

Shetland Islands Council Publication Scheme

**Produced as required by the
Freedom of Information (Scotland) Act 2002**



SECTIONS

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1. INTRODUCTION TO THE PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 (FOISA) provides individuals with a right of access to all recorded information held by Scotland's public authorities. Anyone can use this right, and information can only be withheld where FOISA expressly permits it.

Section 23 of FOISA also requires that all Scottish public authorities maintain a publication scheme. A publication scheme sets out the types of information that a public authority routinely makes available. Publication schemes are high level, strategic documents in which a public authority commits to making published information reasonably available to the general public. This ensures that published information held by authorities is open, accountable and transparent at all times.

This scheme has been approved by the Scottish Information Commissioner, who is responsible for enforcing FOISA. Shetland Islands Council are obliged to review the scheme from time to time.

The purpose of the scheme is to provide you with details of the range of information that we routinely publish. The scheme also provides details of how you can access this information, and tells you whether it is available free, or if there is a charge for the information.

In adopting (or reviewing) our publication scheme, we are required to have regard to the public interest in allowing public access to the information we hold on:

- the services we provide, the costs of those services and the standards attained by those services;
- the facts or analyses which form the basis of the decisions we make; and
- the publication of the reasons for the decisions we make.

In preparing to meet our obligations under FOISA, including drawing up this publication scheme, we have been mindful of the value of openness and transparency.

Alongside FOISA, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to environmental information that we hold. This publication scheme also contains details of the environmental information that we routinely make available.

Where information is not published under this scheme, you can request it from us under FOISA or, in the case of environmental information, the EIRs. For further information on accessing information not covered by this scheme, refer to *Section 11 – How to access information not available under the scheme*.

2. ABOUT SHETLAND ISLANDS COUNCIL

Location

Shetland Islands Council serves a population of around 23,000 and has an area of 567 square miles. Lerwick is the main population centre with a population of over 9,000.

Key Functions and Services

The Council delivers a wide range of functions and services to the community, many through statutory obligations. The Local Government in Scotland Act 2003 places a legal duty on councils to lead community planning in their area, and also provides them with the statutory power to advance wellbeing – in other words, councils may undertake and/or support any activity in the interests of their local community, subject to certain limiting provisions.

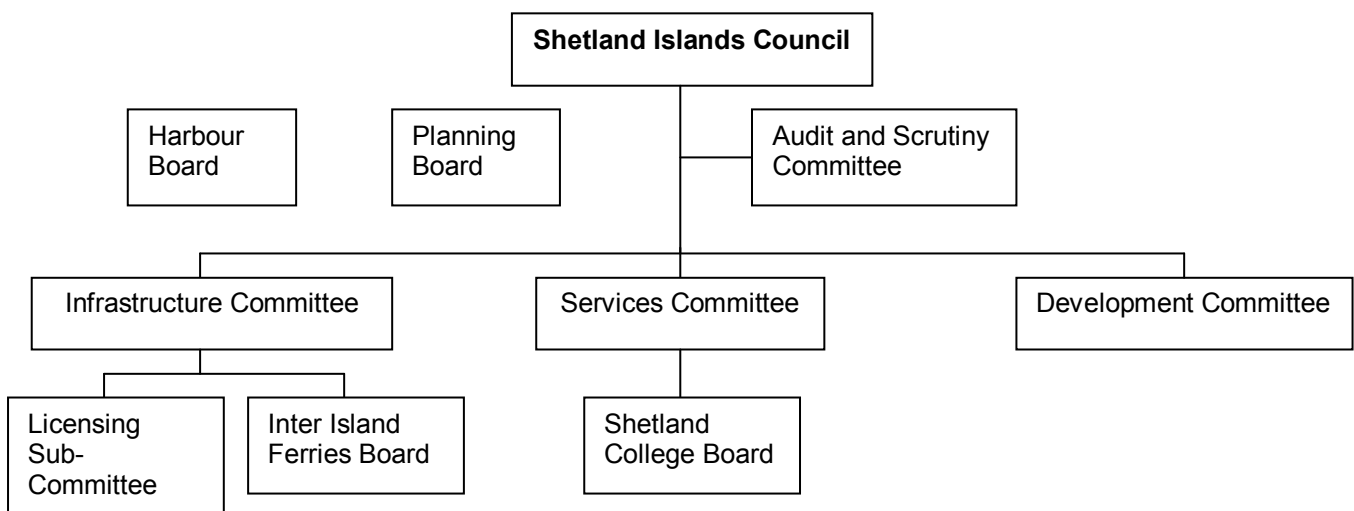
These services include:

- Education (including Shetland College)
- Planning
- Highways
- Libraries, archives and museums
- Registration of births, deaths and marriages
- Social Care
- Trading Standards
- Environmental Health
- Housing
- Sports and Leisure

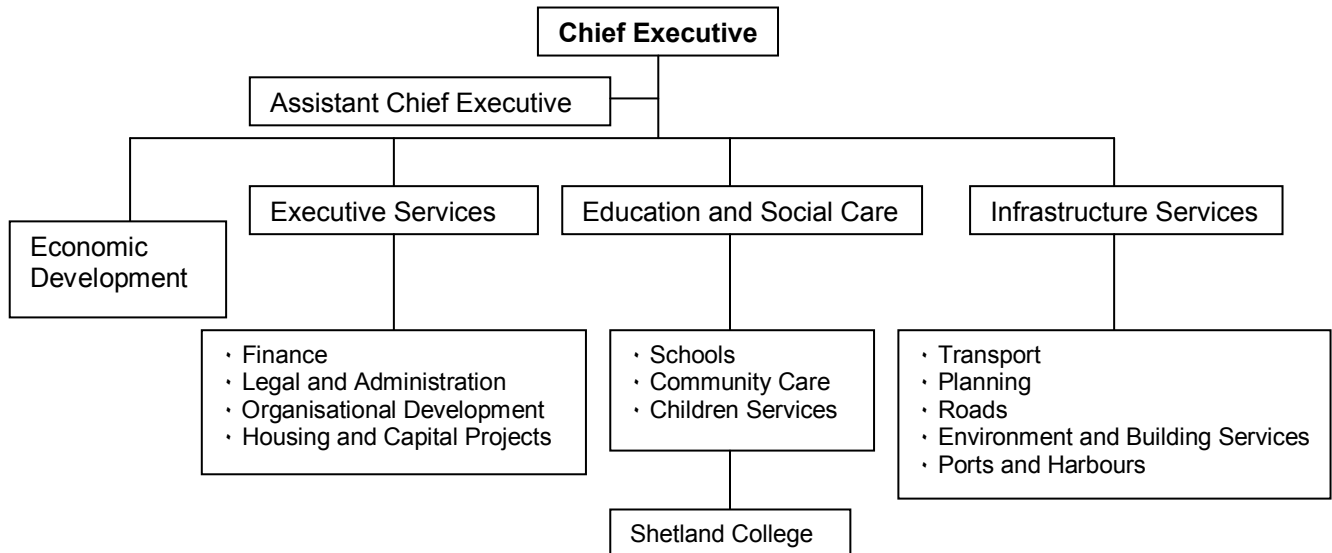
Decision Making Structure

The Council comprises 22 elected Members.

More information on the political and management structure of the Council can be found on <http://www.shetland.gov.uk/>



Operational Structure



Performance Reporting

The Council aims to achieve a significant, measurable and demonstrable improvement in the quality of life of its citizens by delivering or facilitating excellent, customer-focussed services. The Council is committed to providing members of the public with information on its performance to enable it to determine how well their Council is performing. The Council's Single Outcome Agreement with the Scottish Government is reviewed and published annually, and explicitly sets out the outcomes which the Council is seeking to achieve with its community planning partners. The Council has to make an annual report to the Government on its progress towards these outcomes.

Other examples of service and financial performance information which will help people determine how well their Council is serving them include: statutory public performance reporting (for example, school inspections), community plans, external audit reports and customer feedback surveys. We are committed to publishing as much information as possible, and information on performance reporting is available under Information Class 1.13 or can be found at www.shetland.gov.uk/performance/

Associated Organisations

Some local government activities are delivered by organisations associated with the Council. Some of these organisations are wholly owned by Shetland Islands Council, or are separate public bodies which are governed by one or more council. These bodies are also covered by FOISA and must adopt their own publication scheme.

[Shetland Islands Area Licensing Board](#)

[Northern Joint Police Board](#)

No link available yet - to be added later.

[Highlands and Islands Joint Fire Board](#)

No link available yet - to be added later.

[Orkney and Shetland Valuation Joint Board](#)

[Shetland Transport Partnership \(ZetTrans\)](#)

<http://www.zettrans.org.uk/>

[Northern CJA](#)

www.northerncja.org.uk

Other organisations deliver Council services or work alongside the Council but are not wholly owned by the council, or by a group of councils. Examples include local leisure companies, charitable trusts, or public private partnerships. These organisations are not covered by FOISA.

Shetland Charitable Trust

Shetland Amenity Trust

Shetland Recreational Trust

3. PREPARING THE PUBLICATION SCHEME

Structure of the Publication Scheme

This publication scheme is an adoption of a model scheme developed **by** Scottish Local Authorities **for** Scottish Local Authorities. The model scheme sets a standard of excellence in making published information available. By adopting the model, Shetland Islands Council has signed up to this standard.

The model scheme was based on a generic template provided by the Scottish Information Commissioner and subsequently developed by local authority representatives to reflect the huge range of information published by Scottish Councils, and meet the requirements of FOISA and the Scottish Information Commissioner. It also includes a standard scheme for classifying information, based on the Scottish Navigation List (SNL), which was developed on behalf of all Scottish local authorities, and launched in March 2007 (see Section 13 for more on SNL).

The text and classification scheme have been supplemented, where appropriate, by the addition of local details relevant to Shetland Islands Council. This may mean, for example, the inclusion of specific information about the Council and how it works, local Council contact details, or reference/links to particular local documents. It will also indicate where certain information described in the classes is NOT published by Shetland Islands Council or an indication that a particular class of information is not relevant to the Shetland Islands Council.

When preparing or reviewing our publication scheme, we are obliged by FOISA to have due regard to the public interest in providing access to the information that we hold which relates to:

- the services we provide;
- the costs of those services;
- the standard of those services;
- the facts and analyses that inform the important decisions we take; and
- the reasoning that informs our decisions

Consultation

The group of local authorities who developed this model consulted widely to ensure it would be fit for purpose. The consultation exercise canvassed views from:

- The Improvement Service
- All 32 local authorities in Scotland
- ASLAWG (Archivists of Scottish Local Authorities Working Group)
- The Records Management Society of Scotland
- The Scottish Government

4. ACCESSING INFORMATION UNDER THE SCHEME

Information available under our publication scheme will normally be available through the routes described below. *Section 13 – 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 our website. <http://www.shetland.gov.uk/>

For those without internet access, the council has computers, linked to the Internet, with printing facilities, in the Shetland Library. The Library is accessible for people with disabilities.

Opening times are: Monday, Wednesday and Thursday – 10 a.m. to 7 p.m. and Tuesday, Friday and Saturday – 10 a.m. to 5 p.m.

The Shetland Library can be located at:

Shetland Library
Lower Hillhead
LERWICK
Shetland Isles
Tel: 01595 693868

If you are still having trouble finding any document listed under our scheme on our website, please contact Mrs Anne Cogle, Service Manager – Administration for assistance.

By email:

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 01595 744554 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: Shetland Islands Council, 4 Market Street, Lerwick, Shetland, ZE1 0JN

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 Mrs Anne Cogle, Service Manager – Administration who will be happy to help.

5. INFORMATION THAT WE MAY NOT PROVIDE

All information covered by our publication scheme is set out in Section 13, which describes the classes of information which are published by the Council. All information covered by our publication scheme can either be accessed through our website, or will be provided promptly following receipt of your request.

However, sometimes we may not be able to provide certain information which is described in the scheme. This could be for two reasons.

We do not have it or publish it

Because this publication scheme is based on a model scheme, the class structure covers every possible type of information a council might publish. Under law, a model has to be adopted in its entirety, and Shetland Islands Council may not have or publish every type of information covered by every class description. Where this is the case, we will indicate this in the 'notes' section and, if relevant, explain why (see Section 13 for more information about this). If we have the information but do not publish it via this publication scheme, you still have a right to request access to it - see section 11 for advice.

Information is exempt from disclosure

Our aim in maintaining this publication scheme is to be as open as possible. You should note, however, that there may be circumstances where information will be withheld from one of the classes of information listed in Section 13. This may be an entire document, or just parts of a document (for example, minutes of meetings might be published, but with personal information 'blacked out'). Information will only be withheld, however, where FOISA (or, in the case of environmental information, the Environmental Information (Scotland) Regulations 2004) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment. Information may also be withheld if it is someone's personal information and its release would breach data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to *Section 10 – Complaints*.

6. OUR CHARGING POLICY

Unless a charge is otherwise indicated in *Section 13 – Classes of Information*, all information contained within our 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 described in Section 13 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 do not make any charge for the inspection of any of the information which is made available via the classes in this publication scheme.

We reserve the right to impose charges for providing information in paper copy or computer disc / alternative formats. Shetland Islands Council 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 (amend charges if required)	
Black and white copy	10p per A4 sheet
Colour copy	30p per A4 sheet
Alternative formats (amend charges if required)	
Computer discs	£1 per CD-Rom / DVD
(Insert others if required)	
Postage	
Charged at the cost to the Council of sending the information by first class post	

Please note that, if you are interested in a large printed document, we can provide you with photocopies of selected relevant pages rather than charge you for a full printed copy of the document. The photocopying 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.

We may be required under legislation other than FOISA to make charges for certain information contained within classes Where this is the case, it is shown in the charges column in Section 13, along with guidance for users to seek further information on how these charges are set.

7. OUR COPYRIGHT POLICY

Shetland Islands Council holds the copyright for the vast majority of information in this publication scheme. All of this information can be copied or reproduced (but not re-used - 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 Shetland Islands Council. 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 at www.ogps.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 Shetland Islands Council 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 Mrs Anne Cogle, Service Manager – Administration.

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>. We can provide you with a copy of this information if you do not have internet access.

8. RECORDS MANAGEMENT

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

To ensure that records are managed properly, the Council 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 Council'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 Council's Records Policy, please contact: Mrs Anne Cogle, Service Manager – Administration, Shetland Islands Council, 4 Market Street, Lerwick, Shetland, ZE1 0JN

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 the relevant Department or from Shetland Archives, Tel: 01595 695057, e-mail: archives@shetland.gov.uk

9. FEEDBACK

FOISA requires that we review our publication scheme from time to time. As a result, we welcome feedback on how we can develop our scheme further. If you would like to comment on any aspect of this publication scheme, then please contact us. You may, for example, wish to tell us about:

- other information that you would like to see included in the scheme;
- whether you found the scheme easy to use;
- whether you found the publication scheme useful;
- whether our staff were helpful;
- other ways in which our publication scheme can be improved.

Please send any comments or suggestions to:

Mrs Anne Cogle
Service Manager – Administration
Shetland Islands Council
4 Market Street
LERWICK
Shetland
ZE1 0JN

Tel: 01595 744554

Fax: 01595 744585

Email: administrative.services@shetland.gov.uk

10. 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, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact: Mrs Anne Cogle, Service Manager – Administration, Shetland Islands Council, 4 Market Street, Lerwick, ZE1 0JN.

If you are still unhappy, you may contact the Scottish Information Commissioners' Office, on the details below.

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 he operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. His 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

*verbal requests for environmental information carry similar rights.

11. HOW TO ACCESS 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 Council. However, there are other acts or regulations which provide a right of access to specific types of information held by local authorities, or which require registers to be publicly available. This includes information held on school pupils and social work client files. More information on this can be found on the Information Commissioner's website at:

Pupil information:

http://www.ico.gov.uk/upload/documents/library/data_protection/practical_application/access_to_personal_information_held_by_schools_iyi_v1.0_website_version3.pdf

Social work records:

http://www.ico.gov.uk/upload/documents/library/data_protection/detailed_specialist_guides/sars_social_services_v1.0_260808.pdf

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to Mrs Anne Cogle, Service Manager – Administration, Shetland Islands Council, 4 Market Street, Lerwick, ZE1 0JN.

Charges for information which is not available under the scheme

General information requests under FOISA:

- Where the projected costs do not exceed £100, no fee shall be payable.
- Where the projected costs exceed £100 but do not exceed £600, a fee shall be 10% of the difference between the projected costs and £100.
- If the projected costs associated with a request for information exceed a prescribed amount, currently £600, you do not have the right, under FOISA, to receive the information, and the Council is not obliged to make disclosure. Nevertheless, bearing in mind that it is committed to improving communication both within and outwith the organisation, the Council will endeavour to disclose information where the cost exceeds £600, wherever possible. The Head of Legal and Administration has been given delegated authority to decide whether the time and effort involved in researching the information, is the best use of public resources.
- 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.
- If we determine that the request will cost more than £600 to respond to ,we will notify you, along with a notification of the calculations we have undertaken in order to reach that conclusion.

Charges for environmental information under the EIRs:

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

Requests for personal data, which would include a social work file by the individual or a housing tenant file by the tenant, should be made by submitting a Subject Access Request form. On receipt of the form, proof of identity, and an administration fee of £10 the information will be provided within 40 days.

Requests for a pupil's educational record by the parent or guardian must be made in writing and a response provided within 15 working days. No fee is charged.

For further information on Data Protection, please contact the Council's data Protection Office at Legal and Administration

Leisel Gair – Data Protection Contact Officer
Committee Officer
Tel: 10595 744599
Email: Leisel.gair@shetland.gov.uk

Anne Cogle – Data Protection Contact Officer
Service Manager – Administration
Tel: 01595 744554
Email: Anne.cogle@shetland.gov.uk

Jan R Riise – Data Protection Officer
Head of Legal and Administration
Tel: 01595 744551
Email: Administrative.services@shetland.gov.uk

12. OTHER INFORMATION

There is a range of other information which is available from the Council which is not 'published' via the publication scheme. It cannot be requested under the scheme, but the Council 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.

Information which is publicly accessible, but is not 'published'

This covers information or material which is held by the Council but is not accessible via the publication scheme. It will not be included under the classes listed in Section 13.

Information which falls into this category would include e.g. the content of library, museum and archive collections. Some of these may be held by the Council on behalf of others e.g. deposited collections in local museums.

Although these materials themselves are not described in the scheme, guides to archives and catalogues such as lists of content and guides to finding information **are** available via the publication scheme, and can be accessed in the classes found in Section 13.

Local examples include: Minutes of Council meetings older than 6 years deposited at Shetland Archives.

Enquiries for this information should be directed to:

Shetland Archives
Hay's Dock
Garthspool
Lerwick
Shetland
ZE1 0NY

Tel: 01595 695057

Email: archives@shetland.gov.uk

Local information provided by third parties

The Council acts as a focal point for enquiries from people wanting to know more about the local area. In many cases the Council will have community information which it publishes. This information is covered in our information classes.

Sometimes, the Council may not actually have information itself, but will direct enquiries to it e.g. via links to external websites. Where this happens, the information is not available through the publication scheme.

This is a valuable information resource for local people, who expect to be able to access this information via their local Council. However, the information cannot be requested from the Council under FOISA.

Local information available from Shetland Islands Council includes: Voluntary Action Shetland, Market House, 14 Market Street, Lerwick. Tel: 01595 743900; and the Association of Shetland Community Councils, Market House, 14 Market Street, Lerwick. Tel: 01595 743906. Information includes details of local voluntary groups, support services and Community Councils.

‘Added Value’ information

This covers information which is held by the Council 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 are 4 examples of value added information.

Property Enquiry Certificates (PECs):

While the some of the ‘raw’ information required to compile PECs is held in publicly available registers, and is therefore published (and can therefore be requested via the publication scheme), an individual PEC requires the extraction of, analysis and packaging of data in response to a specific request. Information about PECs (e.g. how to apply for a PEC) is published, however, and can be found in Class 6 - Housing or Class 9 -Planning and the environment.

Enquiries for this information should be directed to the Acting Divisional Manager – Legal Services, 4 Market Street, Lerwick. Tel: 01595 744088. Email: legal.services@shetland.gov.uk

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 Head of Legal and Administration, 4 Market Street, Lerwick. Tel: 01595 744552. Email: administrative.services@shetland.gov.uk

Genealogy Services

This is an example of the processing of data from publicly available registers. The ‘raw’ data held in publicly available registers and can be accessed via the publication scheme, but any specific analysis created in response to enquiries to the service is new information and is not published for the purposes of the publication scheme.

Enquiries for this information should be directed to the Chief Registrar of Births, Deaths and Marriages, County Buildings, Lerwick. Tel: 01595 744562. Email: registrar@shetland.gov.uk

Archive or library searches

The 'raw' contents of archives, museums and libraries may be publicly accessible, although they are not included in a publication scheme. Similarly, information created as a result of any specific interrogation, analysis and packaging of material from the archives, libraries or museum collections which in effect creates new information which did not pre-exist the request, is not available via the publication scheme.

Enquiries for information from Shetland Islands Council archive should be directed to the Shetland Museum and Archives, Hay's Dock, Garthspool, Lerwick, Shetland, ZE1 0WP. Tel: 01595 695057; and, Shetland Library, Lower Hillhead, Lerwick, Shetland, ZE1 0EL. Tel: 01595 694430.

13. CLASSES OF INFORMATION

Under the Freedom of Information (Scotland) Act 2002, our publication scheme must say what broad types, or classes, of information the Council already publishes or intends to publish. We aim to publish as much information as possible about our work through the scheme. However, it should be noted that not all information held by the Council is covered by the scheme. Section 11 provides guidance on how to request information not covered by this scheme.

The scheme has been divided into 'categories and 'classes' to ensure the scheme is easy to understand and to enable you to find information quickly.

About the Scottish Navigation List

The categories and classes are based on a system called the 'Scottish Navigation List' (or SNL). SNL is a standard classification system, which was launched in March 2007 by Scottish local authorities, in partnership with The Improvement Service. The aim of SNL is to enable Councils to classify their activities, and information about those activities, in a way which is helpful, and makes sense, to the general public.

SNL provides a strategic framework to help Councils manage their information in a joined up way, and has a range of applications. As well as driving the structure of this publication scheme, SNL is being adopted by an increasing number of Councils as the framework for their website, and some are also using SNL to organise their internal records management systems.

SNL has four levels, and the top three levels have been used as the framework for this scheme's classes. The Council publishes, or intends to publish, information under 12 broad categories which equate to the 11 'level 1' categories of SNL plus a 'Services, Structure and Accountability' class.

A key to the categories

CATEGORY	DESCRIPTION / OVERVIEW
Services, Structure and Accountability	Information about the structure and strategy of the Council, the range of services we provide affecting residents, visitors and businesses, the cost and standards of those services, our decisions and how we make them.
Business and Trade	Information on services we provide which are relevant to new or existing businesses in the area, such as business rates, commercial waste services and procurement.
Community Life and Leisure	Information and advice on community life and leisure, for example leisure services and activities, education services and learning opportunities, and advice and information on

	looking after our countryside and wildlife.
Council and Government	Information about councillors and Council committees, reports on how the Council is performing, services such as our emergency or registration services, and information on our partnership working with other organisations.
Education and Learning	Information on education services for children, young people and adults, as well as our library, museum and archive services.
Housing	Information on housing services in the authority, including council housing, information on benefits and housing repair services.
Jobs and Careers	Information on career opportunities and job vacancies in the Council.
Law and Licensing	Information on our registration service, as well as advice for consumers and businesses on trading standards and licensing.
Planning and the Environment	Information on Council services that are working to look after our living environment, including planning services in relation to buildings, roads and open spaces.
Social Care and Health	Details of the social care services we provide, as well as information on health matters, for example child care, fostering and adoption and mental health services.
Tourism and Visitor Attractions	Information which the Council holds on where to stay and what to do in the area, including details of festivals and parks.
Transport and Streets	Information on getting around and about in the authority, including information on public transport services, parking and car parks, and advice on road safety.
Shetland College	Information on services provided by Shetland College, cost of services, standards attained by those services, the facts and analysis behind decision and reasons for decisions taken.

Index to Classes

It should be noted that some of the classes can be found more than once, in different places in the scheme - with some appearing two or three times. It is set up this way to try and help users find information. Different people organise information differently in their minds, and so may search for it under different headings.

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Shetland Islands Council Specific Information

In the tables that follow, the categories and classes set out above have been adopted exactly as they appear in the model scheme. However the content of the columns headed 'Notes', 'Format / Availability', and 'Charges' are specific to Shetland Islands Council.

The **Notes** column may contain the following information: -















‘Same as’ – this shows the section number(s) where the same class appears elsewhere in the scheme e.g. 2.15 Trading Standards – same as 8.11.






‘See also’ - As Councils do not work in ‘silos’ and many of their activities complement each other we have also introduced a ‘see also’ facility to show users where they might find related or similar information in other classes.


















The **Format / Availability** column tells you how the information can be made available to you e.g. online, paper copy, special formats. A key to the symbols appears on every page of the class descriptions.

The **Charges** column tells you whether a charge may apply for copies of some of the information in the class. If the charge is not set according to our charging policy explained in Section 6, the specific charge will be detailed in this column. You will not be charged for inspecting information in this publication scheme.

Classes of Information

1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
	Information Class	Description	Notes	Format / Availability	Charges
1.1	Democratic structure	Information on council democratic structure, including current political composition of the council, also recent election statistics and decision making structures within the council.	See also 4.13	   	
1.2	Councillors	Names and contact details of provost and councillors, affiliations to political parties, committee membership and other special interests. Also arrangements for councillor expenditure and register of declared interests.	See also 4.13	   	
1.3	Council meetings	Calendars and diaries of forthcoming council and committee meetings. Also minutes of council and committee meetings (including those of sub-committees and other relevant groups), reports and other supporting papers, minutes of strategic meetings with community planning partners and other partnership groups.	See also 4.13	   	
1.4	Decision making	Information about the council's decision making process, also guidance on how to access the facts and analyses employed during decision making,	See also 4.13	 	













Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
	Information Class	Description	Notes	Format / Availability	Charges
				 	
1.5	Objectives and strategies	Current and recent strategic and operational objectives, strategies and business plans for services, community plan objectives, annual reports.	See also 4.13	   	
1.6	Directorates, service groupings and departments	Information on how the council is structured into directorates, operational services and departments etc., including structure charts.		   	
1.7	Council contacts	Contact information, especially for public-facing council offices, including phone numbers and opening hours. Also contact/call centre information, information about council service mailboxes and interactive use of the council website.		   	
1.8	Employee pay and grading	Pay and grading structures, also internal procedures for making payments to staff.		  	











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1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
Information Class	Description	Notes	Format / Availability	Charges	
1.9	Income and expenditure	Current and recent income and expenditure relating to services and functions, current budget statements and reports on variance against budget, spending forecasts, annual accounts and other financial audit reports.		 	
1.10	Jobs, tenders and contracts	Information on council employment and procurement policies and external current vacancies. Details of council approved suppliers, contracts lists (including values of contracts) and details of contracts management procedures. Also arrangements for contracting services to outside agencies/businesses.	Same as 4.12	 	
1.11	Capital projects	Full details of ongoing capital programme, details of contracts (including value of all tendered contracts) and forward investment plans.	See also 1.10	 	
1.12	Partnerships	Lists/descriptions of services delivered in partnership, e.g. through community planning. Information on the make-up of partnerships,	See also 1.13	 	













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1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
	Information Class	Description	Notes	Format / Availability	Charges
		including arrangements with other local authorities. Also information on council contributions towards partnership arrangements, financial and otherwise, and details of joint targets and performance against these.		 	
1.13	Performance reporting	Information on statutory public performance reporting, e.g. Single Outcome Agreements and related reports, Audit Scotland Key Performance Indicators and performance against these, other published targets and performance against these, external audit/Best Value reports, contract performance reports, inspection reports, complaints performance reports.		   	
1.14	Consultations, complaints and compliments	Information on council consultations including the process for engaging in consultations, and details of current/recent consultations including copies of consultation responses. Also guidance on how to complain to the council about services or staff, and on how to register praise and to make general comment. Also on procedures for civic recognition.	Same as 4.3 See also 1.13	   	
1.15	Customer feedback information	Information on the various means whereby the council obtains customer feedback, e.g. surveys, focus groups, including information on how the	See also 1.13 and 1.14	 	






















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1 CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY					
	Information Class	Description	Notes	Format / Availability	Charges
		results are analysed and published.		 	
1.16	Information governance	Information describing citizen rights as regards freedom of information, data protection and environmental information. Also the council's publication scheme and local guidance on re-use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	Same as 4.8 and 8.3	   	
1.17	Publications relating to council activities and the local area	Council-produced guidebooks, maps, leaflets, public printed reports and newsletters, press releases, describing the council area and council activities, in the most general sense.		   	


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2	CATEGORY: BUSINESS AND TRADE				
	Information Class	Description	Notes	Format / Availability	Charges
2.1	Business rates	Information on business rates, including details of rates and how they are set, how to make account enquiries, information on annual notifications and rate reductions.		   	
2.2	Commercial land and property	Information on all aspects of Shetland Islands Council involvement with commercial land and property, including availability and hire, information on how to obtain enquiry certificates and implement searches, details of geological services, how to apply for grants and licenses (including eligibility and criteria for applications), guidance on relevant regulations, guidance on road adoptions, street naming and numbering.		   	
2.3	Commercial waste, pollution and recycling	Information about commercial waste services, including recycling services. Also advice on reducing pollution, including pollution by light, noise and hazardous substances, water pollution control, and guidance on pollution regulations and enforcement.		   	
2.4	Conference	Information relating to council exhibition,	See also 8.9		






Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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2										CATEGORY: BUSINESS AND TRADE				
Information Class	Description				Notes			Format / Availability		Charges				
meeting and event venues	conference, meeting and event venues. Also on how to obtain entertainments licences (including eligibility and criteria for applications) and how to make a hall booking or hire a council venue.							   						
2.5	Countryside and farming	Information on business services relating to countryside management, including advice on farming, crofting, forestry and wildlife, also services and advice relating to the business management of parks, gardens and open spaces.				See also 3.5, 9.3 and 11.3			   					
2.6	Emergency planning	Information/advice on responding to emergencies, including flooding, gas pipeline emergencies and major accidents. Also advice on how to maintain business continuity at such times.				See also 9.4			   					
2.7	Health and safety	Information on council services and advice on all aspects of health and safety, including advice on addictions and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety).				Same as 8.7 and 10.11			   					
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££




2 CATEGORY: BUSINESS AND TRADE					
	Information Class	Description	Notes	Format / Availability	Charges
2.8	Planning and building standards	Strategic and local development plans. The Planning Register (Parts I and II), including planning applications under consideration by Shetland islands Council and related supporting documentation, including decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. General advice and information on development management, and on making an application for a building warrant. The Building Standards Register Part I.	Same as 6.11 and 9.10	   	
2.9	Regeneration	Information relating to local regeneration, including council regeneration projects, also community development services and information and statistics relating to the local economy. Employment advice. Advice on how to apply for shop front improvement grants (including eligibility and criteria for applications).	Same as 4.14 See also 7.1 and 9.13 Also – Rural Shop Improvement Scheme	   	
2.10	Shopping and markets	Information relating to markets, including details of farmers markets, livestock markets and market stalls (including rental procedures). Advice on	See also 8.9 Market Stalls – does not apply	 	












Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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2 CATEGORY: BUSINESS AND TRADE					
Information Class	Description	Notes	Format / Availability	Charges	
	applying for licences, including market licences and street trading licences (including eligibility and criteria for applications). Information/advice relating to crime prevention in shopping areas.		 		
2.11	Sponsorship and advertising Information relating to the council's sponsorship and advertising activities, including lists and values of current sponsorships, sponsorship assessment guidelines, and advice on how to seek sponsorship.		   		
2.12	Advice and support for businesses Business advice and local economic information. Information relating to development forums, campaigns and directories. Support information for businesses on health and safety, property and planning; security, trading standards and food safety. Also advice on how to apply for business grants and awards (including eligibility and criteria for applications).	See also 2.1, 2.2, 2.5, 2.7, 2.8 and 2.15	   		
2.13	Tenders and contracts Lists of council approved suppliers. Guidance on how to become an approved supplier. Information on council procurement procedures, including lists of contracts (with values of tendered contracts); also contracts management and procurement policy.	See also 1.10	   		










Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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2 CATEGORY: BUSINESS AND TRADE					
	Information Class	Description	Notes	Format / Availability	Charges
2.14	Town centre management	Information on the council's involvement in town centre management, including advice on crime prevention, drainage help and advice, security cameras (policy on provision, location etc.) and how to apply for shop front improvement grants (including eligibility and criteria for applications).	Same as 12.10 See also 9.13	   	
2.15	Trading standards	Advice and support for businesses on matters relating to inspection, testing and enforcement. Advice on licences and registration (including eligibility and criteria for applications). Also advice and information for consumers, including information on how to complain.	Same as 8.11	   	
















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3	CATEGORY: COMMUNITY LIFE AND LEISURE				
	Information Class	Description	Notes	Format / Availability	Charges
3.1	Adult education and community learning	Literature describing the range of adult and community education courses and facilities locally available. Information on council services relating to language and cultural support.	Same as 5.2	   	
3.2	Arts and entertainment	Information on council arts and entertainment facilities. Also information published by the council on community arts and entertainment facilities, including amusement arcades, arenas, art galleries, bingo halls, cinemas, concert halls, event and exhibition venues, fairgrounds, museums, music venues, nightclubs, open air venues, play centres and crèches, stadiums, theatres and theme parks. Also information published by the council on arts and entertainments community groups, exhibitions and festivals. Guidance on entertainment licensing (including eligibility and criteria for license applications) and advice on council venue hire and bookings.	See also 2.4 See also 8.9	   	
3.3	Community advice	Council advice on community issues, including: childcare; community planning and development; drugs and alcohol related services; how to apply for community grants (including eligibility and		  	















Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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3 CATEGORY: COMMUNITY LIFE AND LEISURE					
	Information Class	Description	Notes	Format / Availability	Charges
		criteria for applications); housing services; law, crime and safety; advice on work, money and benefits. Also advocacy services, legal advice and information about translating and interpreting services.			
3.4	Community centres	Information about community and day centres in Shetland and their facilities, including how to make centre bookings, how to apply for a community facilities grant and for an entertainments licence (including eligibility and criteria for applications).	See also 8.9	   	
3.5	Countryside facilities and wildlife	Public service information about council and other facilities in countryside and on coastlines, including beaches, bridle paths, canals and waterways, cycle paths, footpaths and national parks. Also related information about countryside activities, including arts and crafts, guided walks, hill-walking, horse riding, mountain biking, orienteering and outdoor activity centres. Also information about any council services relating to countryside management and conservation, and local service information on geological features, landscape and scenery, local food and produce, information on nature reserves, visitor centres, wildlife, zoos and farm parks.	Same as 11.3 See also 2.5 and 9.3 Canals, National Parks and Zoos – do not apply	   	









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3 CATEGORY: COMMUNITY LIFE AND LEISURE														
Information Class	Description	Notes	Format / Availability	Charges										
3.6	Crime prevention and community safety	Information on Council services and advice on all aspects of community safety and preventative measures, including advice on dealing with dangerous paving and structures, dealing with emergencies, disposal of syringes, fire safety including firework safety, applying for safety grants (including eligibility and criteria for applications), food safety advice, advice on hazardous substances and home safety. Also information relating to certain aspects of law and crime prevention, including council services and advice on family support, harassment issues, prevention of town centre crime, and security cameras.		   										
3.7	Leisure clubs, groups and societies	Council directories of community leisure clubs and groups and other information relating to such groups. Will generally include a very wide range of types of group, extending to many subject specialisms, but also including local clubs and organisations for older people, women's groups, youth clubs and youth organisations, Rotary and Round Table.	Same as 5.5	   										
3.8	Libraries and archives	Information on all aspects of local authority archives services, including how to access	Same as 5.6	 										
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££













3 CATEGORY: COMMUNITY LIFE AND LEISURE														
Information Class	Description	Notes	Format / Availability	Charges										
		archives and how to make loans, donations and bequests. Also information on local authority library services, including lending services, information services, local collections and family history; also information on school library services.		 										
3.9	Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies, information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.	Same as 5.7 and 11.7 See also 3.8 and 11.11	   										
3.10	Museums and galleries	Information on all aspects of local authority museums and galleries, including location and opening hours, details of conservation and education services, how to make donations and bequests, how to make enquiries, and information about collections. Also details of exhibition programmes, and museum and gallery shops.	Same as 11.8	   										
3.11	Parks, gardens and open	Information on all aspects of local authority parks, gardens and open spaces, including facilities and	Same as 9.9 and 11.9	 										
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

3	CATEGORY: COMMUNITY LIFE AND LEISURE				
	Information Class	Description	Notes	Format / Availability	Charges
	spaces	events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.		 	
3.12	Places of worship	Community service information on religious groups, places of worship and retreats.		   	
3.13	Services and advice for older people	Information on local authority services, facilities and advice for older people, including activities, care services, clubs and organisations, community alarm services, community centres and day centres, garden maintenance, hospice care services, meals on wheels, residential care services, social work services, transport services and advice on winter warmth.	Same as 10.16	   	
3.14	Services and advice for young people	Information on local authority services, facilities and advice for younger people, including advice on bullying and harassment, care services, caring, educational opportunities, mentoring services, applying for student loans and awards (including eligibility and criteria for applications), how to take part in volunteering, and advice on youth	Same as 10.17 See also 5.1	   	














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3 CATEGORY: COMMUNITY LIFE AND LEISURE					
	Information Class	Description	Notes	Format / Availability	Charges
		offending. Also information about youth clubs and organisations, activities for younger people, and Young Scot provision.			
3.15	Sport, sports clubs and leisure centres	Comprehensive information on local authority sports facilities, sports clubs and leisure centres, including location and contact information. Also information on coaching, leisure passes, sports development, sports equipment hire and applying for sports grants (including eligibility and criteria for applications).		   	
3.16	Voluntary organisations and support groups	Information on specialist services available in the community, including advice and support on alcohol and drugs related problems, advice and support for asylum seekers, bereavement advice and support, family support groups, independence support for disabled people. Also general information on volunteering, and Council for Voluntary Service and applying for community grants (including eligibility and criteria for applications).		   	












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4 CATEGORY: COUNCIL AND GOVERNMENT					
	Information Class	Description	Notes	Format / Availability	Charges
4.1	Benefits	Advice and information on all aspects of benefits available from the council, including how to apply and eligibility criteria. Also including benefits when hospitalised, Council Tax benefits, education and school benefits, housing benefit and student awards and loans. Also advice on benefits assessment and benefit fraud.	See also 6.6	   	
4.2	Birth, marriage and death	Information on services from the council relating to births, marriages, deaths and civil partnerships, including advice and support, burial services, how to obtain certificates (including copies), cremation services, funeral services, graveyard plots (provision and maintenance), historical searches, memorials, mortuaries, naming ceremonies, registration, repatriation of bodies, and sudden death investigation.	Crematorium – does not apply	   	
4.3	Consultations, complaints and compliments	Information on council consultations including the process for engaging in consultations, and details of current/recent consultations including copies of consultation responses. Also guidance on how to complain to the council about services or staff, and on how to register praise and to make general comment. Also on procedures for civic recognition.	Same as 1.14 See also 1.13	   	













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4 CATEGORY: COUNCIL AND GOVERNMENT					
	Information Class	Description	Notes	Format / Availability	Charges
4.4	Council and government grants	Information on the complete range of grants available from the council, including childcare, school and educational grants, grants for housing and homes, grants for disabled people and grants available to sporting and voluntary organisations. Also how to apply for grants (including eligibility and criteria for applications). Also lists of grants awarded.	See also 5.3	   	
4.5	Council departments	Information about council departments, including topics such as municipal banking and how to notify council departments about a change of personal circumstances.		   	
4.6	Council information, performance and statistics	Overview of information about Shetland Islands Council, including newsletters, press releases, census information and registers of council property. Also performance information, including performance indicators and website service standards.	See also 1.13 See also 1.17	   	
4.7	Council tax	Information about council tax procedures and payments, including how to make account	Same as 6.3		





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4 CATEGORY: COUNCIL AND GOVERNMENT					
	Information Class	Description	Notes	Format / Availability	Charges
		enquiries, details of discounts and reductions, council tax benefit and support when in hospital. Also Council Tax bands and how to determine your band.		@  	
4.8	Information governance	Information describing citizen rights as regards freedom of Information, data protection and environmental information. Also the council's publication scheme and local guidance on re-use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	Same as 1.16 and 8.3	 @  	
4.9	Emergencies and emergency services	Information on the procedures in place for dealing with local emergencies, including medical emergencies, gas pipeline emergencies, major accidents and weather-related emergencies. Also emergency planning, including business continuity.	See also 2.6	 @  	
4.10	Equality, diversity and citizenship	Information on the arrangements in place to ensure that the council provides services and support to the full diversity of residents, including employment and training initiatives, advice and support for asylum seekers, equal opportunities information, assessment and consultation on equality and diversity, help and support for people		 @  	

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4 CATEGORY: COUNCIL AND GOVERNMENT					
	Information Class	Description	Notes	Format / Availability	Charges
		suffering harassment, advice and support for teenage pregnancy and support for the children of travelling people.			
4.11	Events and festivals	Information on council support (financial and otherwise) for the wide range of events and festivals held in the local area, including agricultural shows, food festivals, funfairs, highland games, music festivals and seasonal festivals.	Same as 11.5	   	
4.12	Jobs, tenders and contracts	Information on council employment and procurement policies and current external vacancies. Details of council approved suppliers, contracts lists (including values of contracts) and details of contracts management procedures. Also arrangements for contracting services to outside agencies/businesses.	Same as 1.10	   	
4.13	Politicians, elections and democracy	Descriptions and maps of local parliamentary constituencies and council wards, with contact details of local MSPs, MPs, MEPs and local authority councillors. Information on civic offices, such as Provost, Lord Provost and Lord Lieutenant. Also information/advice about elections and voting, and about community councils. Also minutes, agendas and reports of council and	See also 1.1, 1.2, 1.3, 1.4 and 1.5 Provost and Lord Provost – do not apply	   	

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


4	CATEGORY: COUNCIL AND GOVERNMENT				
	Information Class	Description	Notes	Format / Availability	Charges
		council committee meetings. Also information about decision making and about council plans and policies, including Best Value and statutory development plans.			
4.14	Regeneration	Information relating to local regeneration, including council regeneration projects, also community development services and information and statistics relating to the local economy Employment advice. Advice on how to apply for shop front improvement grants (including eligibility and criteria for applications).	Same as 2.9 See also 7.1 and 9.13	   	

5	CATEGORY: EDUCATION AND LEARNING				
	Information Class	Description	Notes	Format / Availability	Charges
5.1	Activities and support for young people	Advice and support for young people, including information about bullying, care, caring, educational visits, harassment, mentoring, organised activities, student loans and awards, volunteering and youth clubs.	See also 3.14 and 10.17	   	
















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5 CATEGORY: EDUCATION AND LEARNING					
	Information Class	Description	Notes	Format / Availability	Charges
5.2	Adult education and community learning	Literature describing the range of adult and community education courses and facilities locally available. Information on council services relating to language and cultural support.	Same as 3.1	   	
5.3	Childcare, school and educational grants	Information on the range of grants childcare, school and educational grants available from the council, including how to apply, with details on eligibility and criteria for applications.	See also 4.4	   	
5.4	Extra-curricular activities	Information on extra-curricular activities for young people, including council-run holiday schemes, music and instrumental tuition, sports facilities and work experience placement. Also council support for such activities including childcare and childminding.	See also 5.1, 3.14 and 10.17	   	
5.5	Leisure clubs, groups and societies	Council directories of community leisure clubs and groups and other information relating to such groups. Will generally include a very wide range of types of group, extending to many subject specialisms, but also including local clubs and organisations for older people, women's groups, youth clubs and youth organisations, Rotary and	Same as 3.7	   	







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5 CATEGORY: EDUCATION AND LEARNING					
	Information Class	Description	Notes	Format / Availability	Charges
		Round Table.			
5.6	Libraries and archives	Information on all aspects of local authority archives services, including how to access archives and how to make loans, donations and bequests. Also information on local authority library services, including lending services, information services, local collections and family history; also information on school library services.	Same as 3.8	   	
5.7	Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies, information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.	Same as 3.9 and 11.7 See also 3.8 and 11.11	   	
5.8	Nurseries and playgroups	Information on nurseries and playgroups, including how to apply for nursery grants and nursery school places (including eligibility and criteria for applications), term and holiday dates, policies on exclusion of pupils and vetting of staff.		   	










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5 CATEGORY: EDUCATION AND LEARNING														
Information Class	Description	Notes	Format / Availability	Charges										
5.9	Parental support	Information on parental support for young people, including babysitting and childminding services, how to apply for benefits and grants (including eligibility and criteria for applications). Family centres, advice on health and well-being, home schooling, mentoring schemes, school support and support for youth offenders.	Same as 10.15	   										
5.10	Schools	Information and about schools, including details of council run schools, advice on services relating to additional support needs, statistics and guidance on attendance and behaviour, information on the curriculum and extra-curricular activities, advice on issues relating to exclusion of pupils, advice on how to apply for grants and benefits (including eligibility and criteria for applications), information on school management and inspection, on school music services, on how to request pupil records, on school catering services, on school health services and on school library services, guidance on availability of school places (including eligibility and criteria for applications), school rules, support for pupils, travel and trips, and advice on truancy.		   										
5.11	Training and personal	Information on council services relating to personal training and development, including careers advice	Same as 7.4	 										
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5	CATEGORY: EDUCATION AND LEARNING				
Information Class	Description	Notes	Format / Availability	Charges	
development	services, employment advice, employment and training initiatives, equal opportunities advice, New Deal traineeships, training courses, volunteering and work experience placements. Also employment and training schemes for disabled people.	Also - Modern Apprenticeships	 		

6	CATEGORY: HOUSING				
Information Class	Description	Notes	Format / Availability	Charges	
6.1	Adapting homes	Information on adapting homes, especially for meeting the requirements of particular circumstances. Includes information about community alarm services and how to obtain special equipment; also home assessment (care services), how to apply for home repair assistance grants and housing renovation grants (including eligibility and criteria for applications) and occupational therapy.	   		
6.2	Council housing	Information/advice on all matters relating to council housing, including adaptations and repair services, how to apply for council housing, housing	 		













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6 CATEGORY: HOUSING					
Information Class	Description	Notes	Format / Availability	Charges	
	allocations, advice on arrears, evictions and demolitions, housing benefit services, advice on homelessness and temporary accommodation, improvements and modernisation services, insurances, advice on nuisance and threatening behaviour, availability of parking and garages, rent and charges, advice on safety and crime, dealing with squatters and unauthorised occupants, council housing standards and policies, advice on tenancy issues and tenant participation in focus groups etc. Also information on acquisition of private property by the council, information for landlords renting property to the council, and information for tenants wishing to buy their council house.		 		
6.3	Council tax	Information about council tax procedures and payments, including how to make account enquiries, details of discounts and reductions, council tax benefit and support when in hospital. Also Council Tax bands and how to determine your band.	Same as 4.7	   	
6.4	Housing advice	Advice on housing matters, including buying your council home, council housing, credit unions and housing co-operatives, advice on crime and safety, demolitions, clearances and re-housing, how to	See also 6.2	  	









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6 CATEGORY: HOUSING					
Information Class	Description	Notes	Format / Availability	Charges	
	apply for grants and loans (including eligibility and criteria for applications), inspection of accommodation, obtaining insurance, parking and garages, rent and general tenancy issues, repairs and alterations, sheltered, residential and hospice care, and advice on welfare and benefits. Also housing advice for homeless people.				
6.5	Housing associations and co-ops Information about housing associations and co-operatives in Shetland including information for sheltered housing tenants. Also information about the council's financial assistance to housing associations.		   		
6.6	Housing benefits and grants Information on council tax benefit, council tax discounts and reductions, housing benefit, and housing and homes grants (including crofting and rural house purchase grants, disability facility grants for a private property, home repair assistance grants, housing renovation grants, land and property improvement grants and new home purchase grant) – includes eligibility and criteria for applications and information on how to apply. Also procedures for benefit fraud investigation and information about benefits when hospitalised.	See also 4.1 and 4.7	   		













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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
6.7	Housing finance	General advice and information on housing finance, including information on fair rents and low cost home ownership schemes.		   	
6.8	Improvements and repairs	General advice on council services relating to housing improvements and repairs, including how to obtain accommodation certificates (tolerable standard), advice on alterations by tenants, garden safety, home repair assistance grants, housing decoration and disturbance allowances, housing renovation grants and improvement and repairs loans – includes eligibility and criteria for applications and information on how to apply.		   	
6.9	Land and property	General information on land and property, including availability and letting, ecological and geological services for land and property, how to obtain property enquiry certificates, how to undertake land and sasine register searches, land reclamation and improvement grants (including eligibility and criteria for applications), land and property valuations and management, landscape character assessment, details of planning zones, procedures for roads adoption, proposals for land use, registers of council property, and street	<p>Same as 9.6</p> <p>See also 2.2</p>	   	
















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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
		naming and numbering.			
6.10	Multiple occupancy homes	Advice and information on multiple occupancy homes, including communal heating charges, fair rents, insurance, landlords accreditation scheme, repairs to communal areas, register of homes in multiple occupancy and safety inspections.		   	
6.11	Planning and building standards	Strategic and local development plans. The Planning Register (Parts I and II), including planning applications under consideration by Shetland Islands Council and related supporting documentation, including decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. General advice and information on development management, and on making an application for a building warrant. The Building Standards Register Part I.	Same as 2.8 and 9.10	   	


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6 CATEGORY: HOUSING					
	Information Class	Description	Notes	Format / Availability	Charges
6.12	Private housing	Information and advice for owners and tenants of private housing, including disability facility grants, home insurance, housing renovation grants (including eligibility and criteria for applications and information on how to apply), improvements and repairs, how to conduct land and sasine register searches, low cost home ownership scheme, how to obtain property enquiry certificates, and rents (including renting to the council).	Same as 9.12	   	
6.13	Rubbish and recycling	Information on services relating to the collection of waste, including, assisted collection, disposal sites, domestic bins, garden waste, special collections for large items and skip hire. Also information on recycling, including collection sites and composters, and how to obtain bags and containers.	Same as 9.15 See also 2.3	   	
6.14	Supported and sheltered housing	Information and advice on supported and sheltered housing services, including how to obtain accommodation certificates (tolerable standard), homelessness advice and support for tenants. Also information on hospice care services and residential care services, and specific advice to non-council tenants and older people.		   	

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7 CATEGORY: JOBS AND CAREERS					
	Information Class	Description	Notes	Format / Availability	Charges
7.1	Careers advice	Information on how to find advice about careers, including specific information for school leavers and disabled people. Also information about job centres, training initiatives, New Deal traineeships and equal opportunities.		   	
7.2	Equality in employment	Information on how the requirement for equal opportunities is addressed in the local area, with particular regard to council vacancies. Also advice and support for asylum seekers.		   	
7.3	Jobs at the council	Information on current external vacancies and advice on keeping up to date with council vacancies, also information about council policy on filling vacancies, with particular regard to the culture of equal opportunities. Also employment and training initiatives organised by the council, and council policy in support of New Deal traineeships.		   	
7.4	Training and personal development	Information on council services relating to personal training and development, including careers advice services, employment advice, employment and training initiatives, equal opportunities advice, New	Same as 5.11	  	

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7	CATEGORY: JOBS AND CAREERS				
Information Class	Description	Notes	Format / Availability	Charges	
	Deal traineeships, training courses, volunteering and work experience placements. Also employment and training schemes for disabled people.				











8	CATEGORY: LAW AND LICENSING					
Information Class	Description	Notes	Format / Availability	Charges		
8.1	Animal regulations and licences	Council advice on animal regulations, including guidance on animal fouling, animal health and welfare, dog warden service, dog waste bins and dog registration. Also information relating to animal licensing, including licences for animal movement, boarding animals, keeping exotic, dangerous and wild animals and performing animals; also dog breeders licences, pet shop licences and licences for zoos.		   		
8.2	Birth, marriage and death	Procedures for the registration of births, marriages and deaths (including stillbirths), also obtaining copies of certificates. Also guidance on related subjects, e.g. bereavement advice and support, burials, exhumations, funerals (including civil funerals), graves and memorials, mortuaries, repatriation of bodies, sudden death investigations,	See also 4.2	   		

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8 CATEGORY: LAW AND LICENSING					
Information Class	Description	Notes	Format / Availability	Charges	
	marriage ceremonies (registering a place of worship for marriage ceremonies and venue licences for civil ceremonies in Shetland renewal of vows, civil partnerships and naming ceremonies.				
8.3	Information describing citizen rights as regards freedom of Information, data protection and environmental information. Also the council's publication scheme and local guidance on re-use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	Same as 1.16 and 4.8			
8.4	Information on environmental regulations and guidance on asbestos pollution, air quality, conservation areas, contaminated land, dangerous pavements, exhaust emission testing, idling vehicles, pollution control and tree preservation. Also guidance on hazardous substances, and on noise pollution.	See also 1.6, 4.8, 8.3 and 9.11			
8.5	Information on environmental health regulations and also relating to animal welfare services. Guidance on regulations relating to cooling towers and industrial processes, fire and fireworks, food	Same as 9.5 See also 2.3 and 8.1			





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8 CATEGORY: LAW AND LICENSING														
Information Class		Description	Notes				Format / Availability		Charges					
		and food safety, illegal dumping, infectious diseases, pollution and trading standards. Also information relating to environmental health investigations, needles and hazardous waste collection, on how to obtain skin piercing licences, on the smoking ban and on syringe disposal.												
8.6	Fire safety regulations	Fire safety regulations and related information, including business enforcement of regulations, residential enforcement of regulations, and workplace regulations. Guidance on how to obtain fire certificates for factories, hotels and boarding houses, offices and shops. Also advice on community safety.					   							
8.7	Health and safety	Information on council services and advice on all aspects of health and safety, including advice on addictions and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety).	Same as 2.7 and 10.11				   							
8.8	Legal advice	Information about how to obtain certain legal advice from the council, e.g. advocacy for carers,					 							
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8 CATEGORY: LAW AND LICENSING					
	Information Class	Description	Notes	Format / Availability	Charges
		consumer advice, debt counselling, guidance on child protection orders, housing advice, information relating to external providers of legal advice and legal aid, and advice on wills and testaments. Also information relating to power of attorney, procedures for release of security camera footage, and witness support services.		 	
8.9	Licences, permits and permissions	Information on the wide range of licences, permits and permissions available from the council, e.g. accommodation licences (for caravan sites and multiple homes), alcohol licences, boating and watercraft licences, business licences, entertainment licences, fire certificates and regulations, gambling licences, hazardous goods licences, licences for occupation of roads and streets, transport licences, and weights and measures licences. Including information on how to apply, with guidance on criteria and eligibility.		   	
8.10	Police, courts and criminal justice	Information on criminal justice social work (including single shared assessment and throughcare i.e. support and supervision of an offender), information on procedures and policy behind the creation of criminal justice social work reports (including means enquiry reports, parole reports and social enquiry reports), information on	See also 10.5	   	












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8 CATEGORY: LAW AND LICENSING					
	Information Class	Description	Notes	Format / Availability	Charges
		procedures and policy relating to criminal justice social work sentences, orders and supervision (including procedures and policy relating to orders such as community reparation orders, diversion from prosecution scheme, drug treatment and testing orders, intensive support and monitoring, parenting orders, probation orders, supervising attendance orders and supervision of payment of court fines), advice on support for witnesses and victims.			
8.11	Trading standards	Advice and support for businesses on matters relating to inspection, testing and enforcement. Advice on licences and registration (including eligibility and criteria for applications). Also advice and information for consumers, including information on how to complain.	Same as 2.15	   	

















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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
9.1	Animal welfare and pest control	Information and advice on animal welfare, including advice on care for strays and for animals during owners' hospitalisation, animal welfare inspection and enforcement services, registration and guidance on the importation of animals and on animal welfare licences. Also information about pest control services and the removal of dead animals.	See also 8.1 and 8.9	   	
9.2	Conservation	Information on the council services relating to the conservation of buildings and the environment, including advice on forest and woodland management (where applicable), care of historic sites and listed buildings (including site lists), care of memorials and monuments, care of natural heritage areas, countryside conservation services, details of advertisement control areas and conservation areas, information on residential study centres, ranger services, rural development services and tree management (including tree preservation orders).		   	
9.3	Countryside, farming and wildlife	Information on aspects of planning relating to the countryside environment, including provision for farming and leisure activities and wildlife	See also 2.5, 3.5, 9.10 and 11.3 Canals and zoos – do not apply	 	

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9 CATEGORY: PLANNING AND THE ENVIRONMENT					
	Information Class	Description	Notes	Format / Availability	Charges
		conservation. Specific coverage will include beaches, bays and coastal features, bridle paths, canals and waterways, cycle paths, footpaths and rights of way, landscape and scenery, national parks, nature reserves, outdoor activity centres, zoos and farm parks.		 	
9.4	Emergency planning	Information on emergency planning, including measures relating to fire, flooding, gas pipelines, health and diseases, radiation and chemical incidents.	See also 2.6 and 4.9	   	
9.5	Environmental health	Information on environmental health regulations and also relating to animal welfare services. Guidance on regulations relating to - cooling towers and industrial processes, fire and fireworks, food and food safety, illegal dumping, infectious diseases, pollution and trading standards. Also information relating to environmental health investigations, needles and hazardous waste collection, on how to obtain skin piercing licences, on the smoking ban and on syringe disposal.	Same as 8.5 See also 2.3 and 8.1	   	
9.6	Land and property	General information on land and property, including availability and letting, ecological and	Same as 6.9		









Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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9 CATEGORY: PLANNING AND THE ENVIRONMENT																
	Information Class	Description	Notes			Format / Availability		Charges								
		geological services for land and property, how to obtain property enquiry certificates, how to undertake land and sasine register searches, land reclamation and improvement grants (including eligibility and criteria for applications), land and property valuations and management, landscape character assessment, details of planning zones, procedures for roads adoption, proposals for land use, registers of council property, and street naming and numbering.	See also 2.2			  										
9.7	Marine and waterway services	Information (where applicable) on all categories of the council's marine and waterway services, including licensing, management and safety. Also details of facilities e.g. port and harbour facilities, moorings and storage.	Same as 12.3			   										
9.8	Parking and car parks	Information on local parking facilities, including council car parks (location, charges, etc.), private car parks, parking facilities for disabled people and sites for travelling people. Also information on parking fines, clamping and vehicle removal, and on parking zones and how to obtain permits (including blue badge for disabled people).	Same as 12.4			   										
Key to symbols			Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

9 CATEGORY: PLANNING AND THE ENVIRONMENT					
	Information Class	Description	Notes	Format / Availability	Charges
			Telephone 01463 720519 Fax 01463 720510 e-mail foi@northern.pnn.police.uk		
9.9	Parks, gardens and open spaces	Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.	Same as 3.11 and 11.9	   	
9.10	Planning and building Standards	Strategic and local development plans. The Planning Register (Parts I and II), including planning applications under consideration by Shetland Islands Council and related supporting documentation, including decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. General advice and information on development management, and on making an application for a building warrant. The Building Standards Register Part I.	Same as 2.8 and 6.11	   	












Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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9											CATEGORY: PLANNING AND THE ENVIRONMENT			
Information Class	Description	Notes	Format / Availability	Charges										
9.11	Pollution	Information and advice on all aspects of pollution, including advice and guidance on air pollution, light pollution, noise pollution, pollution by hazardous substances and water pollution. Also information about enforcement of pollution regulations.	See also 2.3 and 8.4	   										
9.12	Private housing	Information and advice for owners and tenants of private housing, including disability facility grants, home insurance, housing renovation grants (including eligibility and criteria for applications and information on how to apply), improvements and repairs, how to conduct land and sasine register searches, low cost home ownership scheme, how to obtain property enquiry certificates, and rents (including renting to the council).	Same as 6.12	   										
9.13	Regeneration and town centre management	Information relating to council activity in local regeneration, including community development and the local economy. Employment advice. Information on how to obtain shop front improvement grants (including eligibility criteria) and other aspects of town centre management with council involvement.	See also 2.9, 2.14 and 4.14	   										
9.14	Roads and	Information and advice on all aspects of council	Same as 12.7											
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9 CATEGORY: PLANNING AND THE ENVIRONMENT					
	Information Class	Description	Notes	Format / Availability	Charges
	pavements	services relating to roads and pavements, including access to property, damaged and dangerous paving, council maintenance, dealing with obstructions, parking, paving damage and theft of slabs, permission to occupy roads, local road works and diversions, and street trading. Also information on local markings, signs and traffic calming measures, and registers, naming and adoptions.	See also 9.8	@  	
9.15	Rubbish and recycling	Information on services relating to the collection of waste, including, assisted collection, disposal sites, domestic bins, garden waste, special collections for large items and skip hire. Also information on recycling, including collection sites and composters, and how to obtain bags and containers.	Same as 6.13 See also 2.3	 @  	
9.16	Street care and cleaning	Information on all aspects of council services relating to street care and cleaning, including advice on vandalism reporting, grass and verge maintenance, litter control (including litter bins), prevention of animal fouling, prevention of flyposting and flytipping, provision of fire hydrants, public toilet provision (including locations), removal of abandoned vehicles, removal of dead animals, services relating to drains and spillages, and	Same as 12.8	 @  	






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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
		vandalism prevention and repair.			






10	CATEGORY: SOCIAL CARE AND HEALTH				
	Information Class	Description	Notes	Format / Availability	Charges
10.1	Asylum, immigration and citizenship	Information on services relating to asylum seekers, including advice and support, and nationality checking. Also information relating to citizenship, including citizenship ceremonies.	See also 4.10 and 7.2	   	
10.2	Care and carers	Information on all aspects of council care services, for both adults and young people, including services relating to hospice care, residential care, respite care and shared care. Also information on advocacy for carers, advocacy for social work clients, alternative providers of care, and child protection.		   	
10.3	Childcare and family care	Information on council services and advice on childcare and family care, including alternative, respite and shared care of children; babysitting, chaperoning and childminding services; care of	See also 5.3	  	














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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		children outwith term time or school hours, child protection and vetting; residential and hospice care of children. Also information on council support and advice for families, support for children in care, support for the children of travelling people, and support for young people leaving care. Also information on council support and advice for young carers, and support and advice on teenage pregnancy.			
10.4	Community transport	Information and advice on community transport services, including community transport for disabled people, demand responsive transport and school transport. Also how to obtain discount cards and transport passes (including eligibility and criteria for applications). Also general public transport information, including services and timetables.		   	
10.5	Criminal justice social work	Information on all aspects of criminal justice social work, including bail accommodation, bail information, bail supervision, policy and procedure relating to children's hearings, policy and procedural information relating to orders and reporting, covering: community reparation orders, community service orders, diversion from prosecution scheme, drug treatment and testing	See also 8.10	   	









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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		orders, intensive support and monitoring, means enquiry reports, parenting orders, parole reports, probation orders, social enquiry reports, supervising attendance orders, supervising payment of court fines and throughcare (i.e.support and supervision of an offender).			
10.6	Disabilities and adapting homes	Information on services relating to additional support needs, including assessment, co-ordinated support plan, placement in mainstream schools and school transport. Also information and advice on services relating to the home environment for disabled people, including adaptations, alarm services, alterations, home assessment, and provision of disability facility grants and repair assistance grants (including eligibility and criteria for applications). Also other information relevant to the council support of disabled people, including blue badge parking permits (eligibility and criteria for applications), occupational therapy and how to obtain specialist equipment.		   	
10.7	Domestic violence	Information relating to council help and support for people at risk from domestic violence, including harassment help and support, advice on the protection of vulnerable adults, and information		  	















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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		about support groups and refuges.			
10.8	Fostering, adopting and looked after children	Information on council services on fostering, adoption and looked after children, including hospice care for young people, residential care for young people, respite care for young carers, shared care for young people, and support for young people leaving care.		   	
10.9	Grants for disabled people	Information about the range of grants available for disabled people, e.g. disability facility grant for a private property and disabled students allowance (including eligibility and criteria for applications). Also advice on welfare rights.		   	
10.10	Health and medical information	Information relating to health related council services, e.g. alcohol and drugs related services, including environmental health, food safety, health and safety (including advice on accident reporting, disposal of syringes and regulation and inspection), hospitalisation, keeping warm in winter, healthcare providers, HIV/AIDS, hospice care, needle exchanges, residential care, support at home and vaccinations. Also information about community health facilities, including dentists, district and community nurses, doctors and	Key Content: Shetland Community Directory	   	







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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		general practitioners, hospitals, pharmacies and NHS 24 health advice and information.			
10.11	Health and safety	Information on council services and advice on all aspects of health and safety, including advice on addictions and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety)	Same as 2.7 and 8.7	   	
10.12	Help for adults	Advice, information and guidance on the broad topics of alcohol and drugs, benefits and grants, care, disablement, health, legal information, mentoring, social work, and student awards and loans (including eligibility and criteria for applications). Care information includes categories such as shared care for adults and the Care and Repair scheme. Social work information and advice includes categories such as advocacy for social work clients, advice on direct payments, inclusion (leisure and social activities), guidance on management of personal financial affairs, missing or out of client contact, and out of hours support.		   	













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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
10.13	Home care	Information on advocacy services for carers, alternative providers of care, community alarm services, home assessment, housing renovation grants (including eligibility and criteria for applications), incontinence laundry service, meals on wheels, and advice on keeping warm in winter		   	
10.14	Mental health	Information on services relating to additional support needs, including assessment, co-ordinated support plans, placement in mainstream schools and school transport, also information on psychological, psychiatric or social work services and support groups and voluntary organisations.		   	
10.15	Parental support	Information on parental support for young people, including babysitting and childminding services, how to apply for benefits and grants (including eligibility and criteria for applications). Family centres, advice on health and well-being, home schooling, mentoring schemes, school support and support for youth offenders.	Same as 5.9	   	
10.16	Services and advice for older people	Information on local authority services, facilities and advice for older people, including activities, care services, clubs and organisations,	Same as 3.13	 	






















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10 CATEGORY: SOCIAL CARE AND HEALTH					
	Information Class	Description	Notes	Format / Availability	Charges
		community alarm services, community centres and day centres, garden maintenance, hospice care services, meals on wheels, residential care services, social work services, transport services and advice on winter warmth.		 	
10.17	Services and advice for young people	Information on local authority services, facilities and advice for younger people, including advice on bullying and harassment, care services, caring, educational opportunities, mentoring services, applying for student loans and awards (including eligibility and criteria for applications), how to take part in volunteering, and advice on youth offending. Also information about youth clubs and organisations, activities for younger people, and Young Scot provision.	Same as 3.14 See also 5.1	   	









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11	CATEGORY: TOURISM AND VISITOR ATTRACTIONS				
	Information Class	Description	Notes	Format / Availability	Charges
11.1	Accommodation	Information on the range of visitor accommodation available in the local area, including bed and breakfast and guest houses, camping and caravan sites, hotels, self-catering accommodation, and youth hostels.	For more information on local accommodation, contact VisitScotland.	   	
11.2	Attractions	Information on facilities and activities likely to attract visitors to the local area, including events and exhibitions; local history and culture; indoor attractions; music, comedy and theatre; nature and wildlife, outdoor attractions, and shopping.		   	
11.3	Countryside and wildlife	Public service information about council and other facilities in countryside and on coastlines, including beaches, bridle paths, canals and waterways, cycle paths, footpaths and national parks. Also related information about countryside activities, including arts and crafts, guided walks, hill-walking, horse riding, mountain biking, orienteering and outdoor activity centres. Also information about any council services relating to countryside management and conservation, and local service information on geological features, landscape and scenery, local food and produce, information on nature reserves, visitor centres, wildlife, zoos and	<p>Same as 3.5</p> <p>See also 2.5 and 9.3</p> <p>Canals, national parks and zoos – do no apply</p>	   	

















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11 CATEGORY: TOURISM AND VISITOR ATTRACTIONS														
Information Class		Description	Notes					Format / Availability		Charges				
		farm parks.												
11.4	Eating and drinking	Community information about distilleries and breweries, food festivals, local food and produce, picnic and beauty spots, pubs and bars, restaurants and cafes, and takeaways.						   						
11.5	Events and festivals	Information on council support (financial and otherwise) for the wide range of events and festivals held in the local area, including agricultural shows, food festivals, funfairs, highland games, music festivals and seasonal festivals.	Same as 4.11					   						
11.6	Harbours and moorings	Information on council and other facilities available to boat owners in the local area, including boat and trailer parking, launching and recovery facilities, and moorings. Also information relating to ports and harbours.						   						
11.7	Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies,	Same as 3.9 and 5.7 See also 3.8 and 11.11					   						
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11 CATEGORY: TOURISM AND VISITOR ATTRACTIONS														
Information Class	Description	Notes	Format / Availability	Charges										
	information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.													
11.8	Museums and galleries	Information on all aspects of local authority museums and galleries, including location and opening hours, details of conservation and education services, how to make donations and bequests, how to make enquiries, and information about collections. Also details of exhibition programmes, and museum and gallery shops.	Same as 3.10	   										
11.9	Parks, gardens and open spaces	Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.	Same as 3.11 and 9.9	   										
11.10	Sports and outdoor pursuits	Information on council services and signposting to community information about outdoor leisure pursuits, including action and adventure sports, field and country pursuits, golf, horse riding, cycling and walking (including hillwalking and orienteering).	See also 12.12	   										
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££






11 CATEGORY: TOURISM AND VISITOR ATTRACTIONS					
	Information Class	Description	Notes	Format / Availability	Charges
11.11	Tourist information	Information for tourists, including contact details of local tourist information centres. Also education facilities for international students and information on town twinning.	For more tourist information, contact VisitScotland.	   	
11.12	Tours, cruises and itineraries	Community information on tours, including how to obtain details of (where applicable) city tours, coach tours, ghost tours, guided tours, helicopter and aeroplane tours, heritage trails, historical tours, literary tours, sea tours, walking tours, wildlife tours, and river, canal and loch cruises.	Ghost tours, aeroplane tours, river and canal cruises do not apply	   	











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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
12.1	Environment-friendly transport	Information on council policy, also user advice on environmentally friendly transport options, including selection of modes of transport. Includes information and advice on local car pooling schemes, cycling, footpaths, and park and ride schemes.		   	
12.2	Journey planning and timetables	Timetable information, including guidance on journey planning and ticketing, current updates and news, service changes and service disruption information. Also information about stations, stops and shelters.		   	
12.3	Marine and waterway services	Information on all categories of the council's marine and waterway services, including licensing, management and safety. Also details of facilities e.g. port and harbour facilities, moorings and storage.	Same as 9.7	   	
12.4	Parking and car parks	Information on local parking facilities, including council car parks (location, charges, etc.), private car parks, parking facilities for disabled people and sites for travelling people. Also information on parking fines, clamping and vehicle removal, and	Same as 9.8	   	











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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
		on parking zones and how to obtain permits (including blue badge for disabled people).			
12.5	Public and community transport	Information on all aspects of community transport (council run and otherwise), including transport services for disabled people and older people, demand responsive transport, how to obtain travel discount cards (including eligibility and criteria for applications) and school transport. Also the positioning of bus stops and shelters, and timetable information.		   	
12.6	Road safety	Information and advice on all aspects of road safety, including advice on pavement safety, details of speed checks, information about driver training services, pedestrian crossings, speed limits, the location of dangerous road junctions, and traffic calming schemes.		   	
12.7	Roads and pavements	Information and advice on all aspects of council services relating to roads and pavements, including access to property, damaged and dangerous paving, council maintenance, dealing with obstructions, parking, paving damage and theft of slabs, permission to occupy roads, local road works and diversions, and street trading. Also	<p>Same as 9.14</p> <p>See also 9.8</p>	   	
















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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
		information on local markings, signs and traffic calming measures, and registers, naming and adoptions.			
12.8	Street care and cleaning	Information on all aspects of council services relating to street care and cleaning, including advice on vandalism reporting, grass and verge maintenance, litter control (including litter bins), prevention of animal fouling, prevention of flyposting and flytipping, provision of fire hydrants, public toilet provision (including locations), removal of abandoned vehicles, removal of dead animals, services relating to drains and spillages, and vandalism prevention and repair.	Same as 9.16	   	
12.9	Taxis and minicabs	Information on taxi licensing, including how to obtain a licence (eligibility and criteria for applications) in different categories, e.g. hackney carriages, private hire drivers, private hire vehicles (minicabs) and private hire vehicle operators. Also council policy on taxi fare setting and location of taxi ranks.		   	
12.10	Town centre management	Information on the council's involvement in town centre management, including advice on crime prevention, drainage help and advice, security	Same as 2.14 See also 9.13	 	














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12		CATEGORY: TRANSPORT AND STREETS			
	Information Class	Description	Notes	Format / Availability	Charges
		cameras (policy on provision, location etc.) and how to apply for shop front improvement grants (including eligibility and criteria for applications).		 	
12.11	Transport policy	Information on the local authority's transport policy, and its relationship to national and other policies.		   	
12.12	Walking, cycling and horse riding	Information and advice on walking, cycling and horse riding, including advice on cycling proficiency, cycling and walking to school, footpaths and rights of way. Details of horse riding, mountain biking and orienteering opportunities, also school crossing patrols and the location of bridle paths, cycle paths and towpaths.	See also 11.10	   	





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13		CATEGORY: SHETLAND COLLEGE				
	Information Class	Description	Notes	Format / Availability	Charges	
13.1	Contacting the college	Information about how to make contact with the College, and general information for the public including key personnel, academic calendar and holidays, location, how to make complaints or access information.	See also 1.7	   		
13.2	Governance	Information relating to the way the college is governed and how decisions are made, its functions and how it fits into the overall structure of the Council. Includes institutional structure, legal status, standing orders, decision making structure and arrangements for appointment, agendas papers and minutes of these, registers of interests.	See also 1.1 and 1.6	   		
13.3	Financial Resources	This section covers information on the college's strategy and management of financial resources. Includes financial statements, college budgets, contracts with third parties for delivering services, financial regulations and procedures, insurance and details of capital investments.	See also 1.9	   		
13.4	Corporate Planning	information on the college's mission and operational and strategic plans. Including corporate plan and strategies, performance indicators, and planning procedures,	See also 1.5	  		

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13		CATEGORY: SHETLAND COLLEGE				
	Information Class	Description	Notes	Format / Availability	Charges	
						
13.5	Human Resources	Information on the college's strategy and management of human resources. The information available covers Council's human resources policies and procedures including Equality and Diversity.	See also 1.13, 5.11 and 13.5	   		
13.6	Student Administration	Information on how the college manages the administration and progression of their students from admission to course completion, including student support services – includes course information, student fees, and arrangements for examinations and assessment criteria and appeal procedures .		   		
13.7	Teaching Quality	Information regarding the management of teaching quality in the college including mechanisms for reviewing and ensuring the quality of teaching provided		   		

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13	CATEGORY: SHETLAND COLLEGE				
	Information Class	Description	Notes	Format / Availability	Charges
13.8	Government and Regulator Relations	Information the college provides to government and external regulators, including statistical and inspection information provided to HMIE and the SQA .		   	

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