

WEST LoTHIAN LICENSING BOARD

**GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION
SCHEME 2013**

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1.0 INTRODUCTION

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

West Lothian Licensing Board has adopted the **Model Publication Scheme 2013** produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2017.

You can see this scheme on the West Lothian Council website at www.westlothian.gov.uk or by contacting us at the address below.

Licensing Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF
Email: licensingboard@westlothian.gov.uk
Telephone: 01506 281632

We will also be pleased to advise you how to ask for information that we do not publish, or how to complain if you are dissatisfied with any aspect of this publication scheme.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class.
- state what charges may be applied.
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information.
- explain how to request information we hold that has not been published.

Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

Most downloadable documents are in standard "Portable Downloadable Format" (.pdf) format. Information held on web pages can be printed using your own web browser's print function. Further information on accessibility and how to download a pdf viewer is on the [Help](#) section of the council's website.

Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication but we will explain why.

2.0 COPYRIGHT

West Lothian Licensing Board holds the copyright for the vast majority of information in this publication scheme. All of this information can be copied or reproduced (but not reused - see below) without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The publication scheme may however contain information where the copyright holder is not West Lothian Licensing Board. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland: www.oqps.gov.uk . We can provide you with a copy of this information if you do not have internet access.

Re-Use of Public Sector Information

Access to the information does not mean that copyright has been waived, nor does it give the recipient the right to re-use the information for a commercial purpose. If you intend to re-use information obtained from the scheme, and you are unsure whether you have the right to do so, you are advised to make a request to West Lothian Licensing Board to re-use the information. Your request will be considered under the Re-Use of Public Sector Information Regulations 2005 (RPSIs) for which a charge may be imposed. In the event that a charge is payable, you will be advised what this is and how it has been calculated. If you would like more information on the re-use of information, please contact:

Licensing Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF

Email: licensingboard@westlothian.gov.uk
Telephone: 01506 281632

Guidance on the RPSI regulations can also be found on the Office of Public Sector Information (OPSI) website at <http://www.opsi.gov.uk/advice/psi-regulations/index.htm>

3.0 CHARGES

Unless otherwise indicated, all information contained within our publication scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

Each class of information will clearly show if a charge may apply to information within that class. Unless otherwise stated in the 'Charges' column in section 13, the charges which apply will be based on the charging policy set out below. In the event that a payment is required for the information you want, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

We reserve the right to impose charges for providing information in paper copy or computer disc / alternative formats. West Lothian Licensing Board is mindful of its obligations under equality and anti-discrimination legislation when setting charges for alternative formats. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

Reproduction costs	
<i>Black and white copy</i>	<i>10p per A4 sheet</i>
<i>Colour copy</i>	<i>30p per A4 sheet</i>
Alternative formats	
<i>CD-ROM / DVD</i>	<i>£1 per disc</i>
Postage	
<i>Charged at the cost to the Council of sending the information by first class post</i>	

There may be pre-printed publications for which West Lothian Licensing Board will make a charge. These publications will be charged according to how much it actually cost the Council to have them professionally printed.

For example, if West Lothian Licensing Board has produced a formal report, and it costs us £500 to print a stock of 100 reports, then the actual printing cost paid by the council is £5 per report. We therefore reserve the right to charge you up to £5 each for a copy of the report – plus actual postage costs, as charged by the Royal Mail – but no more than this.

Please note that, if you are interested in a large printed document, we can provide you with copies of selected relevant pages rather than charge you for a full printed copy of the document. The copying charges that would apply are as set out in the table above. Our staff can advise you.

If we make any charges for documents within our information classes which do not comply with this charging policy, these will be approved on a case by case basis by the Scottish Information Commissioner, and the value of the charge will be listed individually in the column entitled 'Charges' along with the details of the specific charges.

4.0 CLASSES OF INFORMATION

We publish information online that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information

CLASS 1: [ABOUT WEST LOTHIAN LICENSING BOARD](#)

Class description:

Information about West Lothian Licensing Board who we are, where to find us, how to contact us, how we are managed and our external relations.

Available on the Council's website

<http://www.westlothian.gov.uk/>

CLASS 2: [HOW WE DELIVER OUR FUNCTIONS AND SERVICES](#)

Class description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

Available on the Council's website

<http://www.westlothian.gov.uk>

CLASS 3: [HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED](#)

Class description:

Information about the decisions we take, how we make decisions and how we involve others

Available on the Council's website

<http://coins.westlothian.gov.uk/coins/allCommittees.asp?sort=1&page=5>

CLASS 4: WHAT WE SPEND AND HOW WE SPEND IT

Class description:

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent

ICO Category	ICO Sub Category	WLC Category	Links/Documents/Downloads	Type
Decision Making	Financial statements, including annual accounts, any regular statements e.g. quarterly budget statements.	West Lothian Council Statement of Accounts	http://www.westlothian.gov.uk/article/5575/Finance-Information	Web Link
	Financial statements required by statute e.g., sections 31 and 33 of the Public Service Reform (Scotland) Act 2010, if applicable to the authority.	West Lothian Council Statement of Accounts	http://www.westlothian.gov.uk/article/5575/Finance-Information	Web Link
	Financial policies and procedures for budget allocation.	Asset Management Strategy and General Services Capital Programme 2013/14 to 2017/18 Revenue Budget 2013/14 and 2014/15	http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17578 http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17577	Web Link Web Link

	Budget allocation to key policy/function/service areas.	<p>Corporate Plan 2013/17</p> <p>Asset Management Strategy and General Services Capital Programme 2013/14 to 2017/18</p> <p>Revenue Budget 2013/14 and 2014/15</p>	<p>http://www.westlothian.gov.uk/article/1952/Corporate-Plan</p> <p>http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17578</p> <p>http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17577</p>	<p>Web Link</p> <p>Web Link</p> <p>Web Link</p>
	Purchasing plans and capital funding plans	<p>West Lothian Council Statement of Accounts</p> <p>Corporate Plan 2013/17</p> <p>Revenue Budget 2013/14 and 2014/15</p> <p>Asset Management Strategy and General</p>	<p>http://www.westlothian.gov.uk/article/5575/Finance-Information</p> <p>http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17576</p> <p>http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17577</p> <p>http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17578</p>	<p>Web Link</p> <p>Web Link</p> <p>Web Link</p> <p>Web Link</p>

		Services Capital Programme 2013/14 to 2017/18		
		2013/14 Housing Revenue Account Budget and Rent Levels	http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17579	Web Link
		Housing Capital Programme 2013/14 to 2017/18	http://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=17580	Web Link
	Financial administration manual/ internal financial regulations	West Lothian Council Statement of Accounts	http://www.westlothian.gov.uk/article/5575/Finance-Information	Web Link
	Expenses policies and procedures	West Lothian Council Statement of Accounts	http://www.westlothian.gov.uk/article/5575/Finance-Information	Web Link
	Senior staff/board member expenses at category level e.g., travel, subsistence and Accommodation	West Lothian Council Statement of Accounts	http://www.westlothian.gov.uk/article/5575/Finance-Information	Web Link
	Board member remuneration other than expenses	West Lothian Council Statement of Accounts	http://www.westlothian.gov.uk/article/5575/Finance-Information	Web Link

	Pay and grading structure (levels of pay rather than individual salaries)	West Lothian Council Statement of Accounts HR Pay, Benefits & Pensions	http://www.westlothian.gov.uk/article/5575/Finance-Information http://www.westlothian.gov.uk/article/2193/Pay-Pensions-and-Benefits	Web Link Web Link
	Investments, summary information about endowments, investments and authority pension fund	West Lothian Council Statement of Accounts	http://www.westlothian.gov.uk/article/5575/Finance-Information	Web Link

CLASS 5: [HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES](#)

Class description:

Information about how we manage the human, physical and information resources of West Lothian Licensing Board

ICO Category	ICO Sub Category	WLC Category	Links/Documents/Downloads	Type
Human Resources	Strategy and management of human resources.		Corporate Services Management Plan	Web Link
	Staffing structure.		Organisational Structure Nov 2012	Pdf
	Human resources policies, procedures and guidelines, including e.g., recruitment, performance management, salary and grading, promotion, pensions, discipline, grievance, staff development, staff records.		HR, Policies, Procedures & Guidance HR Pay, Benefits & Pensions HR Team HR Forms Learning & Development/Workforce Mgt	Web Link Web Link Pdf Web Link Web Link
Physical Resources	Management of the authority's land and property assets,		Asset Management Corporate Asset Management Plan	Web Link Pdf

	including environmental I sustainability reports.		Property Asset Management Plan Property Asset Management Plan School Estate Management Plan School Estate Management Plan Planning and the Environment Energy Conservation Housing, Construction & Building Services Management Plan 2012-13 (inc. structure chart) (PDF 1.55MB) Customer Satisfaction Results 2011-2012 (inc Repairs) (PDF, 13.2KB) Non-Housing repairs results 2011-2012 (PDF, 37.7KB) Performance 2011-2012 (PDF, 176KB)	Web Link Pdf Web Link Pdf Web Link Web Link Pdf Pdf Pdf
	Description of the authority's land and property holdings.		Land and Property Website	Web Link
	Estate development plans.		Edinburgh & Lothians Structure Plan 2015 Strategic Development Plan West Lothian Local Plan Local Development Plans Property Management and Development West Lothian Local Housing Strategy 2012-2017 (PDF, 50KB) Housing Capital Programme 2012-2013 (PDF, 698KB)	Web Link Web link Web Link Web Link Web Link Pdf Pdf
	Maintenance arrangements.		Adaptations & Repairs Tenant Handbook (PDF, 1.89MB) Repairs reporting Gas Repair (PDF, 5KB)	Web link .pdf Web link .pdf
Information Resources	Records management policy, including records retention schedule		Records Management Policy	
	Information governance I asset management policies and procedures.		Information Handling Procedure Information Security Policy Internet, Social Media & Email Policy Information Strategy	Pdf Pdf Pdf

	Knowledge management policies and procedures.		As above	
	List of statistical information published by the authority.		Statutory Performance Indicators West Lothian Council (Audit Scotland website) Statutory Performance Indicators (Audit Scotland Website)	XLS Web Link
	Freedom of information policies and procedures.		Freedom of Information Web Page Freedom of Information – Quick Guide	Web Link Pdf
CLASS 6: HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS				
Class description: Information about how we procure goods and services, and our contracts with external providers				
CLASS 7: HOW WE ARE PERFORMING				
Class description: Information about how we perform as an organisation, and how well we deliver our functions and services				
ICO Category	ICO Sub Category	WLC Category	Links/Documents/Downloads	Type
Performance	External reports e.g., annual report, performance statements required by statute (e.g., section 32 of the Public Service Reform (Scotland) Act 2010 if applicable)			
	Performance indicators and performance against them.		Council Performance Management Performance Committee	Web Link Web Link

CLASS 8: [OUR COMMERCIAL PUBLICATIONS](#)

Class description:

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

5.0 ACCESSING INFORMATION UNDER THE SCHEME

Information available under our publication scheme will normally be available through the routes described below. *Classes of Information* provides more details on the information available under the scheme, along with additional guidance, where relevant, on how the information falling within each 'class' may be accessed.

Online:

Most information listed in our publication scheme is available to download from the West Lothian Council website. Both this publication scheme and West Lothian Council's website **www.westlothian.gov.uk** are based on the Scottish Navigation List, and are classified in a similar way – this should make it easier for scheme users to locate the information described in classes, where it is available online. For more info on SNL see section 13: classes of information

A hyperlink within the format / availability column in Section 13: Classes of Information will direct you to the relevant page or document.

If you are still having trouble finding any document listed under our scheme, please contact Licensing Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, Email: licensingboard@westlothian.gov.uk
Telephone: 01506 281632
for assistance.

By email: licensingboard@westlothian.gov.uk

If the information you seek is listed in our publication scheme but is not published on our website, we will usually be able to send the information to you by email. When requesting information from us, please provide a telephone number so that we can contact you to clarify details, if necessary.

By phone:

Information can also be requested from us over the telephone. Please call 01506 281632 to request information available under this scheme.

By post:

All information under the scheme will normally be available in paper copy form.

Please address your request to: Licensing Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF.

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see *Section 6: Our Charging Policy* for further information on fees). Please also include a telephone number so we can contact you to clarify any details, if necessary.

Advice and assistance:

If you have any difficulty identifying the information you want to access, then please contact: Licensing Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF who will be happy to help.

email: licensingboard@westlothian.gov.uk Telephone: 01506 281632

6.0 ACCESS TO INFORMATION NOT AVAILABLE UNDER THE SCHEME

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a general right of access to the information we hold, subject to certain exemptions.

The Environmental Information (Scotland) Regulations 2004 (EIRs) provide a right of access to the environmental information we hold, and the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Together these three pieces of legislation provide rights of access to most information held by the Licensing Board. However, there are other acts or regulations which provide a right of access to specific types of information held by licensing boards, or which require registers to be publicly available.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please contact:

Licensing Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Email licensingboard@westlothian.gov.uk
Telephone 01506 281632

Charges for information which is not available under the scheme

The current council policy is not to charge for information requests made under the Freedom of Information (Scotland) Act, the Environmental Information (Scotland) Regulations, or subject access requests. However, if this policy changes then the charging schedules set out below would apply.

The charges for information which **is** available under this scheme are set out under Section 6 – Our Charging Policy. If you submit a request to us for information which **is not** available under the scheme the charges will be based on the following calculations:

General information requests under FOISA:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50 that calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for environmental information under the EIRs:

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for providing the information to you.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you. Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, that calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Requests for your own personal data under the DPA:

Under the Data Protection Act, an individual can request a copy of the information held about them. This is known as a Subject Access Request. Where you make a subject access request under the Data Protection Act we may impose a charge of up to £10. There is a 40 day statutory maximum period for responding to a Subject Access Request.

Making a request for information:

To make any request for information contact:

Licensing Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Email licensingboard@westlothian.gov.uk

7.0 OTHER INFORMATION

There is a range of other information which is available from the Licensing Board which is not 'published' via the publication scheme. It cannot be requested under the scheme, but the Licensing Board will still facilitate access to it. Reference to this information is included here to assist scheme users who might be interested in it, but it cannot be requested via the publication scheme.

'Added Value' information

This covers information which is held by the Licensing Board but has to be analysed or packaged in some way in response to a specific enquiry for it. Such packaged information does not pre-exist the request and cannot be said to be 'published' – therefore it is not available via the publication scheme. The following is an example of value added information:

Analysis of the contents of public registers

The contents of statutory public registers are available as indicated under the information classes in this scheme. However, where the Council performs any analysis of the contents of a register in response to an enquiry, the resulting information did not pre-exist the request and is therefore not included in the publication scheme.

Enquiries for this information should be directed to:

Licensing Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Email licensingboard@westlothian.gov.uk
Telephone 01506 281632

8.0 RECORDS MANAGEMENT

Records are one of the Licensing Board's most vital assets. They support decision making, document activities, provide evidence of policies, decisions and transactions, and underpin the daily work of the Licensing Board.

To ensure that records are managed properly, the Licensing Board aims to conform to the Code of Practice on Records Management which has been issued by Ministers in accordance with Section 61 of the Freedom of Information (Scotland) Act 2002 and has adopted a Records Management Policy detailing how it intends to manage its records. This details the Licensing Board's commitment to ensuring that records are accurate and reliable, can be retrieved easily and are kept for no longer than is absolutely necessary.

For further information on records management and the Licensing Board's Records Policy, please contact:

Licensing Services,
West Lothian Council,
West Lothian Civic Centre,
Howden South Road,
Livingston,
West Lothian,
EH54 6FF,
Email: licensingboard@westlothian.gov.uk
Telephone: 01506 281632

Archives

Council records of historical interest that have been identified for permanent preservation have been transferred to the custody of the Council's Archives Service.

The contents of archives are not included in the publication scheme, although supporting information such as lists of content and guidance to finding information are. However, the contents of our archives are made accessible to the public and requests for access should be directed to:

Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF,
Email: customer.service@westlothian.gov.uk
Telephone: 01506 775000

The **Archives and Records Centre** is located at:

9 Dunlop Square
Deans Industrial Estate
Livingston
EH54 8SB
Phone: **01506 773770**
E-mail: archive@westlothian.org.uk
Website: <http://www.westlothian.gov.uk/article/2052/Archives>

Opening hours - 9am to 12pm and 2pm to 5pm Monday to Thursday;
9am to 12pm and 2pm to 4pm on Friday.

Library and Heritage Services are located at:

West Lothian Council

Connolly House

Hopefield Road

Blackburn

EH47 7HZ

Phone: **01506 776336**

E-mail: **library.info@westlothian.gov.uk**

Website: www.westlothian.gov.uk/libraries

The **Local History Library** is located at:

County Buildings

High Street

Linlithgow

EH49 7EZ

Phone : **01506 282491**

E-mail : **sybil.cavanagh@westlothian.gov.uk**

Opening hours

Library Headquarters – Monday to Thursday 8.30am to 5pm

Fridays 8.30am to 4pm

Local History Library – Is open one Saturday a month between 9am and 1pm

9.0 COMPLAINTS

Complaints about the publication scheme

Our aim is to make our publication scheme as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the publication scheme please contact us and we will try to resolve your complaint as quickly as possible. You can contact:

Licensing Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF,
Email: licensingboard@westlothian.gov.uk
Telephone: 01506 281632

Alternatively pick up a 'Points of View' leaflet from any Council Information Services centre (CIS) or library. Once the form is complete, either post it (there is no need for a stamp) or drop it into your nearest CIS centre. You can also speak to the staff there about your complaint. You can also contact the council by textphone for the deaf on 18001 01506 464427.

Whatever method you choose to make your comments/complaints, the matter will be dealt with in the same way.

On the day your complaint or comment is received, the Licensing Service will contact you to let you know that we have received it and tell you what will happen next.

We aim to resolve the majority of complaints within five working days. However, some complaints can take a bit longer to investigate and when they do, we will contact you to discuss and agree a new completion date.

All comments and complaints will be recorded by the council and used as information to improve council services. If you have made a complaint and are still not happy, you can write to the council's Chief Executive, who will look at the decision and decide if more action is needed. You can contact him at:

West Lothian Civic Centre
Howden South Road
Livingston
West Lothian
EH54 6FF
Telephone: 01506 775000

Appealing to the Scottish Information Commissioner

You have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights will apply only to publication scheme requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

This same three-step right of appeal applies if you make written requests for information which is not included in the publication scheme, and are unhappy with the response you receive. Section 11 provides guidance on how to request information which is not available under the scheme.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. Her office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

Fife

KY16 9DS

Tel: 01334 464610

Email: enquiries@itspublicknowledge.info

Website: www.itspublicknowledge.info