

# Freedom of Information Act 2000

## Publication Scheme

Nov 2018



## **A. Freedom of Information Act**

The Freedom of Information Act 2000, which became effective from January 2005, gives a general right of public access to all types of information that public authorities hold, including us.

One of the requirements that the Act makes is that every public authority must adopt and maintain a Publication Scheme.

The purpose of the Publication Scheme is to ensure that a significant amount of information is available without the need for a specific request. The Scheme is intended to encourage the proactive publication of more information and to develop a greater culture of openness.

## **B. The Publication Scheme**

This Publication Scheme has been based on the model Publication Scheme prepared and approved by the Information Commissioner and was adopted on the 15 January 2009.

The scheme sets out the kinds of information that a public authority should make routinely available.

This Publication Scheme:

- Identifies the classes of information that the Council intends to publish
- Sets out the format in which the information will be made available
- Gives details of any charges we may make in providing the information

## **C. The Aims of the Scheme**

The scheme commits an authority:

- 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.
- To 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.
- To review and update on a regular basis the information the authority makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.

- To make this Publication Scheme available to the public.

## **Classes of Information**

### **Who we are and what we do**

Organisational information, locations and contracts, constitutional and legal governance

### **What we spend and how we spend it**

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

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

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

### **How we make decisions**

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

### **Our policies and procedures**

Current written protocols for delivering our functions and responsibilities.

### **Lists and registers**

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

### **The service we offer**

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

## **D. Asking for Information**

A substantial amount of information is available on our website ([www.west-lindsey.gov.uk](http://www.west-lindsey.gov.uk)). However information will be available in other formats such as papers or electronic copies. You can also make an appointment to see the information personally.

The Scheme does not limit the rights that people have to information or limit the large amounts of information we publish outside this Scheme.

Formal requests for information should be put in writing (e-mail will suffice) to [foi@west-lindsey.gov.uk](mailto:foi@west-lindsey.gov.uk) stating the relevant Service to which the request is directed.

If you have special needs, we can provide copies in other formats, eg. in larger print, audio, braille or another language.

**E. Existing Rights of Access to Information held by West Lindsey District Council**

Individuals already have the right of access to information about themselves under the Data Protection Act 1998 and other legislation allows the public access to certain types of information created by the Council.

**F. Re-using Information**

Where possible the Council intends to allow the re-use of information without restriction.

An application for permission to re-use information should be made in writing. This can be made at the same time as a request under the Freedom of Information Act, but you must make it clear that you are requesting re-use. You should not assume that you can re-use information unless you obtain permission.

Permission to re-use the information will ensure that the user is not in breach of any copyright that the Council holds in the information. However, the user will have to satisfy himself/herself that use of the information is not breaching any copyright or other intellectual property rights held by third parties.

**G. Our Commitment to the Act and the Regulations**

We are working to make ourselves more open and already make large amounts of information available to the public through our website.

The Publication Scheme will help us continue to make our service more open and accessible to the public.

The officer responsible for the Publication Scheme and for giving advice on the requirements of the Freedom of Information Act is the Freedom of Information Officer. You can phone them on 01427 676585 or e-mail [foi@west-lindsey.gov.uk](mailto:foi@west-lindsey.gov.uk)

**H. Charges**

We plan to make most information available without charge. However, multiple printouts or complete documents may attract a charge of the cost of printing, photocopying, postage, etc. If possible we would let you know this at the time of request. Otherwise we will contact you as soon as possible with an estimated cost before we proceed. Documents can be inspected free of charge at the Guildhall.

For some information there may be a statutory charge which is outside the control of the Council. You will be informed if this applies when you make your request for information.

There is currently no charge for the re-use of information identified in the Scheme.

## **I. Feedback**

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

Your comments on the following questions would help us to develop the Scheme and make us more open in how we work:

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

Please send your reply to:

Freedom of Information Officer  
West Lindsey District Council  
Guildhall, Marshall's Yard  
Gainsborough  
Lincolnshire  
DN21 2NA

Telephone: 01427 676585  
E-Mail: [foi@west-lindsey.gov.uk](mailto:foi@west-lindsey.gov.uk)

## **J. Complaints**

We would normally expect the named officer or section to understand what information you have asked for and/or which to re-use and to tell you where you can find it and/or whether you can re-use it. If the information you receive is not what you need, you should first contact the named officer.

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

If the information cannot be re-used you will also be informed of this.

If you believe that we have not dealt with your request fairly and cannot deal with it satisfactorily on an informal basis, you should follow our Complaints Procedure. You can get details of this from:

Freedom of Information Officer, contact as above.

If you are still not happy with how we have dealt with your request for information under the Freedom of Information Act, you may also contact the Information Commissioner at:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 01625 545700  
E-mail: [data@dataprotection.gov.uk](mailto:data@dataprotection.gov.uk)

If you are not happy in respect of the re-use of information then, after using our Complaints Procedure, you can contact the Standards Division of the Office of Public Sector Information at:

1.35 Admiralty Arch  
The Mall  
London  
SW1A 2WH

Telephone: 020 7276 5217  
E-mail: [opsistandards@cabinet-office.x.gsi.gov.uk](mailto:opsistandards@cabinet-office.x.gsi.gov.uk)

Corporate Governance & Democratic Services	How is it Available	What are the charges?
<b>Who we are and what we do. Organisational information, locations and contracts, constitutional and legal governance.</b>		
Council Constitution including Democratic Structure	On Council reception and on WLDC website.	
Currently elected councillors' information & contact details: This information also details the committee and outside bodies on which Councillors serve and their political groups.	List of names, Address, wards and committee membership of Councillors available on request. Also available on WLDC website.	
Contact details for all customer-facing departments	This information is detailed in the 'Key Officer Contact' leaflet and is also available on WLDC website.	
Most recent election results	On WLDC website. Printed/electronic copies available on request.	
The role of the Monitoring Officer	Part 2, Article 11 Para 3 & Part 4 page 33 of the Council Constitution – available on WLDC website.	
West Lindsey District Council's Partnership Register	Upon Request	
West Lindsey District Council Guidance on Managing Risk		
<b>What we spend and how we spend it. Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.</b>		
The members' allowances scheme and the allowances paid under it to councillors each year.	This information is available on request and the allowances paid are published in a local newspaper at the end of the Financial year. It is also available on the website. This Scheme is detailed in the Council's Constitution.	
Election expenses (returns or declarations and accompanying documents relating to election expenses sent to the council).	WLDC candidates expense returns and declarations are open for inspection for two years after their receipt. For Parish/Town Council candidates expense returns and declarations are open for only one year after their receipt. The documents are held by DRO.	Copies of any return, declaration or accompanying document: 20p for each side of each page.
<b>What are our priorities and how are we doing. Strategy and performance information, plans, Assessments, inspections and reviews.</b>		
State of District Report	On WLDC website	
Corporate Plan (Current or Previous Editions) – Held for 6 Years	On WLDC website and upon request	
Annual District Auditor's Reports. All produces annually and held for 6 years.		
Inspection Reports		
Statistical information produced in accordance with the council's and departmental requirements		

Impact Assessments		
Equality Impact Assessment		
<b>How we make decisions. Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.</b>		
Facts and analyses of facts considered when framing major policies	On WLDC website and upon request.	
State of the District		
Public consultations		
Citizens Panel reports	On WLDC website and upon request.	
Internal communications guidance, criteria used for decision making, internal instructions , manuals and guidelines	In the Council's Constitution – available on WLDC website and upon request	
Data Quality Strategy	On WLDC website and upon request.	
Timetable of council meetings		
Agendas, officers' reports, background papers and minutes of council committee, sub-committee and standing forum meetings	On request.	
The information provided is limited by the following: Background paper are already available for four years from the date of the meeting; agenda, reports and minutes for six years. No material shall be made available which is 'exempt' within the meaning of the Local Authority access to information rules.	Agenda, minutes and reports available on the website five working days before meeting. Summary of rights to attend meetings and inspect papers available on request and on the website.	
<b>Our policies and procedures. Current written protocols for delivering our functions and responsibilities</b>		
Policies and procedures for conducting council business		
Codes of practice, memoranda of understanding, procedural standing orders, internal guidance about the division of responsibilities between committees and delegated authority, policies on communications between Councillors and members of staff.	Upon request and at receptions. Also on WLDC website.	
Policies and procedures for delivering our service		
Local Code of Governance		
Freedom of Information; Data Protection; Public Sector re-use	On WLDC website and upon request.	

Records management and personal data policies		
Destruction and archive policies, and data protections (including data sharing) policies.		
Charging regimes and policies	On request. Details of certain fees are included on the Council's website in association with information on the specific item for which a fee is charged. Within specific service areas.	
<b>Lists and registers. Information held in registers required by law and other lists and registers relating to the functions of the authority.</b>		
Register of councillors' financial and other interests	District Councillors' register is available on the Web and also available for inspection upon request	
Register of gifts and hospitality	Available for inspection and upon request	
Register of electors	The FULL version of the Register is available for inspection under supervision at Guildhall by appointment. Persons may only make hand-written notes to record any part of it or particulars of it. The EDITED version of the Register must be supplied on request to any person subject to payment of the prescribed fee. Copies are available in data or printed format.	Data format £20 plus £1.50 for each 1000 entries (or remaining entries). Printed format £10 plus £5 for each 1000 entries (or remaining entries).
Register of payment to Members	Available for inspection and upon request.	
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Leaflets, booklets and newsletters		
Citizen Panel Newsletter	Through Royal Mail to Citizen Panel Members	
Services for members of the public	Complaint form and guidance on WLDC website and upon request.	
WLDC receives complaints from the public concerning alleged breaches of the Code of conduct by District and Parish Councillors. This is dealt with by the Standards Committee.	Leaflets available on WLDC website and upon request.	
Election information	The following documents are available on WLDC website at appropriate times during elections: Notice of Election, Statement as to Persons Nominated, Notice of Poll, Results both Current & Historical Appropriate documentation and. Information about becoming a Councillor is available throughout the year. Printed copies of all the above documents are available on request. Available on WLDC website and upon	

	request. Tel: 01427 675134. Upon request and leaflets in Guildhall Reception.	
<b>HR, Communications &amp; H&amp;S 01427 676607</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>Who we are and what we do. Organisational information, locations and contracts, constitutional and legal governance.</b>		
Council Directorate Structure	Upon Request	
<b>What we spend and how we spend it. Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.</b>		
Staff allowances and expenses	Upon request	
Pay and grading structure		
<b>Our policies and procedures. Current written protocols for delivering our functions and responsibilities</b>		
Policies and procedures about the recruitment and employment of staff	On WLDC website and upon request.	
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Leaflets, booklets and newsletters	Upon Request	
Residents News Letters/ Media releases		
HR information on policy and procedures		
Services for members of the public		
Vacancies/jobs advertised recruitment and selection processes and procedures, job descriptions and person specifications, local conditions of service		
<b>Planning and Building Control 01427 676654</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>Our policies and procedures. Current written protocols for delivering our functions and responsibilities</b>		
Charging regimes and policies	On WLDC website and upon request.	
Statutory Planning Fees		
Land Charge Fees		
<b>Lists and registers. Information held in registers required by law and other lists and registers relating to the functions of the authority.</b>		
Public registers and registers held as public records	On WLDC and upon request.	
Planning Register		
Register of Tree Preservation Order applications	Available for personal inspection at Guildhall	
Register of Hazardous Substances applications		
Register of Enforcement Notices		
Local Land Charges Register		

Information required for conveyancing	Obtained by submission of a Con 29 form	
Highways, licensing, planning, commons, footpaths etc	On WLDC website and upon request.	
Copy of Decision Notices		
Copy of Completion Certificates		
Guidance Notes Generally		
Building Control Policy Statement		
Building Control Customer Commitments		
Building Control Enforcement Policy and Procedures		
Building Regulations applications	Upon request.	
Definitive Map of Public Rights of Way	On WLDC website and upon request.	Statutory fee payable
<b>Strategic Growth 01427 675187</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>Our policies and procedures. Current written protocols for delivering our functions and responsibilities.</b>		
County Wide Housing Strategy	On WLDC website and upon request	
Strategic Housing		
Customer Service Charter		
Housing Assistance Policy		
Housing Enforcement Policy		
Empty Homes Policy		
Anti-Social Behaviour and Nuisance	Upon request (hard copy)	
<b>Lists and registers. Information held in registers required by law and other lists and registers relating to the functions of the authority.</b>		
Public registers and registers held as public records	Upon request – to be viewed in person	
Rented properties in the district Housing Register (information provided would not include any personal information)		
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Services for local business/Other Orgs	Available for personal inspection on Council Reception, WLDC website and upon request (hard copy/CD)	
Gainsborough Regained – the Masterplan	Available for personal inspection on Council Reception, WLDC website and upon request (hard copy/CD)	
Pedestrian Survey Report	On WLDC website and upon request (hard copy)	
Footfall Summary Report		
Planning Performance Agreement Project Programme		
Planning Performance Agreement Charter	Upon request (hard copy/CD)	

Work & Skills Plan		
West Lindsey Economic Strategy		
Services for which the council is entitled to recover a fee, together with those fee.	On WLDC website and upon request.	
Gainsborough Market – information on operations, code of conduct, days of operation, events, rent		
Charges and market trader application form.		
<b>Public Protection Services</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>Our policies and procedures. Current written protocols for delivering our functions and responsibilities</b>		
Charging regimes and policies	See Website for Fees and Charges.	Statutory Charge.
<b>Lists and registers. Information held in registers required by law and other lists and registers relating to the functions of the authority.</b>		
Public registers and registers held as public records	Upon Request	
Food Premises Register	On WLDC website and upon request.	
Cooling Tower Register		
Scrap metal Register		
Animal Boarding Register		
Animal Breeding Register		
Dangerous Wild Animal Register		
Combined HC/PH Driver Register		
Gambling Act Register		
Hackney Carriage Register		
Horse Drawn Hackney Carriage Register		
Horse Drawn Omnibus Register		
Horse Drawn Omnibus Driver Register		
Licensing Act Register		
Pet Shop Register		
Private Hire Operator Register		
Private Hire Vehicle Register		
Scrap Metal Dealer Register		
Small Lottery Register		
Societies' Lottery Register		
Riding Establishment Register		
Zoo Register		
Contaminated Land		
Statutory Notices		
IPPC		

<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Regulatory and licensing responsibility	On WLDC website and upon request.	
Food, Health & Hygiene Registrations		
Services for which the council is entitled to recover a fee, together with those fees	Available on displays in car parks.	
Booklets and newsletters	On WLDC website and upon request.	
Advice and guidance as well as services for the public	On WLDC website and upon request (Leaflets may also be available).	
Environmental Permitting Regulations 2006		No more than Statutory Charge.
Pest Control		
Noise		
Smoke		
Air Quality		
Contaminated Land		
Flooding		
Litter		
Pollution inc air pollution		
Media releases	On WLDC website and upon request	
Services for members of the public		
Abandoned Vehicles		
Dog Control		
Services for which the council is entitles to recover a fee, together with those fees		
Mandatory HMO Licensing Scheme		
Leaflets, booklets and newsletters	On WLDC website, upon request and in reception of public building	
Range of leaflets on the housing related services provided by the Council and its partners.		
Leaflets available include:		
Affordable Housing		
Decent Homes Grants		
Disabled Homes Grants		
Energy Efficiency		
Harassments & Illegal Eviction		
Private Renting		
Repairs		
Strategic Housing Service		
Housing Associations		
Domestic Abuse Directory		
Tenancy Deposit Protection		

Revenues & Benefits 01427 676509	How is it Available	What are the charges?
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Business Rates – information about the rating assessment levels for all non-domestic properties in the Council’s area, including assessment numbers, descriptions of the properties, addresses and rateable values, rate relief entitlement, assessment guidance and help in case of payment difficulties. This class is limited – information relating to particular ratepayers will not be provided to third parties.		
Benefits – selected information on claim procedures, claim forms, information requests, benefit entitlement and assessment guidance. Includes Local Housing Allowance Rates.	On WLDC website and upon request.	
Council Tax – information contained in the Council Tax leaflet and on the register of dwellings within the Council’s area that are subject to assessment for Council Tax purposes. Also information on Council Tax exemptions and discounts, assessment guidance and help in case of payment difficulties. This class is limited – information relating to particular tax payers and property owners will not be available.		
Property and Asset Services 01427 676557	How is it Available	What are the charges?
<b>Our policies and procedures. Current written protocols for delivering our functions and responsibilities</b>		
Charging regimes and policies		
Capital Strategy and Asset Management Plan		
‘Scores on the Doors’ – hygiene rating of food businesses		
Licence information, application forms and fees		
Car Park Strategy & Information		

<b>Lists and registers. Information held in registers required by law and other lists and registers relating to the functions of the authority.</b>		
Asset registers and information asset register	On WLDC website and upon request.	
Cavity Wall Insulation applications	Upon Request	
Demolitions		
WLDC Fee document		
Dangerous Buildings		
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Advice and guidance	Upon Request	
Personal Searches		
Copies of Decision Notices		£24.24
Provision of Information		
Copies of Completion Certificates		
How do I apply for building regulations		
Guidance Notes Conservatories and Porches Guidance Notes Timber Floor Joists Building Control Policy Statement		
<b>Financial Services 01427 676542</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>What we spend and how we spend it. Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.</b>		
Financial statements, budgets and variance reports	Available on WLDC website and upon request	
Statement of Accounts		
Quarterly reports on revenue, capital and treasury management		
Capital programme		
Budget	Available on WLDC website via the Committee Administration system and upon request.	
Approved 5 year capital programme		
Quarterly reports on the progress of the capital programme		
Spending reviews		
Quarterly reports on revenue, capital and treasury management		
Financial audit reviews		
The Annual Audit & Inspection letter Agendas, reports and minutes of the Audit Sub Committee		
Procurement procedures		

Quarterly reports on revenue, capital and treasury management	<a href="#">Set out in full in the Constitution (Part 5 Contract Procedure Rules and Financial Procedure Rules) – available on the WLDC website.</a> <a href="http://www.procurementlincolnshire.co.uk">www.procurementlincolnshire.co.uk</a> . <a href="#">Advertised on all or some of the following websites depending on value: -</a> <a href="http://www.ted.europa.org">www.ted.europa.org</a> - High value (over EU threshold) - <a href="http://www.supply2.gov.uk">www.supply2.gov.uk</a> – All (National UK public sector advertising tool) - <a href="http://www.sourcelincolnshire.co.uk">www.sourcelincolnshire.co.uk</a> – All (regional public sector advertising tool)	
Capital programme		
Quarterly reports on revenue, capital and treasury management		
Capital programme		
Procurement Lincolnshire (PL) ‘Sustainable Procurement Strategy’	Available on WLDC website – can be viewed without needing to refer specifically to the Constitution.	
Contracts for public tender		
Procurement and tendering processes and procedures		
Details of contracts currently being tendered/Current contracts being tendered	Advertised on all or some of the following websites: - <a href="http://www.ted.europa.org">www.ted.europa.org</a> - High value (over EU threshold) - <a href="http://www.supply2.gov.uk">www.supply2.gov.uk</a> – All (National UK public sector advertising tool) - <a href="http://www.sourcelincolnshire.co.uk">www.sourcelincolnshire.co.uk</a> – All (regional public sector advertising tool)	
List of contracts awarded and their value		
District auditor’s report	Available on WLDC website and upon request	
Annual Audit and Inspection letters		
Financial statements for projects and events	Available on WLDC website via the Committee Administration system and upon request.	
Internal financial regulations	In the Councils Constitution	
Funding for partnership arrangements		
Transparency – Publishing expenditure items over £250	Available via a link on WLDC website: <a href="mailto:transparency@westlindsey.gov.uk">transparency@westlindsey.gov.uk</a>	
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Annual Audit Letter	WLDC website and upon request.	
Use of Resource Assessment		
Services for which the council is entitled to recover a fee, together with those fees		
Council’s Budget – charges set for Council Services for the forthcoming year	Available on WLDC website via the Committee Administration system and upon request.	
<b>Waste Services 01427 675124</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Services for members of the public		
Public Toilets		

Street Cleansing			
Provision of Dog and Litter Bins			
Fly-tipping removal			
Household Refuse Collection Service			
Chargeable Green waste collection			
Recycling Collection Sites			
Refuse Collection – Side Waste Policy			
Clinical Waste (only sharps collected by WLDC)			
Assisted Collection Service			
Household Waste Recycling Centres (responsibility of LCC)			
Household Waste Recycling Service			
Requests for information: Waste and Recycling figures			<a href="http://www.wastedataflow.org">Figures are available through Wastedataflow: www.wastedataflow.org</a>
Net Cost of waste collection			
Tonnage of waste sent to landfill			
Tonnage of waste recycled			
No of Fly-tipping incidents			
No of abandoned vehicles reported			
Services for which the council is entitled to recover a fee, together with those fees	Fees and Charges available on WLDC website		
Collection of Schedule 2 Household Waste (Household Waste for which a charge can be made)	On WLDC website and upon request.		
Collection of waste from schools			
Bulky Waste Collections			
Collection of fridges			
Collection of Trade Refuse			
Leaflets, booklets and newsletters			
Recycling Made Simple leaflet			
Triple Bin Service leaflet (Black Bin Guide)			
<b>Communities, Localism and CCTV</b>	<b>How is it Available</b>	<b>What are the charges?</b>	
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>			
Street Naming	On WLDC Website and upon request.		
Street numbering			
Assisted Collection Service			
Household Waste Recycling Centres (responsibility of LCC)			

<b>Home Choices/Homelessness</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Homelessness Service		
Housing Advice Service		
Household Waste Recycling Service		
<b>Lists and registers. Information held in registers required by law and other lists and registers relating to the functions of the authority.</b>		
Home Choices/Homelessness		
Housing Register		
<b>Licensing &amp; Land Charges</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Domestic Energy Efficiency Advice		
Financial assistance to Assist Owners to Repair or Improve their Properties		
Disabled Facilities Grants Service		
Landlord Accreditation Scheme		
Empty Property Advice and Assistance		
Affordable Housing Enabling and Advice		
<b>Lists and registers. Information held in registers required by law and other lists and registers relating to the functions of the authority.</b>		
Burial Register	On WLDC site and available on request	
<b>Customer Services</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>Our policies and procedures. Current written protocols for delivering our functions and responsibilities</b>		
Customer Service Charter		
Complaints Procedure		
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Services for local business	On WLDC site and available on request	
Services for members of the public		
<b>Growth, Regeneration &amp; Leisure</b>	<b>How is it Available</b>	<b>What are the charges?</b>
<b>The services we offer. Advice and guidance, booklets, leaflets, transactions and media releases and a description of the services offered.</b>		
Events/Leisure Activities – comprising occasional publications, guides and leaflets on leisure activities including, local walks, cycling and events.	WLDC website and upon request. Tel: 01427 615169.	

Gainsborough Leisure Centre – facility offering a range of activities.	WLDC website and upon request. Tel: 01472 852404 and 01673 842695.	
Trinity Arts Centre – live shows, films, exhibitions, workshops, participatory activities	WLDC website; brochure at Trinity Arts Centre and Reception. Tel: 01427 676655.	
Dial a Ride – Door to door service for those unable to use public transport	WLDC website and upon request.	
Rural Touring (arts in the community)	WLDC website and upon request. Tel: 01427 675134	
Information for visitors to the area, leisure information, events, museums, libraries and archive collections		
What's on? – Also see Events/Leisure Activities	WLDC website; Trinity Arts Centre.	
Leaflets, booklets and newsletters	Leaflets are made specifically for events.	
Complaints Procedure		

If you would like a copy of this leaflet in large, clear print, audio, braille or in another language, please telephone:

**01427 676676**

Guildhall,  
Marshall's Yard  
Gainsborough,  
Lincolnshire  
DN21 2NA  
Tel: 01427 676676  
Fax: 01427 675170  
DX: 27214 Gainsborough

[www.west-lindsey.gov.uk](http://www.west-lindsey.gov.uk)

