.uk/>

Classes of information

1. Who we are and what we do

In this section we will tell you about the information available regarding the organisation, locations and contacts, and constitutional and legal governance.

Contact Centres

Bolsover District Council has four Contact Centres. Clowne Contact Centre, at The Arc, is based at the administrative centre of the district and will be able to provide the information as listed in this Publication Scheme. The Contact Centres in Bolsover, Shirebrook and South Normanton also hold a significant amount of information which is available to the public. You can contact them at the following times and places:

Customer Contact Centre Opening Hours:		Monday to Friday 9.00am – 5.00pm	
Telephone enquiries to the Contact Centre:		01246 242424	
Bolsover Contact Centre Cotton Street Bolsover Derbyshire S44 6HA	Clowne Contact Centre The Arc High Street Clowne Derbyshire S43 4JY	Shirebrook Contact Centre 2A Main Street Shirebrook Mansfield NG20 8AW	South Normanton Contact Centre The Hub, Shiners Way, South Normanton DE55 2AA
Email: enquiries@bolsover.gov.uk		Website: www.bolsover.gov.uk	

Class	Description	Contact	Format	Documents	Cost
Bolsover Partnership	Documents relating to the Bolsover Partnership	Chief Executive's and Partnership Team Tel: (01246) 242276 Email: lsp@bolsover.gov.uk	Partnership web - at www.lsp.bolsover.gov.uk Hard Copy	Sustainable Community Strategy 2006-2020 Sustainable Community Strategy 2006-2020 Core Document Sustainable Community Strategy Annual Update 2015/16 Working Neighbourhoods Fund Strategy 2008 – 2012 A Healthy Bolsover 2014-2017	Free
Community Governance Reviews	Details of reviews to Parish Councils carried out under The Local Government Public Involvement in Health Act 2007.	Electoral Services - Tel: (01246) 242427 or 242435 E-mail: electoral.enquiries@bolsover.gov.uk	Electronically from our website – http://www.bolsover.gov.uk/community-governance-review.html Hard Copy.	Published information includes petitioner or council proposals, terms of reference for the review, reports to Council, minutes of working group meetings; consultation results, draft and final Community Governance Orders.	Free

Class	Description	Contact	Format	Documents	Cost
Council's Constitution and procedural information	Information relating to how the Council works, how decisions are made and the procedures that are followed	Governance Tel: (01246) 242505 Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy	The Constitution (includes: 16 articles that set out the general rules governing the Council's business responsibility for functions. Rules of Procedure including Contracts Standing Orders and Financial Regulations, Codes of Conduct and Protocols, Officer and Member Delegation Scheme, Members Allowances Scheme, Management Structure) Committee Timetable The Constitution – a brief guide	Charges Costs apply
Elected Member contact details	Names and addresses and ward represented of District Councillors	Governance Tel: (01246) 242505 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Hard copy on request	List of Councillors List of Cabinet, Committee/Sub-committee memberships	Free

Class	Description	Contact	Format	Documents	Cost
Election Agents, Candidates and Certain Expenses	Details of Election Agents for Candidates and details of the expenses of the Parliamentary candidate.	Electoral Services Tel: (01246) 242427 or 242435 E-mail: electoral.enquiries@bolsover.gov.uk	Hard Copy only. The expenses of the Parliamentary candidate are open for inspection only. Details of Election Agents for Candidates only.	Statement of Persons Nominated; the actual nomination papers are only available for inspection from close of nominations until polling day). Please note that certain information in this category may be exempt in line with legislative provisions such as Data Protection.	Charges apply
Election Results	Details of the most recent election results	Electoral Services Tel: (01246) 242427 or 242435 E-mail: electoral.enquiries@bolsover.gov.uk	Available from our website at http://www.bolsover.gov.uk/election-results.html Hard copy not available.	District Council Elections; Parish Council Elections; Derbyshire County Council Elections (for the six Bolsover Electoral Divisions); Parliamentary Election; European Parliamentary Election, Police and Crime Commissioner Election	Free
Job Descriptions	Job descriptions for all posts within Bolsover District Council	Human Resources Tel: (01246) 242430 Email: enquiries@bolsover.gov.uk	Council Web Site (for CEO and Directors only) - at www.bolsover.gov.uk Hard Copy	Job descriptions by post title (Employee) Welcome from the Chief Executive Officer Management Structure	Free

Class	Description	Contact	Format	Documents	Cost
Members Structure Chart	A chart to show Members of the Cabinet and their areas of responsibility	Governance Tel: (01246) 242505 E-mail: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Hard copy on request	Chart	Free
Notice of Verification Number	The Council has a duty to publish the Notice of Verification Number; this is the number of electors who must sign a petition to hold a referendum on whether the Council should change to a different form of governance.	Electoral Services - Tel: (01246) 242427 or 242435 E-mail: electoral.enquiries@bolsover.gov.uk	Council website at www.bolsover.gov.uk Hard Copy.		Free
Organisation Charts	Structure charts of all departments within the Council	Human Resources Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard copy		Free
Public Notices	The Council has a responsibility to publish certain public notices in the press.	Governance Tel: (01246) 242505 E-mail: enquiries@bolsover.gov.uk	Council website at www.bolsover.gov.uk Hard Copy.		Free

Public Orders made by the Council	Copies of Orders for Alcohol Controlled Zones, Public Rights of Way Orders and Temporary Road Closure Orders made by the Council	Governance Tel: (01246) 242529/242505/242528 E-mail: enquiries@bolsover.gov.uk	Some availability - electronically for any Orders made after 1st January 2009 at our website – www.bolsover.gov.uk Hard Copy.		Free
Street Guide	Document detailing the streets and villages in the district. Also includes some leisure and tourism information and an A-Z of Council services.	Communications Officer - Tel: (01246) 242323 Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy. Also available at Contact Centres – please telephone Tel: (01246) 242424.	<i>(Please note: Ordnance Survey maps are covered by copyright. We can only provide a copy if we have added information to the original.)</i>	Free

2. What we spend and how we spend it

In this section we will tell you how you can access financial information, relating to projected and actual income and expenditure, tendering, procurement and contracts.

Class	Description	Contact	Format	Documents	Cost
Audit Letter	This Annual Audit Letter summarises for Members the more important matters arising from our audit and comments on other current issues.	Financial Services Tel: (01246) 242458 Email: enquiries@bolsover.gov.uk	Council Web Site - some availability - at www.bolsover.gov.uk Hard Copy	Whistle Blowers Charter – see Employee Policies and Guidance in Who we are and what we do	Free
Bolsover Partnership Funding and Performance Monitoring Bi Annual Reports	Bi Annual reports providing financial and output progress for funded projects, including qualitative case studies. Reports also include statistical information regarding unemployment.	Chief Executive's and Partnership Team Tel: (01246) 242276 Email: lsp@bolsover.gov.uk	Hard Copy – available upon request Partnership web – at www.lsp.bolsover.gov.uk		Free
Collection Rates	The percentage of Council Tax and Business Rates collected – current year compared to previous year	Revenue Services Tel: (01246) 242440 Email: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk Hard Copy		Free

Class	Description	Contact	Format	Documents	Cost
Contracts Register	List of all current contracts	Shared Procurement Email: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk Hard Copy		Free
Council Tax Valuation List	Information regarding the property banding by address only	Revenues Tel: (01246) 242440 Email: enquiries@bolsover.gov.uk	View direct from the Valuation Office Agency linked from Council Web Site: www.bolsover.gov.uk or www.voa.gov.uk Hard Copy – not available		Free
Financial Record	Medium Term Financial Plan, Analysis of the Authority's Revenue and Capital Expenditure Plans for the next three financial years as approved by the Council – previous years available	Financial Services Tel: (01246) 242458 Email: enquiries@bolsover.gov.uk	Council Web Site - some availability - at www.bolsover.gov.uk Hard Copy		Free
Financial Statement of Accounts	An annual statement of the Council's financial performance. Please note that exemptions may be made in this category in line with legislative provision such as the Data Protection Act 1998.	Email: enquiries@bolsover.gov.uk	Council Web Site - some availability - at www.bolsover.gov.uk Hard Copy		Free

Class	Description	Contact	Format	Documents	Cost
Grants to Voluntary, Community and Social Enterprise Sector	Grants paid to the voluntary, community and social enterprise sector.	Chief Executive's and Partnership Team Tel: (01246) 242276 Email: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk Hard Copy		Free
Members Allowance	The Local Authorities' (Members' Allowances) (England) Regulations 2003 require Local Authorities to make public schemes for members' allowances and disclose annually amounts paid to members under such schemes. The figures paid for the previous financial year will be published on the website by 31 st July each year.	Human Resources and Payroll Services - Tel: (01246) 242474 Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy – available on written request. Also available to view at Contact Centres Tel: (01246) 242424	Register of Allowances – inspection only	Free
Payments over £250	List of payments for items of expenditure over £250 (excluding VAT) to suppliers for goods and services	Financial Services Tel: (01246) 242458 Email: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk Hard Copy		Free
Senior Employees Salaries (over £58,200)	Senior employee salaries, names, job descriptions and responsibilities	Human Resources Tel: (01246) 242430 Email: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk Hard Copy		Free

Class	Description	Contact	Format	Documents	Cost
Senior Pay Policy for Chief Officers including Pay Multiple	The Council's Policy on senior pay in relation to the remainder of the Council's workforce.	Human Resources Tel: (01246) 242430 Email: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk (Within Pay and Grading Review Policy) Hard Copy		Free
Staff pay & grading structure	Salary scales for Officers up to Senior Officer level	Human Resources Tel: (01246) 242430 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Hard copy of request	Single Status scores and salary bands	Free

3) What our priorities are and how we are doing

In this section you will be able to find information relating to strategy and performance information, including plans, assessment inspections and reviews.

Class	Description	Contact	Format	Documents	Cost
Annual Report	An annual report that highlights what we have achieved against our Corporate Plan aims and objectives over the last financial year.	Communications Officer Tel: (01246) 242323 Email: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk Hard Copy	Corporate Plan	Free
Annual Report BDC	The annual report covers an update on our strategic alliance with North East Derbyshire District Council, progress against our Corporate Plan, a financial update	Customer Service and Improvement Tel: (01246) 217641. Email: connectne@ne-derbyshire.gov.uk www.bolsover.gov.uk			Free
Customer Service Excellence Assessment	Assessor's report on the corporate assessment undertaken Annually.	Information Engagement & Performance Manager Tel: (01246) 242280 Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy		Free

Class	Description	Contact	Format	Documents	Cost
Key Customer Service Standards	Information on the standards Bolsover District Council is committed to in order to improve its services and measure improvement.	Contact Centres Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy	Customer Service Standards leaflet 'Let us know' forms – information on the Councils' compliments, comments and complaints procedure	Free
Local Government Ombudsman Annual Letter	Review of the complaints investigated and decisions made by the Ombudsman for the last financial year	Customer Services Tel: (01246) 242353 E-mail: enquiries@bolsover.gov.uk	Council Web Site at www.bolsover.gov.uk Hard Copy		Free
Reports to Audit Committee	Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council have an Internal Audit Consortium, which provides summary reports to the Bolsover District Council Audit Committee for.	Head or Deputy Head of the Internal Audit Consortium - Tel: (01246) 345468 / 242463 Email: enquiries@bolsover.gov.uk	Council Web Site – at www.bolsover.gov.uk Hard Copy		Charges apply
Scrutiny Review Reports	Reports published by Scrutiny Committee containing details and recommendations made to the Executive with regard to the reviews carried out.	Scrutiny and Policy Officer - Tel: (01246) 242385 Email: enquiries@bolsover.gov.uk	Council Web Site – some availability – at www.bolsover.gov.uk Hard Copy	Written evidence gathered to inform the Review	Charges apply

4) How we make decisions

You can also access information regarding policy proposals and the decision making processes, internal criteria and procedures and consultations.

Class	Description	Contact	Format	Documents	Cost
Agendas and Minutes of Council, Executive and Committees and Joint Committees	<p>Agenda and Minutes of Meetings which are open to members of the Public.</p> <p>(Please note that some information in this category may be exempted in accordance with current legislation such as the Data Protection Act 1998 and the Freedom of Information Act 2000 on grounds of public interest, or protecting commercial interests, or where items of business are exempt and/ or confidential pursuant to the Local Government Act 1972, or where the health, welfare or safety of staff could be compromised or where future service area decisions have yet to be made and contractual information is included.)</p>	<p>Governance Tel: (01246) 242505 Email: enquiries@bolsover.gov.uk</p>	<p>Council Web Site – www.bolsover.gov.uk</p> <p>Hard Copy. Also available to view at Contact Centres – please telephone Tel: (01246) 242424.</p>	<p>Council, Executive and Committee and Joint Committees Agendas and Minutes.</p> <p>Background papers to open reports to the Council, Executive and Committees and Joint Committees within the last four years of current date. Some supporting reports may be subject to charges as laid out in this scheme.</p>	Charges apply

Class	Description	Contact	Format	Documents	Cost
Compliments, Comments and Complaints	The Council's policy on Compliments, Comments and Complaints	Customer Services Tel: (01246) 242353 E-mail: enquiries@bolsover.gov.uk	Council Web Site: www.bolsover.gov.uk Hard Copy		Free
Conservation Area Appraisals	The Authority's appraisal of, and requirements for, selected conservation areas	Planning - Tel: (01246) 242288 Email: enquiries@bolsover.gov.uk	Council Web Site - some availability - at www.bolsover.gov.uk Hard Copy	Please note that this is an ongoing programme – there may be more documents available than those listed. Conservation Area Appraisal for Newton (January 2002) New Bolsover Model Village Planning Guidelines (November 2002)	Charges apply
Consultation	Documents relating to consultation.	Improvement Officer Tel: (01246) 242300 Email: Enquiries@Bolsover.gov.uk	Council website or Hard copy Consultation results on www.askderbyshire.gov.uk	Consultation Policy Documents relating to specific consultations Engagement Plan	Free Free Charges apply

Class	Description	Contact	Format	Document	Cost
Equalities	Documents relating to equalities – our approach to promoting equality, human rights and good relations between different groups	Improvement Officer Tel: (01246) 242407 Email: enquiries@bolsover.gov.uk	Council Web Site – at www.bolsover.gov.uk Hard Copy	Single Equality Scheme 2015 - 2019 Service Data Workforce Data Equality Impact Assessments	Free
Facts & analyses of facts considered when framing policy	Reports to committees, minutes, delegated decisions	Governance (01246) 242505 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Hard Copy on Request	Constitution - delegated decision framework & delegated functions	Free
Forward Plan	All the key decisions that the Executive expects to make over a rolling four-month period.	Governance Tel: (01246) 242505 Email: enquiries@bolsover.gov.uk	Council Web Site – at www.bolsover.gov.uk Hard Copy. Also available to view at Contact Centres – please telephone Tel: (01246) 242424.		Free
Maladministration	A return of matters referred to the Local Government Ombudsman and the relevant findings	Governance Tel: (01246) 242505 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Hard Copy on Request	List of matters provided by the Ombudsman, reported to the Standards Committee	Free

Class	Description	Contact	Format	Documents	Cost
Petition Scheme	The Council have adopted a Petition Scheme to enable people to raise issues for debate and consideration by Council or if it is in connection with calling a senior officer into account by Scrutiny Committee. (Note this legislation has been repealed by the Localism Act 2011, however, the petition scheme is still in place at the present time but may be withdrawn.	Governance Tel: (01246) 242505 Email: enquiries@bolsover.gov.uk	Council Web Site – at www.bolsover.gov.uk Hard Copy. Also available to view at Contact Centres – please telephone Tel: (01246) 242424.	Reports to Council and Standards Committees	Free
Public Meeting Schedules	Public Meeting schedules – A timetable of Council/Executive/Committee meetings. The public can attend the open part of the meeting.	Governance Tel: (01246) 242505 Email: enquiries@bolsover.gov.uk	Council Web Site – at www.bolsover.gov.uk Hard Copy. Also available to view at Contact Centres – please telephone Tel: (01246) 242424.		Free
Standards in Public Life	Information on the Council's complaints procedure with regard to Elected Members behaviour	Legal Clerk Tel: (01246) 242428 E-mail: enquiries@bolsover.gov.uk	Council Web Site – at www.bolsover.gov.uk Hard Copy		Free

5) Our policies and procedures

This section tells you how to access all current written protocols for delivering the functions and responsibilities of Bolsover District Council.

Class	Description	Contact	Format	Documents	Cost
Affordable Housing Supplementary Planning Document	Guidance on how the affordable housing policies in the Local Plan should be implemented	Planning Policy Team - (01246) 217169/70 Email: www.bolsover.gov.uk	Website www.bolsover.gov.uk Hard Copy on Request	Affordable Housing Supplementary Planning Document (2008)	Charges apply
Authority Monitoring Report (Planning)	Reflection on planning targets, including the five year housing land supply	Planning Policy Team (01246) 217169/70 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Hard Copy on Request	Authority Monitoring Report (Planning)	Free
Bolsover District Local Plan 2000	Planning policies for the area covered by Bolsover District Council as the Local Planning Authority	Planning Tel: (01246) 242203 Email: enquiries@bolsover.gov.uk	Electronically & from our website Hard Copy. Also available to view at Contact Centres – please telephone Tel: (01246) 242424. Council Web Site: www.bolsover.gov.uk Email: enquiries@bolsover.gov.uk	Bolsover District Local Plan - (February 2000) List of 'saved' policies (2007) List of 'expired' policies (2007)	Charges apply
Business Continuity Strategy		Leisure Tel: (01246) 243057 Email: enquiries@bolsover.gov.uk	www.bolsover.gov.uk		Free

Class	Description	Contact	Format	Documents	Cost
Child Protection Policy and Safeguarding Vulnerable Adults Policy	The Council is committed to ensuring that all vulnerable adults are protected and kept safe from harm	Housing Strategy Tel: (01246) 217292 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk	Policy Documents	Free
Choice Based Lettings and Allocations Policy,	The Council's Choice Based Lettings Allocations Policy details how ALMO Rykneld Homes, will allocate the Council's housing stock.	Housing Strategy Tel: (01246) 217292 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk	Strategy Document	Free
Conservation	Conservation Area Appraisal and Management Plan Supplementary Planning Documents	Planning Tel: (01246) 242288 Email: enquiries@bolsover.gov.uk	Electronically & from our website or Hard Copy. Also available to view at Contact Centres – Tel: (01246) 242424. Council Web Site: www.bolsover.gov.uk	Bolsover District Council Conservation Area Appraisals and Management Plans (various) New Bolsover Model Village Planning Guidelines SPG (October 2008) Historic Environment SPD (March 2006)	Charges apply

Class	Description	Contact	Format	Documents	Cost
Contract Standing Orders	The rules that the Council has to follow when purchasing goods, services and works	Shared Procurement Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy		Free
Corporate Strategies and Policies	Organisational strategies and policies that the Council as an organisation adheres to. (See Service Area Policies below, and Employee Policies and Guidance in Who we are and what we do).	Contact Centres – please specify which document you want and you will be transferred to the correct department Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Council Web Site - some availability - at www.bolsover.gov.uk Hard Copy	This is not a definitive list, but documents in this class include: Access to Information Policy, including Data Protection, Freedom of Information and Environmental Information Regulations Annual Report Asset Management Plan ICT Strategy People Strategy Sustainable Community Strategy Council Budget	Free

Class	Description	Contact	Format	Documents	Cost
Corporate Strategies and Policies <i>continued</i>				People Strategy Risk Management Strategy Single Equality Scheme Member Development Policy	
Employee Policies and Guidance	Internal policies and procedures that staff are required to adhere to in the performance of their duties. (Please note that exemptions may be applied to information in this section in line with current legislation).	Human Resources Tel: (01246) 242430 Email: enquiries@bolsover.gov.uk	Not available on website, however can be sent as an e-mail attachment Hard Copy	Documents that cover such areas as conduct, health and safety, equalities, expenses, leave, training, pensions, union membership and so on.	Free
Grounds Maintenance	Hire conditions and applications for football and cricket pitches, parks and recreation grounds	Streetscene Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy on Request Electronic	List of fees and charges, forms etc. Streetscene Policy	Charges apply
Homelessness Strategy	The Homelessness Strategy looks at ways of preventing, where possible, families and individuals becoming homeless	Housing Strategy Tel: (01246) 217292 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Electronic	Strategy Document	Free

Class	Description	Contact	Format	Documents	Cost
Housing Needs Market and Affordability Study 2011	The study provides a robust and up-to-date understanding of housing need and demand within the Bolsover district.	Housing Strategy Tel: (01246) 217292 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Electronic	Affordability Study	Free
Housing strategy	Sets out how we will meet the housing needs of our residents.	Housing Strategy Tel: (01246) 217292 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Electronic	Strategy Document	Free
Interim Planning Policies	Interim Planning Policies	Planning Policy Team Tel: (01246) 217163 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk	Interim Policy for New Housing (March 2010) Interim Sustainability Buildings Policy (May 2009)	
Job Descriptions	All current job descriptions for employees	Human Resources Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy on Request	Job description by post Title	Free
Leisure Services	Operating Policies and Procedures for Leisure Centres, Hire conditions and applications for sports centre halls and pools,	Leisure Tel: (01246) 242384 Email: enquiries@bolsover.gov.uk	Inspection Hard Copy on Request	Normal operating procedures Emergency Action Plan List of fees and charges Forms and	Free

Class	Description	Contact	Format	Documents	Cost
Local Development Framework (Conservation)	Conservation Area Appraisal and Management Plan Supplementary Planning Documents	Planning Tel: (01246) 242288 Email: enquiries@bolsover.gov.uk	Council Web Site: www.bolsover.gov.uk Hard Copy. Also available to view at Contact Centres Tel: (01246) 242424.	Clowne Conservation Area Appraisal & Management Plan Supplementary Planning Document (March 2006) - £7.50 Sustainability Appraisal of the Clowne Conservation Area Appraisal & Management Plan Supplementary Planning Document (Oct 2005) - £5 Historic Environment Supplementary Planning Document (March 2006) - £5 Sustainability Appraisal of the Clowne Conservation Area Appraisal & Management Plan Supplementary Planning Document (Oct 2005) - £5	Charges apply

Class	Description	Contact	Format	Documents	Cost
Local Plan for Bolsover District. See Also Bolsover District Local Plan 2000 below.	Planning policies for the area covered by Bolsover District Council as the Local Planning Authority	Planning Tel: (01246) 242203 Email: enquiries@bolsover.gov.uk	Council Web Site: www.bolsover.gov.uk Hard Copy. Also available to view at Contact Centres Tel: (01246) 242424.	Development Plan Documents and Supplementary Planning Guidance: Bolsover District Local Plan - Written Statement (February 2000) Bolsover District Local Plan - Parking Requirements Supplementary Planning Guidance (May 2004) The Inspector's Report.	Charges apply

Class	Description	Contact	Format	Documents	Cost
Planning Briefs	Planning Briefs for Key Development sites within the District	Planning Tel: (01246) 242203 Email: enquiries@bolsover.gov.uk	Not available electronically Hard Copy.	Planning Briefs for South Barlborough and Pinxton Castle	Charges apply
Procurement Strategy	Bolsover District Council, Chesterfield Borough Council, North East Derbyshire District Council have a Shared Procurement Unit.	Shared Procurement Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy		Free
Recreation and Open Space Supplementary Planning Document	Guidance on local recreation standard and requirement for recreation in new developments	Planning Policy Team Tel: (01246) 217163 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk Hard Copy on Request	Recreation and Open Space Supplementary Planning Document	Free
Selling to the Council Guide	Advice to potential suppliers on how to do business with the Council	Shared Procurement Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy		Free

Supplementary Planning Guidance	Additional planning requirements	Planning Tel: (01246) 242274 Email: enquiries@bolsover.gov.uk	Electronically & from our website & Hard Copy Tel: (01246) 242424. Council Web Site: www.bolsover.gov.uk	Bolsover District Local Plan - Affordable Housing Supplementary Planning Guidance (February 2002) & Information Note on Affordable Housing Provision (December 2008) New Bolsover Model Village Planning Guidelines SPG (October 2008)	Free
---------------------------------	----------------------------------	---	--	--	------

6) Lists and registers

Bolsover District Council hold information held in public registers, this is a requirement by statute. Please note that some of these registers are available in hard copy to view only, you will need to contact the Council to arrange an appointment to view. In addition to the statutory registers, the Council also holds lists and registers relating to other functions of the authority.

Class	Description	Contact	Format	Documents	Cost
Ancient Monuments & Archaeological Sites	Register of all scheduled Ancient Monuments & archaeological sites. Information including description, grid reference, location map	Planning Policy Team – Tel: (01246) 217169/70 Email: enquiries@bolsover.gov.uk	Hard copy on request Council Web Site: www.bolsover.gov.uk	List of ancient monuments and archaeological sites	Free
Asset Register	A register of land and buildings owned by the Council (does not include council housing stock)	Property & Estates Tel: (01246) 242419 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site: www.bolsover.gov.uk		Free
Building Control Notices Register	Register of all initial building control notices from private building control bodies	BCN Consultancy Tel: 01246 345817 Email: building.control@bcnconsultancy.co.uk	Hard Copy on Request	Register of notifications from private building control bodies of initial building control notices	Free

Class	Description	Contact	Format	Documents	Cost
Burial & Cemeteries	Register listing burials (including cremated remains) at each cemetery. Containing names of the deceased buried in each plot/grave	Streetscene Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy on Request	Burial Register Grave Register	Charges apply
Business Rate Accounts in Credit	A list of accounts in credit for the current financial year	Revenues Tel: (01246) 242440 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site: www.bolsover.gov.uk		Free
Caravan Site Licences Register	Contains details of all sites licensed for caravan occupation, including license conditions	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Not available on website		Free
Cooling Tower Register	Register of premises with a cooling tower	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Web Site: www.bolsover.gov.uk		Free
Corporate Strategic Risk Register	Strategic Risk Register updated on a quarterly basis in line with the Council's Risk Management Strategy	Operations Department Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk	Formal report to Committee. Risk Management Strategy	Free

Class	Description	Contact	Format	Documents	Cost
Electoral Register	Names and addresses of electors, wards and polling district Please note that access to the electoral register is restricted by statute. Access will be provided only in line with legislation.	Electoral Services - Tel: (01246) 242427 or 242435 E-mail: enquiries@bolsover.gov.uk	Full Register – Hard Copy. Access under supervision for inspection only. Also available to view at Contact Centres – please telephone Tel: (01246) 242424.	Names and addresses of electors, wards and polling district Edited Register/Open Register	Charges apply
Empty Commercial Properties	Register of empty properties	Property and Estates Tel: (01246) 242210 Email: enquiries@bolsover.gov.uk	Empty Commercial Properties	Register of empty properties	Free
Enforcement and Stop Notice Register	Record of Enforcement Notices and Stop Notices issued and their status	Planning Tel: (01246) 242243 Email: enquiries@bolsover.gov.uk	Hard Copy – viewing my appointment. Not yet available electronically.	Register entry and copy of Original Enforcement Notice and any appeal decision thereon	Free
Environment Agency Processes Public Register (PPC) Register	Public register of operators registered within the district	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Not available on website	Part A (1) Processes Public Register	Free
Food Premises	List of premises registered as a food business	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Electronic Hard Copy on Request	Approved Food Business Premises	Free

Class	Description	Contact	Format	Documents	Cost
Food Register	List of operators within the district registered under the Pollution Prevention and Control Act 1999	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site: www.bolsover.gov.uk	Part B Processes Public Register	Free
Gambling Act 2005 premises	A register of names, addresses, issue and expiry date	Licensing Tel: (01246) 242417 Email: enquiries@bolsover.gov.uk	Hard Copy		Free
Hackney Carriages	A register of numbers, proprietor, registration numbers, vehicle description, issue, commencement and expiry date of hackney carriage licences.	Licensing - Tel: (01246) 231111 Email: enquiries@bolsover.gov.uk	Soft copy not available Hard Copy		Free
Hazardous Substance Consent Register	Register of Hazardous Substance Consents (Please note that certain information contained within this category may be exempted in line with legislative provisions such as the Data Protection Act 1998 and The Freedom of Information Act 2000. Access to information about some sites is controlled for security reasons.)	Planning Tel: (01246) 242243 Email: enquiries@bolsover.gov.uk	Hard Copy available to view by appointment only, subject to producing ID. Not yet available electronically.	Copy of the Consent and associated application forms and plans	Free

Class	Description	Contact	Format	Documents	Cost
Highways/ Footpaths	Definitive map to show footpaths	Property and Estates Tel: (01246) 242210 Email: enquiries@bolsover.gov.uk	Hard Copy on Request	Definitive map - agency for Derbyshire County Council	Free
Houses in Multiple Occupation (HMO) Register	Contains details of all properties occupied as houses in multiple occupation	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Not available on website		Free
Licensing Act 2003 Personal	A register of numbers, issue and expiry date of licences	Licensing - Tel: (01246) 242417 Email: enquiries@bolsover.gov.uk	Hard Copy Soft copy not available		Free
Local Authority Pollution Prevention and Control (LAPPC) Register	Public register of operators within the district registered under the Environmental Permitting Regulations 2007	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy available to view Not available on website		Charges apply
Local Land Charges Register	A member of the public may search the Local Land Charges Register on payment of a prescribed fee CON29 enquiries Parts 1 & 2 with relevant form and prescribed fee	Planning Policy Team Tel: (01246) 217169/70 Email: enquiries@bolsover.gov.uk	Inspection Hard Copies of parts of the Register Hard Copy on Request	Local Land Charges Register	Free

Class	Description	Contact	Format	Documents	Cost
Members' Interests	Public Registers including Members Register for both the Parish/Town Councils and the District Council Members	Legal Support Officer - Tel: (01246) 242428 Email: enquiries@bolsover.gov.uk	Council Web Site - District Register of Members Interest only- at www.bolsover.gov.uk Hard Copy	Register of Members Interest	Free
Parish Council Registers	Parish Council Register for the 15 Parish/ Town Councils	Legal Support Officer - Tel: (01246) 242428 Email: enquiries@bolsover.gov.uk	Some availability electronically on the relevant Parish Council website Hard Copy – to view individual entry only, please telephone for appointment		Free

Class	Description	Contact	Format	Documents	Cost
Planning Applications	<p>Records of planning applications and associated registers from 1948</p> <p>(Please note that certain information contained within this category may be exempted in line with legislative provisions such as the Data Protection Act 1998 and The Freedom of Information Act 2000. Access to information about some sites is controlled for security reasons.)</p>	<p>Planning Tel: (01246) 242243 Email: enquiries@bolsover.gov.uk</p>	<p>List of planning applications made on a week by week basis; the application; consultation responses and the Decision Notice – at www.bolsover.gov.uk</p> <p>Hard Copy – viewing by appointment at Bolsover Contact Centre. Tel: (01246) 242424.</p>	<p>Applications to Fell Trees, covered by Tree Preservation Orders, or in conservation areas.</p> <p>Listed Building and Conservation area consent applications, Register of Lawful Development Certificates</p> <p>Hedgerow notifications, Hazardous Substances applications.</p>	Charges apply
Pollution Prevention and Control Act 1999	List of operators within the district registered under the Pollution Prevention and Control Act 1999	<p>Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk</p>	<p>Hard Copy</p> <p>Council Web Site: www.bolsover.gov.uk</p>		Free
Private Hire operators	A register of numbers, operator name, issue, commencement and expiry date of private hire operator licences.	<p>Licensing - Tel: (01246) 242417 Email: enquiries@bolsover.gov.uk</p>	<p>Soft copy not available Hard Copy</p>		Free

Class	Description	Contact	Format	Documents	Cost
Private Water Supply Register	Contains details of properties utilising a private water supply for consumption	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Not available on website		Free
Public Health Funerals	A register of funerals arranged by the Council under section 46 of the Public Health (Control of Disease) Act 1984	Environmental Health - Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site: www.bolsover.gov.uk		Free
Public Register for Contaminated Land	Register containing investigations being carried out by Environmental Health on land affected by contamination. Register contains remediation notices, appeals, notices by the Authority, notification and other matters related to contaminated land. (Please note that certain information contained within this category may be exempted in line with legislative provisions such as the Data Protection Act 1998 and The Freedom of Information Act 2000.)	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy – viewing by appointment Not available electronically		Charges apply

Class	Description	Contact	Format	Documents	Cost
Radioactive Sources Register	Contains details of premises where radioactive sources are held	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy Not available on website		Free
Rating List	Property rateable values by address only	Revenue Services Tel: (01246) 242440 Email: enquiries@bolsover.gov.uk	View direct from the Valuation Office Agency linked from Council Web Site: www.bolsover.gov.uk or www.voa.gov.uk Hard Copy – not available	NNDR Rating List – Available for viewing only	Free
Register of Allotments	Records of the number of allotments owned and administered by either the District or Parish Councils within Bolsover District Council including availability of the allotments.	Property & Estates Tel: (01246) 242419 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site: www.bolsover.gov.uk		Free
Register of Gifts & Hospitality	Register of Gifts & Hospitality	Legal Tel: (01246) 242472 Email: enquiries@bolsover.gov.uk	Website www.bolsover.gov.uk		Free

Class	Description	Contact	Format	Documents	Cost
Schedule of Polling Places	Details of the most recent polling reviews carried out of premises to be used at elections following the review of Polling Places.	Electoral Services - Tel: (01246) 242427 or 242435 E-mail: electoral.enquiries@bolsover.gov.uk	Electronically from our website – http://www.bolsover.gov.uk/polling-area-review.html Hard Copy		Free
Societies Lotteries	A register of numbers, issue, commencement and expiry date of licences	Licensing Tel: (01246) 242417 Email: enquiries@bolsover.gov.uk	Hard Copy Soft copy not available		Free
Stray Dog Register	Register contains all dogs received as stray dogs	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy available to view Not available on website		Free

7) The services we offer

In this section you will find out how to access information relating to advice and guidance for the services we provide. It also advises which booklets and leaflets we provide and also information on transactions and media releases.

Class	Description	Contact	Format	Documents	Cost
Air Quality Review and Assessment Stages 1 – 3	Descriptions of the pollutants including a summary of the targets and effects	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy. Also available to view at Contact Centres – please telephone Tel: (01246) 242424. Council Web Site - some information - at www.bolsover.gov.uk		Free
Bolsover Partnership E-Newsletter	E-Newsletter is circulated to partners. It includes information on latest news and events happening across the district, consultations and funding opportunities.	E-mail: lsp@bolsover.gov.uk	Available electronically www.lsp.bolsover.gov.uk		Free

Class	Description	Contact	Format	Documents	Cost
Building Control Applications	Bolsover District Council, Chesterfield Borough Council and North East Derbyshire District Council have a shared Building Control Unit which provides guidance and forms that are required to make an application	BCN Consultancy Tel: (01246) 345817 Email: building.control@bcnconsultancy.co.uk	Hard Copy Council Web Site: www.bolsover.gov.uk	This is not a definitive list, but documents in this class include: Fees Listings Guidance on choosing a builder Contact details for building control Building notice form Plans Submission form Various other guidance on building control issues	Free
Byelaws & orders	Parks & Grounds for maintenance management purposes	Streetscene (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy on Request Website www.bolsover.gov.uk	Byelaws	Free
Byelaws & orders	Cemetery Rules & Regulations – byelaws created for cemetery management	Streetscene (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy on Request Website www.bolsover.gov.uk	Byelaws	Free

Class	Description	Contact	Format	Documents	Cost
CAN Rangers Scheme	Details of the purpose of the CAN Rangers Scheme, the area that is covered and activities undertaken. <i>(Please note that certain information in this category may be exempt in line with legislative provisions such as The Data Protection Act 1998)</i>	Community Services Tel: (01246) 242331	Hard Copy Council Web Site - some availability - at www.bolsover.gov.uk	CAN "Action Not Words" leaflet Please note that this is for information purposes only. If you wish to report something to the CAN Rangers please contact our Contact Centres on Tel: (01246) 242424	Free
Car Parks	General information covering car parks within the district including charges and location	Property & Estates- Tel: (01246) 242202 Email: enquiries@bolsover.gov.uk	Council Web Site - at www.bolsover.gov.uk Hard Copy		Free
Council Tax Information Leaflets	Information Leaflet concerning certain aspects of Council Tax	Revenues - Tel: (01246) 242440 Email: enquiries@bolsover.gov.uk	Hard Copy Not available electronically	Council Tax Recovery Council Tax; Liability, Disabled relief, Exemptions, Discounts	Free
Customer Information Booklets	A set of 10 booklets providing important customer information for the main service areas	Contact Centres - Tel: (01246) 242424 E-mail: enquiries@bolsover.gov.uk	Council Web Site: www.bolsover.gov.uk Hard Copy (On display at Contact Centres)		Free

Class	Description	Contact	Format	Documents	Cost
Customer Service Information	Booklets and leaflets which provide important information to customers on how to request information, what standards of service to expect and how to make a complaint	Contact Centres - Tel: (01246) 242424 E-mail: enquiries@bolsover.gov.uk	Council Web Site: www.bolsover.gov.uk Hard Copy (All available at the Contact Centres)	Compliments, Comments and Complaints – ‘Let Us Know’ Leaflet Requesting Information from the Council – Customer Service Standards Leaflet	Free
Energy Efficiency Certificates	Energy Efficiency Certificates for Council premises	Property & Estates - Tel: (01246) 242227 Email: enquiries@bolsover.gov.uk	Hard Copy to view at site only	Not available electronically	Free
Guidance to Landlords	Guidance and Information literature to landlords	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy. Not available electronically	HHSRS – 29 Hazards Guidance Landlord Accreditation Scheme Landlord Development Manual Landlord’s Information Pack	Free
Housing Exchange file	Housing Allocation file for tenants wishing to exchange properties	Environmental Health Tel: (01246) 217873 Email: enquiries@bolsover.gov.uk	Hard Copy. Also some availability at Contact Centres – please telephone Tel: (01246) 242424. Not available electronically		Free

Class	Description	Contact	Format	Documents	Cost
Information regarding Council Tenancies	Information leaflets regarding paying rent options and consequences	Contact Centre – please specify which document require - Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy only Not available online		Free
Information regarding Homelessness and Housing Advice	Information leaflets giving advice and contact details and information about homelessness	Contact Centre – please specify which document require Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy only Not available online		Free
Intouch Newspaper	Bolsover District Council's newspaper distributed to households throughout the district. It includes information on latest council projects, news, initiatives, contact numbers and customer information	Communications Tel: (01246) 242323 E-mail: enquiries@bolsover.gov.uk	Council Web Site: www.bolsover.gov.uk Hard Copy		Free
Leaflets. Benefits information	Information leaflets concerning certain aspects of Housing and Council Tax Benefits	Benefits Tel: (01246) 242436 Email: enquiries@bolsover.gov.uk	Council Web site www.bolsover.gov.uk Hard Copy	Discretionary Housing Payments Housing Benefit – A guide for Landlords on Local Housing Allowance	Free

Class	Description	Contact	Format	Documents	Cost
Leisure and Cultural Services in Bolsover District	Information on Leisure and Cultural opportunities in Bolsover district. The Council undertakes a broad range of leisure and cultural activity and is responsible for the management, operation and development of the following service: Sports Development, Community Sports Coaching, Arts and Creative Activity, Events and Festivals, Voluntary and Community Support, Sport and Leisure Facilities, Parks, Playgrounds, Countryside and Recreational Open Space	Leisure Services - Tel: (01246) 242384 Email: enquiries@bolsover.gov.uk	Council Web Site - some availability - at www.bolsover.gov.uk Hard Copy	This is not a definitive list, but this class includes information about: Accommodation Guide in Bolsover District Bolsover Countryside Partnership Bolsover District Leisure Pass Scheme Bolsover District Mini Visitor Guide Bolsover Sports Development Strategy Super Tots early years programme 50+ Social Activity Hub programme Go Futsal Programme	Charges apply

Class	Description	Contact	Format	Documents	Cost
Local Land Charges & Access to Property Search Information	1. Information about Local Land Charges Searches/Official Conveyancing Form (CON29) 2. Information about Access to Property Records	Legal & Land Charges Officer Tel: (01246) 242231 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site - some availability - at www.bolsover.gov.uk	Local Land Charges Register Fee Schedule for Local Authority Searches Fee Schedule for Information relating to property records	Charges apply
Parks and Open Spaces – Grounds Maintenance Specification	Document containing maps, site references, content of work undertaken of all maintained parks and open spaces in Bolsover	Streetscene - Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy – viewing by appointment Not available electronically	Streetscene Policy	Charges apply
Planning Information	Information that is published by the Planning Department as a matter of good practice or as a statutory duty	Planning Tel: (01246) 242292 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site - some availability - at www.bolsover.gov.uk		Charges apply
Press Releases	Press Releases issued by the Council	Communications - Tel: (01246) 242323 E-mail: enquiries@bolsover.gov.uk	Council Web Site - press releases from January 2005 - at www.bolsover.gov.uk Hard Copy		Free

Class	Description	Contact	Format	Documents	Cost
Recycling Schemes	Details of the Council's recycling schemes - what they are and their locations	Streetscene Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site: www.bolsover.gov.uk	"Waste Collection & Recycling Information", Waste Collection & Recycling Policy, Refuse and Recycling Booklet	Free
Repairs reporting	Information regarding repairs	Contact Centre – please specify which document require - Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy On line repairs reporting - http://bolsover.omfax.net/kfrepairol/login_bol.asp		Free
Street Cleansing	Document containing maps, site references, content of work undertaken of relevant maintained ground	Streetscene - Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy – viewing by appointment Not available electronically	Streetscene Policy	Charges apply

Class	Description	Contact	Format	Documents	Cost
Tourism in Bolsover District	Information on Tourism in Bolsover district and wider	Contact Centres Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Some information on the Council Web Site - at www.bolsover.gov.uk Hard Copy	Leaflets produced jointly with partners, publications include: Peak District's Historic Border Country Chesterfield and Bolsover Visitor Guide Chesterfield Area Walking Festival Peak District Visitor Guide More details at visitpeakdistrict.com	Free
Waste Collection	Guidance and general information regarding domestic and trade waste	Streetscene - Tel: (01246) 242424 Email: enquiries@bolsover.gov.uk	Hard Copy Council Web Site - some availability - at www.bolsover.gov.uk	"Waste Collection & Recycling Information", Waste Collection & Recycling Policy	Free

END