

READING BOROUGH COUNCIL GUIDE TO INFORMATION

From 1st January 2005, full access rights to information held by the Council, whether 'published' or not came into force, subject to certain exemptions that are set out in Part II of the Freedom of Information Act. A copy of the Act may be viewed at <http://www.opsi.gov.uk/Acts/acts2000>

Some basic facts about our scheme

We provide our information in two ways: primarily through the Reading Borough Council Website (from which you are able to print a copy) and on paper.

Except where explicitly stated, this Guide to Information is not retrospective, nor will information be available through the scheme indefinitely. For example, policies and similar documents will be removed when they are no longer current but will be replaced by updated or revised versions.

The information covered is included in the classes of information mentioned below and have been defined by the Information Commissioner. These classes cover the core functions of the council.

The classes of information are:

- 1 Who we are and what we do**
Organisational 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.

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- 5 **Our policies and procedures**
Current written protocols for delivering our functions and responsibilities.
- 6 **Lists and Registers**
Information held in registers requires 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.
- 8 **The classes of information will not generally include:**
 - 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.

How we make information available

Information listed in the Guide to Information will be made available in a number of ways. Note that information is not necessarily made available in all these ways; see individual classes for details of which options are available:

- **Website:** Much of the information listed in should be available on the Council's Website. In some cases (for example, OfSTED inspections) information is available on another organisation's Websites;

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- **By email:** Where documents are not yet available on the Council's Website, they can in many cases be sent to you free of charge as an email attachment. Upon receipt of a first request for particular information to be sent by email, we will consider whether the material should in future be made available using the Council Website;
- **By post:** information will be posted on request, following receipt of any fee applicable (see below). Please note that we only supply one copy of any item per person. We do not provide printouts of other people's Webster;
- **Central Reference Library:** A great deal of key printed information is made available in the Central Reference Library at Abbey Square, Reading RG1 3BQ. Public opening hours are set out below.

Monday	09:30 - 17:30
Tuesday	09:30 - 19:00
Wednesday	09:30 - 17:00
Thursday	09:30 - 19:00
Friday	09:30 - 17:30
Saturday	09:30 - 17:00
Sunday	Closed

Much of it is also available at Branch Libraries. You can also access the Reading Borough Council Website free of charge at any of the Borough's public libraries, including the Central Library, (although the usual printing costs will apply).

- **Berkshire Record Office:** Historic information will be made available at Berkshire Record Office, the county archives. You can visit the Record Office in person at 9 Coley Avenue, Reading RG1 6AF, or write or email an enquiry to arch@reading.gov.uk. Public opening hours are:

Monday	Closed
Tuesday	09:00 - 17:00
Wednesday	09:00 - 17:00
Thursday	09:00 - 21:00
Friday	09:00 - 16:30

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Saturday	Closed
Sunday	Closed

Special arrangements apply over public holiday periods. There is also an annual closure for stocktaking in November.

The Record Office holds historic material for Reading Borough Council and its predecessor authorities, as well as other public authorities throughout Berkshire. Catalogues of its are available at the Office and via its website, www.berkshirerecordoffice.org.uk.

The website also contains details about visiting the Office and rules for using the searchroom there, as well as details about the Office's charges made for research and supplying copies. Please phone on 0118 901 5132 or email in advance to make a booking.

Please note that historic information may still be exempt from disclosure under the Freedom of Information Act. Also, historic documents may be too fragile to view in their original state and are often at risk of damage from photocopying. The Office can arrange transcription or other copying methods for documents in its care but there is likely to be a cost attached to this.

- **Civic Offices:** Some information is only available for inspection at the Civic Offices during normal working hours (Monday - Friday 09:00 - 17:00). It is advisable to contact the relevant service area in advance.

Charges which may apply

Publications available for downloading from the Website or in electronic format are free. Most printed publications are free unless otherwise stated. The Council reserves the right to make reasonable charges for photocopying, printing and postage. We currently charge £5 for documents of more than 20 pages; £10 for documents of over 100 pages and proportionately thereafter. This fees regime will apply for the first six months of the scheme's operation, after which it will be reviewed. The introduction of any further statutory obligations will also trigger a review of these arrangements.

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Copyright and the Reading Borough Council Publication Scheme

Information available through this scheme belongs Reading Borough Council. The information contained in Reading Borough Council copyright material may be copied or distributed by you free of charge in any format or medium, but only if it is reproduced accurately and not used in a misleading context or for commercial purposes. In addition, you must identify the source of the material, the fact that it is subject to copyright and the owner of the copyright.

The permission to reproduce Reading Borough Council copyright material does not extend to any material the copyright of which belongs to a third party. Authorisation to reproduce such material must be obtained from the copyright holders concerned.

Access to personal information under the Data Protection Act 1998

The Data Protection Act 1998 provides living individuals with a right of access to personal information held about them. The right applies to all Reading Borough Council information held in computerised form and also to non-computerised information held in filing systems structured so that specific information about particular individuals can be retrieved readily. The right extends also to those archives that meet these criteria. However, the right is subject to exemptions that will affect whether information is provided and requests will be dealt with on a case by case basis.

Please send requests for access to information under the Data Protection Act ('data subject access requests') to the Data Protection Officer at the Civic Offices. We can provide you with a subject access request form. Please provide as much detail as possible to help us find the information. There is currently a £10 charge payable for each application for information. Currently we respond to subject access requests within 40 days.

Note that the Data Protection Act and the Freedom of Information Act do not give third parties rights of access to personal information for research purposes.

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Complaints and appeals

If you are not satisfied with the way we have handled your request, with the fee we have charged, or with the reasons we have given for refusing to provide information, you have the right to appeal. It is proposed that there should be a two-stage process.

The first stage involves an internal appeal to the Head of Legal Services who will arrange for an officer not involved with the request to review what has happened. You will be informed of the decision with reasons.

If you are still dissatisfied you can seek an independent review by the Information Commissioner. Requests to review should be sent to the Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Alternatively you can email the Commissioner on data@dataprotection.gov.uk

Contact points

Requests for information listed in the Publication Scheme, should be made to the relevant department (as listed under "Contact" in the following tables). An A to Z of telephone numbers for main service areas is provided on the Council's Website and also in the business section of the Reading Phone Book. If you experience any difficulties in accessing information in this scheme, please contact the Freedom of Information Act Officer on 0118 939 0289.

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
1) Who we are and what we do:					
a) Council constitution	Committee Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/General.asp?id= SX9452-A780D042 • Central Library • Inspection at Civic Offices • Email/Post 	Constitution <ul style="list-style-type: none"> • Articles • Responsibility for functions • Rules of procedure • Codes and protocols • Members' Allowance scheme • Management structure 	Updated each June by Committee Service	Nil
b) Council democratic structure	Councillor Services	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/committee/ 	<ul style="list-style-type: none"> • Committee structure • Consultative bodies • How to get involved • Committee agendas and Minutes • Decision Book • Forward plan • Meetings calendar • How decisions are made • Outside body appointments 	Updated annually by Committee Service	Nil
	Committee Service	<ul style="list-style-type: none"> • By request - electronic copy 	Members' Year book	Updated annually - May / June	Nil
c) Council directorate structure	Human Resources				
d) Location and opening times of Council properties	Customer services				
e) Currently elected Councillor's information and contact details	Councillor services	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/co 	<ul style="list-style-type: none"> • Councillor A-Z • Councillors by ward • Councillor contact details 	Updated each May by Councillor Services	Nil

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		uncillorinformation/ <ul style="list-style-type: none"> • RBC Yearbook (hard copy only). • Constitution (available by email). 	<ul style="list-style-type: none"> • Councillor poster • Councillor complaints procedure • Councillors' Allowances • Register of Interest • Lead Councillors 	Information in the Yearbook and Constitution available as of June each year.	
	Committee Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/committee/ • RBC Yearbook • Consitution 	Functions and Responsibilities (committee membership etc)		
	Councillor Services	<ul style="list-style-type: none"> • Constitution 	Members' allowances scheme		
		<ul style="list-style-type: none"> • By inspection at the Civic Offices during normal office hours (9am-5pm Monday - Friday) 	Declarations of Members' interest in accordance with section 81 of the Local Government Act 2000		
		<ul style="list-style-type: none"> • Published in press • By request for individual wards 	Councillors' surgeries - dates, times, venues	As required (at least monthly)	Nil
	Mayor's Office	<ul style="list-style-type: none"> • On website http://www.reading.gov.uk/councilanddemocracy/ourmayor/ 	Mayor and Mayor's diary	Updated every May Dairy updated weekly	Nil
	Committee Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/uncillorinformation/atoz/ 	Outside Bodies Councillors (Councillor information incuding their interests and year until which they are elected)		
f) Contact details for all	Customer				

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
customer-facing departments	Services				
g) Most recent election results	Electoral Admin.	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/councilanddemocracy/electoral/ 	Local election results - by year Political composition of Council	Updated after each election (May)	Nil
h) Relationships with other authorities	?				
2) What we spend and how we spend it					
a) Financial statements, budgets and variance reports	Financial Services				
	Financial Services Committee Service	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/councilanddemocracy/councilfinances/ http://www.reading.gov.uk/adviceandbenefits/counciltax/ http://www.reading.gov.uk/business/businessrates/ Post Inspection at the Civic Offices 	<ul style="list-style-type: none"> Annual revenue budget Annual capital programme Fees and charges applied by the Council Council Tax and Business Rates <p>(All the above are known as the 'Gold Book')</p>	Presented to the Council in February each year.	
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/General.asp?id= SX9452-A7806789 	Housing Revenue Account	Presented to the Council in January each year.	

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> • Post • Inspection at the Civic Offices 			
	Financial Services	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/councilfinances/statementofaccounts/ • Post 	Annual Audited Statement of Accounts		
		<ul style="list-style-type: none"> • There is a statutory inspection period each year when the public can inspect the accounts on Council premises. This is published in the press each year. 	Accounts (Statutory Inspection)		
	Committee Service	<ul style="list-style-type: none"> • In Constitution. Available by email or post • Inspection at the Civic Offices 	Budget and Policy framework procedure rules		
		<ul style="list-style-type: none"> • In Constitution. Available by email or post • Inspection at the Civic Offices 	Financial Procedure Rules		
		<ul style="list-style-type: none"> • In Constitution. Available by email or post • Inspection at the Civic Offices 	Contracts Procedure Rules		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
b) Capital programme	Financial Services				
c) Spending reviews	Financial Services				
d) Financial audit reports	Financial Services				
e) The members' allowances scheme and the allowances paid under it to Councillors each year	Councillor Services	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/councillorinformation/General.asp?id=SX9452-A7837705 • See constitution 	Councillor Allowances scheme	Updated each June by Councillor Services	
f) Staff allowances and expenses	Human Resources				
g) Pay and grading structure	Human Resources				
	Electoral Registration	<ul style="list-style-type: none"> • Inspection at Civic Offices 	Parliamentary Election Expenses		
h) Details of contracts currently being tendered	Procurement Team				
i) Lists of contracts awarded and their value	Procurement Team				
j) District auditors report	Financial Services	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/General.asp?id=SX9452-A78185D2 • See Committee list 	Annual Audit letter	Reported each year to Cabinet and CCEA Scrutiny Panel - Jan / Feb	
k) Financial statements for projects and events	Financial Services				
l) Internal Financial	Financial	<ul style="list-style-type: none"> • Website 	Financial Procedure rules	As required	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
regulations	Services	http://www.reading.gov.uk/councilanddemocracy/councilfinances/corporategovernanceandaudit/ • See Constitution			
m) Funding for partnership arrangements					
n) Procurement	Procurement Team	• Website http://www.reading.gov.uk/councilanddemocracy/procurement/ • See Constitution	Contracts Procedure Rules	As required	No
3) What our priorities are and how we are doing					
a) Annual reports					
	Corporate Policy	• Email • Post	Environmental Performance Report		
b) Strategies and business plans for services provided by the Council	Relevant Directorate	• On Website (as per relevant Directorate) • Email • Post	Policies, Strategies and Plans		Price on application
c) Best value local performance plan	Corporate Policy	• Website http://www.reading.gov.uk/councilanddemocracy/bestvalueperformance/ • Post • Inspection at the Civic Offices or Council Libraries	Best Value Performance Plan (BVPP), includes: • All statutory performance indicators with comparative information where available • Reports on all statutory external inspections and audits • Reports on Best Value and Scrutiny reviews		A charge is made for postal applications
d) Internal and external					

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
organization performance reviews					
	Corporate Policy	<ul style="list-style-type: none"> • Cabinet papers • Scrutiny Panel Papers • www.audit-commission.gov.uk • Post 	Comprehensive Performance Assessment		
e) Performance reviews	Corporate Policy Committee Service	<ul style="list-style-type: none"> • BVPP • Cabinet papers • Scrutiny Panel Papers • www.audit-commission.gov.uk 	Best Value Reviews <ul style="list-style-type: none"> • The annual review programme is available in the BVPP • Progress on all BV reviews is reported in the BVPP • All BV Implementation Plans are approved by Cabinet • Implementation of BV reviews is monitored by the relevant Scrutiny Panel • A small number of reviews are inspected externally by the Audit Commission's Best Value Inspectorate. 		
f) Strategies developed in partnership with other authorities					
g) Sustainable Economic Development Strategy	Reading UK CIC	<ul style="list-style-type: none"> • Email/post • Web site • http://www.reading.gov.uk/business/General.asp?id=SX9452-A7816B36 • Cabinet papers 		SEDS runs until April 2009. It's review - in calendar year 2009 - is dependent on: <ul style="list-style-type: none"> • Government guidance on the (SNR) economic assessment duty (enacted 2010/11) 	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
				<ul style="list-style-type: none"> •The new BID Business Plan, in place from April 2009 •Berkshire economic development strategy •The new cultural strategy being worked up by the Council 	
	Financial Services	<ul style="list-style-type: none"> • Cabinet Papers • Post 	Internal Audit Annual Plan		
h) Forward plan	Committee Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/committee/forwardplans/ • Email/Post • Inspection at Civic Offices • Decisions which have come up at short notice are advertised on a notice board outside the Civic Offices 	From 2002 to present	Published monthly with Cabinet agenda	No
i) Capital strategy	Monitoring Officer	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/General.asp?id= SX9452-A77FB333 	Capital strategy	Published annually with Budget (Gold) report to February Council	No
j) Best value performance indicators	Corporate Policy	<ul style="list-style-type: none"> • BVPP • Cabinet Papers 	<ul style="list-style-type: none"> • Performance Indicators 	<ul style="list-style-type: none"> • Results reported annually in the BVPP • Progress report to Cabinet every six months (Currently December and June) 	

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
k) District auditors reports on the best value performance plan performance indicators					
	Corporate Policy (BVPP) Financial Services	<ul style="list-style-type: none"> • BVPP • Post 	Annual Management Letter (from External Auditor)		
	Corporate Policy	<ul style="list-style-type: none"> • BVPP • Post 	Auditor's report on the Best Value Performance Plan		
l) Comprehensive performance assessment					
m) Inspection reports					
	Education and Children's Services Directorate Corporate Policy (BVPP) Committee Services (Scrutiny Papers)	<ul style="list-style-type: none"> • OfSTED/Joint Area review inspections of individual schools and the Local Authority can be viewed on www.ofsted.gov.uk • The Local Authority's OfSTED/ Joint Area Review Implementation plan is reported in the BVPP • Follow-up will be through the Scrutiny process 	OfSTED and Joint Area Reviews		
	Revenues and Benefits	<ul style="list-style-type: none"> • BFI inspections can be viewed on www.bfi.gov.uk 	Benefit Fraud Inspectorate (BFI)		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
	Corporate Policy (BVPP) Committee Service (Scrutiny Papers)	<ul style="list-style-type: none"> Scrutiny work programme and the findings of Scrutiny Reviews are reported in the BVPP. Scrutiny Papers 	Scrutiny Reviews		
n) Local area agreements					
o) Statistical information produced in accordance with the Council's and departmental requirements					
q) Impact assessments					
r) Service standards Public service agreements					
4) How we make decisions		http://www.reading.gov.uk/councilanddemocracy/democraticservices/			
a) Timetable of Council meetings	Committee Service	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/councilanddemocracy/committee/meetingscalendar/ Notice board outside the Civic Offices Post/Email 	Meetings calendar	Updated annually, every May	
		<ul style="list-style-type: none"> Public notice board outside Civic Offices 		Updated fortnightly	
b) Agendas, officers' reports, and minutes of	Committee Service	<ul style="list-style-type: none"> Website http://www.reading.gov.uk 	See Council List	Published 5 working days before date of meeting	Yes if sent by post

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
Council, cabinet, Committee and Sub-Committee, Scrutiny Panel and standing forum meetings		k/councilanddemocracy/committee/committeeminutes/ <ul style="list-style-type: none"> • Listed in constitution • Central Library • Inspection at Civic Offices during normal working hours • By post • Historic records (over 6 years old) held at Berkshire Record Office - by appointment 			
	Committee Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/committee/GeneralM.asp?id= SX9452-A77FA7C2 • Email • Post 	Committee Structure Diagram		
	Committee Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/committee/decisionbook/ • Inspection at Civic Offices • Post 	Decision Book		
c) Background Papers	Committee Service	<ul style="list-style-type: none"> • On request from Committee Service during normal office hours 	As specified in committee reports	N/A	Yes if bulky - post and print costs

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> Will be sent electronically wherever possible 			
d) Partnerships	Corporate Policy	<ul style="list-style-type: none"> On Website http://www.reading.gov.uk/councilanddemocracy/councilfinances/corporategovernanceandaudit/GeneralR.asp?id=SX9452-A7832586 The Best Value Performance Plan has a general account of consultation, including a list of consultations undertaken in the previous year (Available on the Website, by post, or for inspection at the Civic Offices or in any of the Council's Libraries) 	Current Information about how the Council consults with its stakeholders. Detailed information about recent, current and planned consultations.		
		<ul style="list-style-type: none"> Email Post 	Consultation Planner (consultations being undertaken in the current Council Year)		
		<ul style="list-style-type: none"> Email Post 	Consultation Guidance pack (for council officers)		
	Committee Service	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/councilanddemocracy/committee/GeneralM.asp?id=SX9452-A77FA7C2 Email 	Diagram of RBC Consultative Bodies		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> • Post 			
	Corporate Policy	<ul style="list-style-type: none"> • Best Value Performance Plan 	Partnership: A general account of the Council's approach to partnership is included in the BVPP.		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/councilfinances/corporategovernanceandaudit/GeneralR.asp?id=SX9452-A7832586 	Local Strategic Partnership		
	Committee Service Corporate Policy (Voluntary Sector Compact Group only)	<ul style="list-style-type: none"> • Email • Post • Website http://www.reading.gov.uk/councilanddemocracy/committee/committeelist/ • Inspection at the Civic Offices 	<p>Agendas, Papers and Minutes of other key partnership and consultative bodies.</p> <p>Currently this includes:</p> <ul style="list-style-type: none"> • Safer Reading Campaign • Early Years Development and Childcare Partnership • Black Communities Forum • Access Forum • Pensioners' Working Group • Young Person's Forum • Agenda 21 Forum • Arts Forum • Healthier Reading Forum • Arts in the City • Sports Development Forum • Transport Users' Forum • Woodlands and waterways Forum • Traffic Management Advisory 		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
			<ul style="list-style-type: none"> • Forum • Standing Advisory Committee on Religious Affairs (SACRE) • Voluntary Sector Compact Group 		
c) Delegations Register	Committee Service	<ul style="list-style-type: none"> • Inspection at Civic Offices during normal working hours 	Delegations register	As amended	No
d) Code of corporate governance	Monitoring Officer	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/councilfinances/corporategovernanceandaudit/General.asp?id=SX9452-A78270F9 	Code of corporate governance	Annual	No
e) Codes of Conduct and Protocols	Monitoring Officer	<ul style="list-style-type: none"> • Website (see publications held) • See Constitution 	<ul style="list-style-type: none"> • Code of Conduct for Members http://www.reading.gov.uk/councilanddemocracy/General.asp?id=SX9452-A782B536 • Officers' Code of Conduct • Planning Code of Conduct http://www.reading.gov.uk/environmentandplanning/planning/planningapplicationservice/formsandinformation/General.asp?id=SX9452-A77FA4A7 • Protocol on Member / Officer Relations • Council Publicity and 	Annual	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
			Elections		
	Monitoring Officer	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/councillorinformation/General.asp?id= SX9452-A7834601 • See Constitution 	Complaints about Councillors: <ul style="list-style-type: none"> • Local Assessment • Local Investigation • Local Determination 	Annual	No
	Monitoring Officer	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/councillorinformation/General.asp?id= SX9452-A7834601 • Leaflets also available at Civic Offices and in libraries 	Complaints about Councillors - Procedure	As required	No
f) Major policy proposals and decisions	Corporate Policy				
g) Facts and analyses of facts considered when framing major policies	Directors				
h) Public consultations	Corporate Policy				
i) Internal communications guidance, criteria used for decision-making, internal instructions, manuals and guidelines	Communications				
5) Our policies and procedures					
a) Policies and procedures for conducting Council	Committee Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk 	Standing Orders and Procedure Rules	As required Through Council	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
business		k/councilanddemocracy/ <ul style="list-style-type: none"> • See Constitution 	<ul style="list-style-type: none"> • Council Procedure Rules • Access to Information Procedure Rules • Budget & Policy Framework • Cabinet Procedure Rules • Overview & Scrutiny Procedure Rules • Officer Employment Procedure Rules 		
	Corporate Policy	<ul style="list-style-type: none"> • Website (Best Value Performance Plan) http://www.reading.gov.uk/councilanddemocracy/bestvalueperformance/ • Inspection at Civic Offices • Email • Post 	Mission Statement		
	Corporate Policy	<ul style="list-style-type: none"> • Website (Best Value Performance Plan) http://www.reading.gov.uk/councilanddemocracy/bestvalueperformance/ • Inspection at Civic Offices • Email • Post 	Corporate Values		
b) Policies and procedures for delivering our services	Corporate Policy				
c) Policies and procedures about the recruitment and employment of staff	Human Resources				

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• Personnel	Relevant Directorate Personnel	<ul style="list-style-type: none"> • Website http://poweredby.jobsgopublic.com/reading/ • Application packs are available by Post 	Recruitment advertisements and information for applicants including job descriptions and person specifications (current vacancies only)		
	Human Resources	<ul style="list-style-type: none"> • Email • Post 	Current pay scales		
		<ul style="list-style-type: none"> • Post 	Local Government Pension Scheme		
		<ul style="list-style-type: none"> • Email • Post 	<ul style="list-style-type: none"> • Corporate Personnel Policies and Procedures • Corporate Personnel Guidance • Personnel Policies and Procedures for Community and Voluntary-controlled Schools • Model Procedures for Maintained Schools • Other Personnel Policies and Procedures • Health and Safety Policies 		
• Equalities	Corporate Policy	<ul style="list-style-type: none"> • Post • Inspection at the Civic Offices • www.public-impact.com/rdec/topframe.htm 	Reading Declaration (Multi-Agency response to the Macpherson Inquiry)		
		<ul style="list-style-type: none"> • Email • Post 	RBC Equalities Statement		
		<ul style="list-style-type: none"> • Website (Summary Version) 	Race Equality Scheme		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		http://www.reading.gov.uk/communityandliving/equalityanddiversity/raceequalityscheme/ <ul style="list-style-type: none"> • Email • Post 			
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/communityandliving/equalityanddiversity/General.asp?id= SX9452-A781EAE8 <ul style="list-style-type: none"> • Email • Post 	3-year Equality Action Plan		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/communityandliving/equalityanddiversity/ <ul style="list-style-type: none"> • Email • Post 	Annual Review of the Equality Action Plan		
	Human Resources	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/communityandliving/equalityanddiversity/ <ul style="list-style-type: none"> • Email • Post 	Annual Personnel Audit		
d) Customer service					
e) Records management and personal data policies	Legal Services	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/information.asp?ct=freedom%20of%20information	Freedom of Information Act 2000 <ul style="list-style-type: none"> • Procedure for Dealing with Requests for Information • Request form 	As required	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
			Publications Scheme Record Management Policy		
f) Charging regimes and policies	Financial Services				
6) Lists and Registers					
a) Public registers and registers held as public records	See current Schedule				
<ul style="list-style-type: none"> • Land Charges 	Legal Services	<ul style="list-style-type: none"> • In person at the Civic Offices • By post using the relevant forms 	Local Land Charges Register		Yes
<ul style="list-style-type: none"> • Registration Service for Births, Deaths & Marriages 	Reading Register Office	<ul style="list-style-type: none"> • Birth, Death and Marriage certificates are available on written application with necessary details (Name, date). 	Register of Births, Deaths and Marriages		£6.50
	Reading Register Office	<ul style="list-style-type: none"> • Post • In person at the Register Office 	List of licenses premises for marriage (Reading & Wokingham, including prices)		
b) Asset registers and information asses register	Valuation				
c) Register of Councillors financial and other interests	Councillor Services	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/councillorinformation/General.asp?id= SX9452-A77FE0D0 	Register of Councillor Interests See also Councillors' A-Z	Updated annually (May) following local elections	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
d) Register of gifts and hospitality	Councillor Services	<ul style="list-style-type: none"> • Website • By inspection at Civic Offices during normal office hours 	Standards Committee report	Published annually (July) as part of Monitoring Officer's annual report to Standards Committee	No
e) Highways, licensing, planning, commons, footpath etc:	Highways, Licensing and Planning				
<ul style="list-style-type: none"> • Planning and Building Control 	Joint Strategic Planning Unit	<ul style="list-style-type: none"> • www.berks-jspu.gov.uk • Inspection at the Civic Offices (by appointment) 	Berkshire Structure Plan 2001-2016 prepared by the Berkshire Unitary Authorities' Joint Strategic Planning Unit *adopted July 2005)		
		<ul style="list-style-type: none"> • www.berks-jspu.gov.uk 	Waste Local Plan for Berkshire, December 1998		
		<ul style="list-style-type: none"> • www.berks-jspu.gov.uk 	Replacement Minerals Local Plan for Berkshire, incorporating the alterations adopted in December 1997 and May 2001		
	Local Development Framework, Planning	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.asp?id=SX9452-A782EBD9 • Inspection at the Civic Offices and RBC Libraries • Post 	Core Strategy Submission Draft (January 2007)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelop 	Core Strategy Submission Draft: Sustainability Appraisal (January 2007)		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		mentframework/General.asp?id=SX9452-A782EBD9 <ul style="list-style-type: none"> • Inspection at the Civic Offices 			
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.asp?id=SX9452-A782EBD9 • Inspection at the Civic Offices (by appointment) 	Local Development Scheme - approved August 2007		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.asp?id=SX9452-A782EBD9 • Inspection at the Civic Offices 	Statement of Community Involvement (adopted July 2006)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.asp?id=SX9452-A782EBD9 • Inspection at the Civic Offices 	Revised Sustainability Appraisal Scoping Report (January 2007)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.asp?id=SX9452-A782EBD9 	Annual Monitoring Report 2005/6		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		mentframework/General.asp?id=SX9452-A782EBD9 <ul style="list-style-type: none"> • Inspection at the Civic Offices 			
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/consultations/2008consultations/General.asp?id=SX9452-A782E4B3 • Inspection at the Civic Offices and RBC Libraries • Post 	Reading Central Area Action Plan Preferred Options (January 2007)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/environmentandplanning/planning/localplanningpolicy/General.asp?id=SX9452-A7800031 • Printed copy by post or in person at the Civic offices 	Reading Borough Local Map 1991-2006 (including proposals map)		For a printed copy
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/General.asp?id=SX9452-A7814B78 • Inspection at the Civic Offices (by appointment) 	Supplementary Planning Guidance: Planning Obligations under Section 106 of the Town and Country Planning Act 1990 (amended September 2004)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk 	Copy of leaflet - Sustainability Appraisal (March 2006)		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<p>k/business/planning/localplanningpolicy/localdevelopmentframework/General.aspx?id=SX9452-A782EBD9</p> <ul style="list-style-type: none"> • Inspection at the Civic Offices (by appointment) • Post 			
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.aspx?id=SX9452-A782EBD9 • Inspection at the Civic Offices (by appointment) 	Statement of Consultation on Community Involvement undertaken during January/February/March 2007 (Core Strategy Submission Draft; Regulation 29) (September 2007)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.aspx?id=SX9452-A782EBD9 	Summary of Representations on Submission Core Strategy: Regulation 31 Report (April 2007)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.aspx?id=SX9452-A782EBD9 	Core Strategy Submission Draft: Council officers' response to the Submission Core Strategy Representation (May 2007)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/localdevelopmentframework/General.aspx?id=SX9452-A782EBD9 	SPD on Sustainability Design and Construction (March 2007)		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		mentframework/General.asp?id=SX9452-A782EBD9 <ul style="list-style-type: none"> • Inspection at the Civic Offices (by appointment) • Post 			
	Planning and Building Control	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/environmentandplanning/planning/planningapplication/service/General.asp?id=SX9452-A7801DB7 • Inspection at the Civic Offices 	Planning Register (The register of all planning applications received and determined by the Council)		
		<ul style="list-style-type: none"> • Inspection at the Civic Offices 	Register of Enforcement and Stop Notices		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/planning/localplanningpolicy/General.asp?id=SX9452-A7814B78 • Personal application or inspection at the Civic Offices • Post • Email 	Planning Guidance		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/environmentandplanning/buildingcontrol/ • Personal application or inspection at the Civic 	Building Regulations Guidance		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> • Offices • Post • Email 			
	Local Development Framework, Planning	<ul style="list-style-type: none"> • www.reading.gov.uk/environmentandplanning/planning/localplanningpolicy 	Planning and Development Briefs relating to specific sites: <ul style="list-style-type: none"> • Battle Hospital Site Redevelopment • Caversham Lock Area Development • Principles • Chatham Place Redevelopment • Kenavon Drive Urban Design Concept Statement • Station Hill South Planning and Urban Design Brief 		
<ul style="list-style-type: none"> • Licensing 		<ul style="list-style-type: none"> • Inspection at Civic Offices 	Register of Licenses granted including: <ul style="list-style-type: none"> - Hackney Carriage Drivers and Vehicles - Private Hire Vehicles, drivers and operators - Motor Salvage operators 		
<ul style="list-style-type: none"> • Consumer Protection 		<ul style="list-style-type: none"> • Inspection at Civic Offices 	Register of food premises		
		<ul style="list-style-type: none"> • Inspection at Civic Offices 	Register of Notices served under the Food Safety and Health and Safety at Work Acts		
		<ul style="list-style-type: none"> • Inspection at Civic Offices • Website 	Register of evaporative condensers and cooling towers		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
<ul style="list-style-type: none"> Environmental Protection 	Environmental Health	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/environmentandplanning/General.asp?id= SX9452-A77FAB59 Email Post On application at the Civic Offices 	State of the Environment Report		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/environmentandplanning/airquality/ On application at the Civic Offices 	Review and Assessment of Local Air Quality		
		<ul style="list-style-type: none"> Inspection at Civic Offices 	Public Register of Prescribed Processes		
		<ul style="list-style-type: none"> Inspection at Civic Offices 	Contaminated Land Register (This will only arise if land falling within the provisions of Part IIA of the EPA is identified and remediation measures are required)		
<ul style="list-style-type: none"> Transport & Highways 	Highways	<ul style="list-style-type: none"> Written application - a charge is made 	Lists and Plans of adopted and unadopted roads		Yes
<ul style="list-style-type: none"> Arts & Leisure (Archives) 	Berkshire Record Office	<ul style="list-style-type: none"> In person at the Berkshire Records Office On the Berkshire Records Office Website 	Mission Statement for Berkshire Records Office		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		http://www.berkshirerecordoffice.org.uk/ <ul style="list-style-type: none"> • Post 			
		<ul style="list-style-type: none"> • In person at the Berkshire Records Office • On the Berkshire Records Office Website http://www.berkshirerecordoffice.org.uk/ <ul style="list-style-type: none"> • Post 	Service-specific policies and standards (including cataloguing, conservation, acquisition etc)		
		<ul style="list-style-type: none"> • In person at the Berkshire Records Office • On the Berkshire Records Office Website and National archives portals http://www.berkshirerecordoffice.org.uk/ <ul style="list-style-type: none"> • Post 	Catalogues of public authority archives available for public research		
<ul style="list-style-type: none"> • Arts & Leisure (Parks & Open Spaces) 	Parks & Open Spaces Office	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/leisureandculture/parksandopenspaces/allotments/ <ul style="list-style-type: none"> • Email • Post • Collection in person 	Allotment Application		
		<ul style="list-style-type: none"> • Email • Post 	Sports Facility Hire		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> Collection in person 			
		<ul style="list-style-type: none"> Email Post Collection in person 	Park/Hall Hire		
<ul style="list-style-type: none"> Child Care Services 	Children's Information Centre	<ul style="list-style-type: none"> Inspection of Childminders is no longer the legal responsibility of the Council. Queries regarding the Childminders' Register should now be addressed to the Children's Information Centre 	Childminders' Register		
g) Register of electors	Electoral Admin.	<ul style="list-style-type: none"> Edited register (available for inspection at Civic Offices and in Central Library - normal office hours <p>Available electronically or in hard copy ONLY if entitled to receive under Representation of the People Act</p>	Edited register	Published annually (December) Updated monthly	No Yes
		<ul style="list-style-type: none"> Full register available for inspection under supervision at Civic Offices - normal office hours 	Public register	Published annually	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		Available electronically or in hard copy ONLY if entitled to receive under Representation of the People Act			Yes
7) Services provided by the Council					
a) Regulatory and licensing responsibilities					
<ul style="list-style-type: none"> • Bylaws 	Legal Services	<ul style="list-style-type: none"> • Bylaws are often posted in the area to which they apply. • The Council's Legal Services department keeps a copy of all current bylaws. These can be inspected on Council premises. • Copies of individual bylaws can be made available on request. Some are only available as hard copy, others can be sent by email. 	Bylaws		
<ul style="list-style-type: none"> • Statutory Orders 	Legal Services	<ul style="list-style-type: none"> • Inspection at Civic Offices 	Statutory Orders including: <ul style="list-style-type: none"> • Road traffic regulation orders • Tree Preservation Orders (TPOs) • Compulsory Purchase Orders (CPOs) 		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
			<ul style="list-style-type: none"> • Enforcement Orders 		
<ul style="list-style-type: none"> • Statutory Notices 	Relevant Service Area	<ul style="list-style-type: none"> • Inspection at the Civic Offices 	Statutory notices under a variety of legislation including: <ul style="list-style-type: none"> • Schools Standard and Framework Act, 1998 • Environmental Protection Act 1990 • Noise and Statutory Nuisance Act 1993 • Food Safety Act 1990 		
<ul style="list-style-type: none"> • Licensing 	Licensing & Environmental Protection	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/environmentandplanning/licensing/ • Post • On application at the Civic Offices 	Application forms for licences and schedule of fees: <ul style="list-style-type: none"> • Cinema/Video Film Exhibition Licences • Door Supervisor Registrations • Game Dealers Licences • Gaming Machine Permits • Hackney Carriage (Taxi) Vehicle and Drivers Licences • Late Night Refreshment House Licences • Lottery Refreshments • Pavement Café Licences • Public Entertainment/Sport Entertainment Licences • Private Hire (Mini Cab) Licences • Sex Shops • Street Trading Consents 		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
			and Licences <ul style="list-style-type: none"> Theatre Licences (forms are as public entertainment) 		
	Consumer Protection	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/environmentandplanning/licensing/ Hard Copy available of request 	Application forms for licences and schedule of fees for: Acupuncture Animal Boarding Animal Breeding Application forms for licences for: Butchers Shops Ear & Body Piercing Electrolysis Explosives Hairdressers & Barbers Micro pigmentation Pet Shops Petroleum Poisons Sunday Trading Tattooing		
b) Services for local businesses					
<ul style="list-style-type: none"> Chief Executive's Directorate 	Regional, Economic and European	<ul style="list-style-type: none"> CD Brochure 	Reading Business Directory		
		<ul style="list-style-type: none"> Information Booklet Email Website 	Investor Care Business Guide		
c) Services for other organisations					

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
• Waste Services	Streetcare	<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Trade Waste: Terms and conditions and contracts (controlled waste agreements)		
		<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Trade Waste: Vouchers for use of Civic Amenity Site for commercial customers		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/business/wasteandrecycling/wastepoliciesandstatistics/ • Post • On application at the Civic Offices 	Government targets for Landfill, waste recovery, recycling etc		
d) Services for members of the public					
• Customer Care	Corporate Policy	<ul style="list-style-type: none"> • Email • Post • On application at the Civic Offices 	Customer Charter		
	Relevant Service	<ul style="list-style-type: none"> • Website (including online complaints form) http://www.reading.gov.uk/information.asp?ct=complaints • Post, or in person at any Council Premises 	Corporate Complaints Procedure, <i>Your Right to Complain</i>		
• General	Social Services Strategy & Development Team	<ul style="list-style-type: none"> • Email • Post • On application at the Civic Offices 	Social Services & Housing Directorate Plan		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
• Housing	Housing Strategy & Planning	<ul style="list-style-type: none"> • Email • Post • On application at the Civic Offices 	HRA Business Plan		
• Tenants Services	Tenant Services	<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Tenants Compact (Has to be signed by anyone undertaking a tenancy agreement with RBC)		
		<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Tenants' Handbook (Includes a range of tenancy advice)		
		<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Tenancy Agreement (Including a booklet & a landlord/tenant contract)		
		<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Licence Agreement (Tenancy agreement for temporary accommodation)		
• Health and Community Care	H & CC	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/housing/findingahome/ 	Housing options leaflet		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/housing/findingahome 	Housing advice leaflet		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/housing/counciltenants/General.asp?id= SX9452-A78027B5 	Housing News		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/olderp 	How to access Community Care		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		eople/			
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/grants/ 	Financial Assistance		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/druugsandalcohol/ 	DAAT user information		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/mentalcapacityact/ 	Mental Capacity Act leaflets		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/charges/ 	Community Care charges		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/pdsnpartnershipboard 	PDSN Board		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/findingahome 	Sheltered housing info		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/eligibilityandassessment 	Assessment/Referral Criteria for Community Care		
		<ul style="list-style-type: none"> Website 	Public Registers		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		http://www.reading.gov.uk/healthandsocialcare/General.asp?id=SX9452-A77FF0C0			
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/General.asp?id=SX9452-A77F8276 	Directorate Complaints Policy		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices 	Community Care access to records policy		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/counciltenants/payingyourrent 	Rents Scheme		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/directpayments 	Direct Payments		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/Documents/Housing_and_Benefits/Housing%20factsheets/recharges.pdf 	Recharge Policy		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/supportingpeople/General.asp?id=SX9452-A7806BE3 	Supporting People Strategy		
		<ul style="list-style-type: none"> Website 	ASB Strategy		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		http://www.reading.gov.uk/communityandliving/communitysafety/antisocialbehaviour/General.asp?id= SX9452-A7836C84			
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/carers/ 	Carers Strategy		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/saferguardingadults/ 	POVA Strategy		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/counciltenants/gettinginvolvedindecisionsaboutyourhome/General.asp?id= SX9452-A781A3B7 	Chance for Change agreement		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/complaintsandcompliments/ 	Housing Complaints		
	Strategy Team	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/housingstrategyandplans/homelessness/ 	Homelessness Strategy	2008-2013	
	Health and Community Care	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/drugsandalcohol/drugstrategies 	DAAT Plan		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/housingstrategyandplans/housingstrategy/ 	Housing Strategy	2008	
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/communityandliving/communitysafety/General.asp?id=SX9452-A7831DF4 	Safer Communities Strategy	2008	
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/counciltenants/servicestandards/ 	Housing Service Standards		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/bettercarehigherstandards/ 	Community Care Service Standards		
	Health and Community Care	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/counciltenants/General.asp?id=SX9452-A7825892 	Housing Inspection Report		
		<ul style="list-style-type: none"> Website http://www.csci.org.uk/ 	Dom Care Inspection		
		<ul style="list-style-type: none"> Website http://www.csci.org.uk/ 	Residential home inspections		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/healthandsocialcare/communitycareservices/olderp 	Older people's Inspection		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		eople/			
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/councilanddemocracy/bestvalueperformance/ 	Directorate BVPIs		
		<ul style="list-style-type: none"> Website http://www.reading.gov.uk/housing/general.asp?id=SX9452-A7806789 	Housing RA Financial Plan		
<ul style="list-style-type: none"> Social Services 	Social Services	<ul style="list-style-type: none"> Website Email Post On application at the Civic Offices 	Customer Charter: Better Care, Higher Standards Charter		
		<ul style="list-style-type: none"> Email Post On application at the Civic Offices 	Eligibility Criteria: Eligibility Criteria for Community Care		
<ul style="list-style-type: none"> Social Services Children's Services 	<ul style="list-style-type: none"> Social Services Children's Services 	<ul style="list-style-type: none"> Post On application at the Civic Offices 	Access to Personal Records: Information on accessing your social service records, including adoption and fostering records		
		<ul style="list-style-type: none"> Post On application at the Civic Offices 	Direct Payments: Information about payments made direct to individuals to arrange the community services they need		
		<ul style="list-style-type: none"> Website (for general information) http://www.reading.gov.uk/healthandsocialcare/communitycareservices/physic 	Disabled Parking: Disabled Parking - The Blue Badge Scheme (Information made available by Reading Borough Council on		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		aldisability%28pd%29/General.asp?id=SX9452-A77F9A72 <ul style="list-style-type: none"> • Post or on application at the Civic Offices (application forms) 	behalf of Department of the Environment, Transport & the Regions		
• Children's Services	Safeguarding and Performance	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/General.asp?id=SX9452-A77F5341 • Health or Social Care Professionals 	Children's Needs Index: Information for parents who have children with special needs		
	Social Services Complaints' Officer	<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Leaflets explaining how to make complaints, including general complaints, complaints about children & families etc		
• Education	Access & Planning Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/educationandlearning/schools/termdates/ • Email • Post • Inspection at the Civic Offices 	School term dates		
		<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Home to School Transport application forms		
• Child Care Services	Children's Information Centre	<ul style="list-style-type: none"> • On application at the Civic Offices 	All Children's Services registered under the 1989 Children's Act (Childminders, Children's Activity Clubs, Holiday Play Schemes, Out of School Clubs,		

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			Playgroups & Private Day Nurseries). Also: Local Education Authority Nurseries; Parents and Toddler Groups and Social Services Children and Family Centres. (Information made available on behalf of the Council by the Children's Information Service)		
• Nursery & Primary Education	Access & Planning Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/educationandlearning/schools/admissions/General.asp?id=SX9452-A781F4B3 • Post • On application at the Civic Offices 	Annual Parents' Guide: Admissions to Primary Schools in Reading		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/educationandlearning/schools/admissions/General.asp?id=SX9452-A781F4B3 • Post • On application at the Civic Offices 	Primary School Admissions Application Forms		
	School Improvement Service	<ul style="list-style-type: none"> • Post • DCSF Website: www.dcsf.gov.uk 	Primary Schools Achievement & Attainment Tables: Key Stage 2 Results		
Secondary Schools	Access & Planning Service	<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/educationandlearning/schools/admissions/General 	Annual Parents Guide: Admissions to Schools in Reading		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		asp?id=SX9452-A781B5B0 <ul style="list-style-type: none"> • Post • On application at the Civic Offices 			
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/educationandlearning/schools/admissions/General.asp?id=SX9452-A781B5B0 • Post • On application at the Civic Offices 	Secondary School Admission Application Forms		
	Knowledge Management	<ul style="list-style-type: none"> • Post • DCSF website: www.dcsf.gov.uk 	Secondary Schools Achievement & Attainment Tables: Key Stage 3		
	Knowledge Management	<ul style="list-style-type: none"> • Post • DCSF website: www.dcsf.gov.uk 	Secondary Schools Achievement & Attainment Tables: Key Stage 4		
	Knowledge Management	<ul style="list-style-type: none"> • Post • DCSF website: www.dcsf.gov.uk 	School & College Achievement & Attainment Tables: Post 16		
<ul style="list-style-type: none"> • Revenues and Benefits 	Revenues and Benefits	<ul style="list-style-type: none"> • Email • Post • On application at the Civic Offices 	Mission Statement		
		<ul style="list-style-type: none"> • Email • Post • On application at the Civic Offices 	Revenues and Benefits: A Strategy for Social Inclusion		
		<ul style="list-style-type: none"> • Email • Post • On application at the 	Anti-Fraud and Corruption Statement		

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		Civic Offices			
		<ul style="list-style-type: none"> • Email • Post • On application at the Civic Offices 	External Customer Consultation Statement		
		<ul style="list-style-type: none"> • Can be viewed on the Valuations Office Agency Website: www.voa.gov.uk 	Council Tax Valuation List (Property banding by address)		
		<ul style="list-style-type: none"> • Can be viewed on the Valuations Office Agency Website: www.voa.gov.uk 	Business Rates Rating List (property rateable values by address)		
<ul style="list-style-type: none"> • Sport Reading 	Sport Reading Team	<ul style="list-style-type: none"> • Email • Post • Telephone • Website: http://www.reading.gov.uk/leisureandculture/sportreadingdevelopmentteam/ <p>Or:</p> <ul style="list-style-type: none"> • http://www.sportreading.co.uk 	Queries relating to sporting activity within the Reading Community. Leaflets can be downloaded from the website.		
<ul style="list-style-type: none"> • Voluntary Sector Grants 	Voluntary Sector Support Unit	<ul style="list-style-type: none"> • Email • Post • On application at the Civic Offices 	Annual Report of the Voluntary Sector Support Unit		
		<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Application packs for grants		
		<ul style="list-style-type: none"> • Email 	A wide range of demographic and		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> • Post • Website 	socio-economic information and data, including ward profiles and the Census, is available on request		
		<ul style="list-style-type: none"> • Email • Post 	Business Information Pack		
e) Services for which the Council is entitled to recover a fee, together with those fees	Financial Services				
f) Information for visitors to the area, leisure information, events, museums, libraries and archive collections	Marketing & PR Arts & Theatres				
g) Leaflets, booklets, newsletters	Marketing & PR				
<ul style="list-style-type: none"> • Corporate Communications 	Marketing and PR	<ul style="list-style-type: none"> • Civic Offices, leisure centres and libraries • Post 	Live Reading	Quarterly - current issue only	
	Relevant Department	<ul style="list-style-type: none"> • In person from the relevant department • Post 	A range of printed brochures, leaflets, guidance and application forms giving information about the Council's services to the public and to business.		
<ul style="list-style-type: none"> • Social Services • Children's Services 	Social Services Complaints' Officer	<ul style="list-style-type: none"> • Post • On application at the Civic Offices 	Leaflets explaining how to make complaints, including general complaints, complaints about children & families etc		
<ul style="list-style-type: none"> • Children's Services 	Family Group Conference Service	<ul style="list-style-type: none"> • Email • Post 	Three leaflets regarding Family Group Conferences: - Family Group Conferences		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		<ul style="list-style-type: none"> FGC Coordinators/Manager, Education Welfare Officers, Health Professionals (School Nurses, Health Visitors) or Social Workers 	<ul style="list-style-type: none"> for Yps - Families - Those who work with Families 		
h) Advice and guidance					
<ul style="list-style-type: none"> Access for the Disabled and Elderly 	Corporate Policy	<ul style="list-style-type: none"> Post Personal Application at the Civic Offices 	Reading Access Guide - A guide to help disabled and elderly people access shops and services	Updated every two years	
<ul style="list-style-type: none"> Registration Service for Births, Deaths & Marriages 	Reading Register Office	<ul style="list-style-type: none"> Post In person at the Register Office 	The Official Guide to Civil Marriage in Reading (legal preliminaries, notice period etc)		
<ul style="list-style-type: none"> Early Years Education 	Early Years & Play Service	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/educationandlearning/childcare/childcareforunder5s/ Post On application at Civic Offices 	Early Years' Education: A Guide for Parents		
		<ul style="list-style-type: none"> DfES Website at www.dfes.gov.uk/daycare Post On application at the Civic Offices 	Guidance from the DfES for Childminders, providers of out-of-school clubs, crèches etc		
		<ul style="list-style-type: none"> Post On application at the Civic Offices 	Parents' declaration forms (to support early years' providers in claiming nursery grants)		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
<ul style="list-style-type: none"> School Improvement Service 	School Improvement Service	<ul style="list-style-type: none"> Post 	<p>A one-page flyer on benefits of living and working in Reading.</p> <p>Continuous Professional Development File, which includes all training courses for all School-based staff</p> <p>Induction file for new Head Teachers</p>		
	Behaviour Services	<ul style="list-style-type: none"> Post Email 	Exclusions Guidance for parents		
	Behaviour Services	<ul style="list-style-type: none"> http://www.chess.reading.sch.uk 	Range of Information about ChESS (Children's Education Support Service)		
<ul style="list-style-type: none"> Special Educational Needs 	Inclusion & Intervention Service	<ul style="list-style-type: none"> www.dfes.gov.uk 	The Government's Code of practice on SEN, which came into force on January 1 st 2002		
		<ul style="list-style-type: none"> Post On application at the Civic Offices 	Information for Parents of Disabled Children in Reading		
		<ul style="list-style-type: none"> Post On application at the Civic Offices 	Guide for Parents of Children with Special Educational Needs in Reading		
		<ul style="list-style-type: none"> Post On application at the Civic Offices 	A variety of DfES publications on Special Educational Needs & Disability for parents & carers.		
<ul style="list-style-type: none"> Play Development 	Early Years & Play Service	<ul style="list-style-type: none"> Post On application at the Civic Offices 	Guide to Play Development Services for children aged 5-14 years.		
<ul style="list-style-type: none"> Religious Education 	School Improvement	<ul style="list-style-type: none"> Email Post 	Policy Statement on Collective Worship in Schools		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
	Service				
<ul style="list-style-type: none"> Education Welfare 	Education Welfare Service	<ul style="list-style-type: none"> Post On application at the Civic Offices 	Explanatory material on: <ul style="list-style-type: none"> The work of education welfare The law on school attendance Child employment Permanent exclusion 		
<ul style="list-style-type: none"> Equality services 	Equality Services	<ul style="list-style-type: none"> Post RBC's VLE 	Ethnic Minority Achievement: guidance and information on ethnic minority achievement, English as an additional language and race equality, designed primarily for school leaders and teachers		
<ul style="list-style-type: none"> Governor Support 	Governor Support	<ul style="list-style-type: none"> Governornet website http://www.governornet.co.uk/ 	National Governor Training Programme induction materials		
<ul style="list-style-type: none"> Student Loans 	Access and Planning Service	<ul style="list-style-type: none"> Post On application at the Civic Offices 	Discretionary Assistance: A Guide for Students		
<ul style="list-style-type: none"> 		<ul style="list-style-type: none"> Information and application forms available on the Department for Education and Skills Website at www.dfes.gov.uk/studentssupport Post On application at the Civic Offices 	Information and application forms from the DfES for student loans		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
<ul style="list-style-type: none"> Financing Schools 	Schools Finance	<ul style="list-style-type: none"> Email Post On application at the Civic Offices 	Local Management of Schools Financing Scheme		
		<ul style="list-style-type: none"> Email Post On application at the Civic Offices 	Section 52 Budget Statement		
<ul style="list-style-type: none"> New Directions (Learning & Employment Service) 	New Directions Marketing/Central Marketing and PR	<ul style="list-style-type: none"> Email Post ND & RBC Websites <p>http://newdirectionsreading.co.uk/</p> <p>http://www.reading.gov.uk/news/pressreleases/</p>	Press Releases		
	New Directions Marketing	<ul style="list-style-type: none"> New Directions Centres, Civic Centre, Leisure Centres, Community Centres, schools and libraries Post Website <p>http://newdirectionsreading.co.uk/</p>	New Directions Guide	3 times a year -Spring, Summer, Autumn	
		<ul style="list-style-type: none"> Free access to the Internet is available from New Directions for Employment centres and any of the Council's libraries to any registered library 	New Directions Website		

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
		user			
		<ul style="list-style-type: none"> In person from the relevant New Directions Receptions Post Website 	A range of short term brochures, leaflets, guidance and enrolment and application forms giving information about New Directions		
<ul style="list-style-type: none"> School Meals 	School Meal Support	<ul style="list-style-type: none"> Post Email Website http://www.reading.gov.uk/educationandlearning/schools/schoolmeals/ On application at the Civic Offices 	Quarterly menu		
		<ul style="list-style-type: none"> http://www.reading.gov.uk/educationandlearning/schools/schoolmeals 	Range of information regarding the school meals in Reading, free school meals and free milk schemes		
i) Media releases	Marketing & PR				
	Marketing and PR	<ul style="list-style-type: none"> Email Post 	Press Releases		
	Website	<ul style="list-style-type: none"> Free access to the Internet is available from any of the Council's libraries to any registered library user 	RBC Website (also gives access to Reading Arts & Leisure Website)		
j) Election information	Electoral Admin	<ul style="list-style-type: none"> Website http://www.reading.gov.uk/councilanddemocracy/electoral/ 	Registration forms Postal Voting forms Service voters Overseas voters	Updated twice yearly <ul style="list-style-type: none"> for election for canvass 	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
			16/17 - Rising Voters Data Protection Standing for Election Election results and ward map		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/electoral/ • On application at the Civic Offices 	Election News (The latest Information from local government elections and bye-elections)		
		<ul style="list-style-type: none"> • Website http://www.reading.gov.uk/councilanddemocracy/electoral/ • Published at Civic Offices building • For parliamentary elections, published at Central Library Reading East) and one library in Reading West 	Public information on elections - Notice of poll Notice of postal votes Statement of persons nominated List of election agents	As required by law in lead-in period to election	No
		<ul style="list-style-type: none"> • Inspection at Civic Offices - normal office hours 	Parliamentary candidate election expenses	Destroyed 2 years after each election	No
			Local election nomination papers	From after latest time for delivery until close of office hours on day of poll	No
			Local candidate election expenses	Destroyed 2 years after each election	No
			Local election ballot paper accounts - including: <ul style="list-style-type: none"> • statement of rejected ballot 	For a period of six months from day of election	No

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	Contact Service	Availability	Publications held	Review arrangements	Charge?
			<p>papers</p> <ul style="list-style-type: none"> • result of verification of ballot paper accounts • tendered votes list • list of voters assisted by companions and related statements and declarations made by companions • list of votes marked by the Presiding Officer 		
		<ul style="list-style-type: none"> • Request in writing to Election Registration Officer, specifying documents to be inspected, and stating purpose • Inspection at Civic Offices - normal office hours • Conditions subject to Reg 118 of Representation Of People Act 2001 	<p>Marked copies of registers and lists of proxies</p> <p>Marked copies of postal vote register</p>	For a period of six months from day of election	No