



Falkirk Council Publication Scheme

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

March 2010



Falkirk Council

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1. Introduction to the Publication Scheme

- 1.1 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.
- 1.2 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.
- 1.3 This scheme has been approved by the Scottish Information Commissioner, who is responsible for enforcing FOISA. Falkirk Council is obliged to review the scheme from time to time.
- 1.4 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.
- 1.5 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.
- 1.6 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.
- 1.7 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.
- 1.8 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 Falkirk Council

Location

- 2.1 Falkirk Council is a unitary authority, which provides all local government services for the Falkirk Council area. Covering 112 square miles, it has a population of around 150,000 and extends from Banknock in the west to Blackness in the east and from South Alloa in the north to Limerigg in the south.
- 2.2 The area contains varied countryside, including areas of considerable landscape quality. It also contains the port of Grangemouth and depends for its prosperity on a broad industrial base, which includes sizeable industrial areas in Falkirk and Grangemouth.
- 2.3 The Council Headquarters are located in Falkirk, but there are many service points throughout the area. The Council has in the region of 7000 employees, making it one of the biggest employers in the area and has a general fund budget of £280 million in 2007/2008.

Key Functions and Services

- 2.4 The Council delivers a wide range of functions and services to the community, many through statutory obligations. The Local Government (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.
- 2.5 These Services include:

Community Services	Libraries, museums, arts, entertainment, parks, the countryside, cemeteries and crematorium, sport, leisure, tourism, economic development, community learning, community halls, youth strategy, employment and training, property services and local community planning.
Corporate & Neighbourhood Services	Policy and performance review, information and communications technology, human resources, communications. Facilities management (which includes building maintenance & management and catering) and estates management (including roads maintenance, street care, refuse collection and grounds maintenance). Housing management services, tenant participation, allocations, mediation, homelessness, housing investment policy and partnership work.
Development Services	Structure and local planning, development control and enforcement, the environment, transport planning, roads, design, building control, environmental health, consumer protection, waste management, licensing and emergency planning.

Education Services	Pre-5's, primary, secondary and special schools, psychological services, new community schools, adults returning to education and Higher Still links with Falkirk College.
Finance Services	Financial strategy and administration, revenue and capital budgeting, internal audit, treasury management, insurance, collection of rents, council tax and local rates, benefit administration, payroll and pensions
Social Work Services	Children and families, criminal justice services and community care service.
Law & Administration Services	Legal services, business and members' services, democratic services, decentralisation of decision-making (including Area Forums, Community Councils), customer and development services including registration and Printworks.

Decision Making Structure

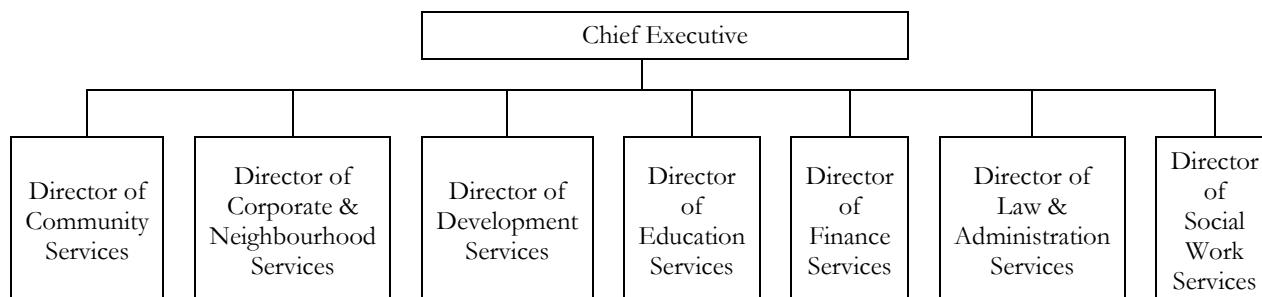
2.6 There are 32 elected members within Falkirk Council and, at the time of preparing this scheme, the political affiliation is broken down as follows:

- 14 Labour;
- 13 SNP;
- 2 Conservative; and
- 3 Independents.

2.7 The current administration is based on a coalition between the Labour, Conservative and two of the independent Members.

2.8 The decision making structure of the Council includes full Council, Policy and Resources Committee, two standing Committees namely Regulatory and Civic Licensing and five scrutiny Committees including Education Committee, Housing, Health and Social Care Committee, Environmental and Community Safety Committee, Leisure, Tourism and Community Committee and Economic Strategy and Development Committee.

Operational Structure



Performance Reporting

- 2.9 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.
- 2.10 In 2008, the Council signed up to its first Single Outcome Agreement with the Scottish Government. This agreement which will be refreshed and published annually 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.
- 2.11 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 can be found at [Performance Zone](#).

Associated Organisations

- 2.12 Some local government activities are delivered by organisations associated with the Council. Some of these organisations are wholly owned by Falkirk Council or separate public bodies governed by one or more Council. These bodies are also covered by FOISA and must adopt their own publication scheme. Associated boards include Central Scotland Joint Police Board, Central Scotland Fire and Rescue Board, Central Scotland Valuation Board and Falkirk Council Licensing Board. You can contact these Boards at the following address:

Law & Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
Tel: 01324 506128
[Email: Joint Boards](#)

- 2.13 Falkirk Council owns the following company:

- Falkirk Community Stadium Ltd.

3. Preparing the Publication Scheme

Structure of the Publication Scheme

- 3.1 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, Falkirk Council has signed up to this standard.

3.2 The model scheme was based on a general 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. This scheme is based on the Service Structure of Falkirk Council.

3.3 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

3.4 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; and
- The Scottish Government.

4. Accessing Information Under the Scheme

4.1 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 on how the information falling within each “class” may be accessed.

Online

4.2 Most information listed in our publication scheme is available to download from our website. A link within the Contact Details column in Section 13: Classes of Information will direct you to the relevant web page or document.

- 4.3 If you are still having trouble finding any document listed under our scheme, please contact:

Records Manager
Law and Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
Tel: 01324 506124
[Email: Records Manager](#)

By Email

- 4.4 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

- 4.5 Information can also be requested from us over the telephone. Appropriate contact details are provided within the relevant class.

By Post

- 4.6 All information under the scheme will normally be available in paper copy form. Please send your request to the appropriate contact details provided within the relevant class.
- 4.7 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.

Personal Visits

- 4.8 In limited cases, you may be required to make an appointment to view the information. In such cases, this will be set out within Section 13 – Classes of Information, and contact details are provided within the relevant class.

Advice and Assistance

- 4.9 If you have any difficulty identifying the information you want to access, then please contact:

Records Manager
Law and Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
Tel: 01324 506124
[Email: Records Manager](#)

5. Information That We May Hold

- 5.1 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.
- 5.2 However, sometimes we may not be able to provide certain information which is described within the scheme. This could be for two reasons.

Information is Exempt from Disclosure

- 5.3 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 EIRs) expressly permits it.
- 5.4 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.
- 5.5 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.
- 5.6 If you wish to complain about any information which has been withheld from you, please refer to Section 10 – Complaints.

6. Our Charging Policy

- 6.1 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.

- 6.2 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.
- 6.3 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.
- 6.4 We reserve the right to impose charges for providing information in paper copy or computer disc / alternative formats. Falkirk 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	
Black and white copy	A4 & A3 sheet £0.10
Colour copy	A4 & A3 sheet £0.30
	A2 sheet £4.39
	A1 sheet £5.87
	A0 sheet £8.72
Alternative Formats	
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.	

- 6.5 There are a small number of publications for which Falkirk Council makes a charge. These documents include:
- Transport Strategies;
 - Roads Design;
 - Structure Plan;
 - Falkirk Council Local Development Plan Household Survey;
 - Local Plans; and
 - Open Space Strategy.
- 6.6 These publications will be charged according to how much it actually costs the Council to have them professionally printed.
- 6.7 For example, if Falkirk Council has produced a formal report and it costs us £500 to print a stock of 100 reports then the actual printing costs paid by the Council is £5 per report. We therefore reserve the right to charge you up to £5 each for a copy of the report - plus actual postage costs, as charged by the Royal Mail – but no more than this.

- 6.8 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 which would apply are as set out in the table above. Our staff can advise you.
- 6.9 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 will be listed individually in the column entitled “Charges” along with the details of the specific charges.

7. Our Copyright Policy

- 7.1 Falkirk 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.
- 7.2 The publication scheme may however contain information where the copyright holder is not Falkirk 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.
- 7.3 Information about Crown copyright material is available on the website of the Queens Printer for Scotland at www.oqps.gov.uk. We can provide you with a copy of this information if you do not have internet access.

Re-Use of Public Sector Information

- 7.4 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 Falkirk 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

Records Manager
Law and Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
Tel: 01324 506124
[Email: Records Manager](mailto:Records Manager)

- 7.5 Guidance on the RPSI regulations can also be found on the Office of Public Sector Information (OPSI) website at [RPSI](#). We can provide you with a copy of this information if you do not have internet access.

8. Records Management

- 8.1 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.
- 8.2 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 and Preservation of Archives Policy and a Retention and Disposal Schedule detailing how it manages 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.
- 8.3 For further information on records management and the Council's Records Management and Preservation of Archives Policy, please contact:

Records Manager
Law and Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
Tel: 01324 506124
[Email: Records Manager](#)

Archives

- 8.4 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:

Archivist
Community Services
Callendar House
Callendar Park
Falkirk FK1 1YR
Tel: 01324 503779
[Email: Archivist](#)

9. Feedback

9.1 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; and
- other ways in which our publication scheme can be improved.

9.2 Please send any comments or suggestions to:

Records Manager
Law and Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
Tel: 01324 506124
[Email: Records Manager](#)

10. Complaints

Complaints About Our Publication Scheme

10.1 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:

Records Manager
Law and Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
Tel: 01324 506124
[Email: Records Manager](#)

10.2 Complaints will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

- 10.3 If you are still unhappy, you may contact the Scottish Information Commissioner's Office, on the details below:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
[Email: enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)
www.itspublicknowledge.info

Appealing to the Scottish Information Commissioner

- 10.4 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 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.
- 10.5 This same three-step right of appeal applied if you make written requests for information which is not included in the publication scheme and you can be unhappy with the response you receive. Section 11 provides guidance on how to request information which is not available under this scheme.
- 10.6 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](mailto:enquiries@itspublicknowledge.info)
www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

11. How to Access Information Not Available Under the Scheme

- 11.1 If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. FOISA provides you with a general right of access to the information we hold, subject to certain exemptions.

- 11.2 The 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.
- 11.3 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: [Pupil Information](#)

Social Work Records: [Social Work Records](#)

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

Freedom of Information
Law and Administration Services
Falkirk Council
Municipal Buildings
Falkirk FK1 5RS
[Email: Freedom of Information](#)

Charges for Information Which is Not Available Under the Scheme

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

General Information Requests Under FOISA

- there will be no charge for information requests which cost us £100 or less to process;
- where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, that calculated on the basis of a waiver for the first £100 and 10% of the remaining £500;
- we are not obliged to respond to requests which will cost us over £600 to process;
- in calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour;
- we do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you; and

- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for Environmental Information under the EIRs

- 11.6 We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for providing information to you.
- 11.7 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.
- 11.8 The first £100 worth of information will be provided to you without charge.
- 11.9 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.
- 11.10 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

- 11.11 Any requests should be forwarded to:

Data Protection
 Corporate & Neighbourhood Services
 Falkirk Council
 Municipal Buildings
 Falkirk FK1 5RS
 Tel: 01324 501584
[Email: Data Protection](#)

12. Other Information

- 12.1 There is a range of other information which is available from the Council which is not ‘published information’ for the purpose of a publication scheme under FOISA. 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’

- 12.2 This covers information which is held by the Council but is not published by it for the purposes of FOISA. It will not be included under the classes listed in Section 13.
- 12.3 Information which falls into this category would include 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.
- 12.4 Local examples include:
- public library resources held for access by members of the public;
 - library resources held for use in educational facilities; and
 - responses
- 12.5 Enquiries for this information should be directed to:
- Libraries Manager
Community Services
The Falkirk Stadium
Falkirk FK2 9DX
Tel: 01324 590943
[Email: Libraries Manager](#)
- 12.6 Guides to archives, catalogues and lists of content are published, and can be accessed in the classes found in Section 13.

‘Added Value’ Information

- 12.7 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 information does not pre-exist the request and cannot be said to be ‘published’ – therefore it is not available via the publication scheme.

Property Enquiry Certificates (PECs)

- 12.8 While the ‘raw’ information held in registers required to produce property enquiry certificates is 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 on charges associated with PECs can be found in Section 13, Development Services, Fees and Charges.

12.9 Enquiries for this information should be directed to:

Development Services
Falkirk Council
Abbotsford House
David's Loan
Falkirk FK2 7YZ
Tel: 01324 504950
[Email: Property Enquiry Certificates](#)

Requests Relating to Information Held in Registers

12.10 The contents of public registers are included 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 is not published for the purposes of FOISA.

12.11 Enquiries for this information should be directed to the appropriate contact details under the specific register of interest.

Genealogy Services

12.12 The 'raw' data is held in public 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.

12.13 Enquiries for this information should be directed to the appropriate contact details under Libraries or Registration.

13. Classes of Information

13.1 Under the FOISA 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.

13.2 The scheme has been divided into Falkirk Council Services and classes of information to ensure the scheme is easy to understand and enable you to find information quickly. Contact information is provided for each class of information and where appropriate links to the relevant pages or documents published on our website.

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Libraries	Information on Falkirk Council's Library services - including locations of libraries, opening times, fees & charges, routes and timetables of mobile libraries, support for schools, homebound and other services. Genealogy in Falkirk.	Website. Hard copy. Leaflets.	Free	Libraries Contact Local Library for detailed information or Library Support Services Victoria Buildings Queen Street Falkirk FK2 7AF Tel: 01324 506800 Fax: 01324 506801 Email: library.support@falkirk.gov.uk
Library Catalogue	Library on-line catalogue of books and information resources. Library Services will assist anyone who cannot access the online version.	Website.	Free	Library Catalogue or Local Libraries Email: library.support@falkirk.gov.uk Tel: 01324 506800 Fax: 01324 506801
Local History Publications	List of local history books published and sold by Falkirk Libraries. Note: books may be purchased from local libraries, museums and some local shops.	Hard copy.	Free	Local History Publications or Local Libraries Library Support Services Victoria Buildings Queen Street Falkirk FK2 7AF Tel: 01324 506800 Fax: 01324 506801 Email: library.support@falkirk.gov.uk
Museums	Information on Falkirk Council's museums services - including locations of museums (Callendar House, Grangemouth Museum & Kinneil Museum), opening times, services, conference facilities, shops, education and lifelong learning, exhibitions, events, interpretation and activities, and summary information about collections (archaeology, art, social and industrial history, technology, natural history and local history objects).	Website. Hard copy. Leaflets.	Free (R)	Museums Contact Local Museums or Cultural Services Callendar House Callendar Park Falkirk FK1 1YR Tel: 01324 503770 Fax: 01324 503771 Email: callendar.house@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Archives	Information on archives services including opening times, fees, access regulations, and summary of collections. Finding Aids to archives of local businesses, organisations, churches, estates, families and individuals and local authority records, including schools, building warrants, planning applications, maps, plans, photographs, valuation rolls, electoral rolls and other records.	Website. Leaflets. Printed documents.	Free (R)	Archives Cultural Services History Research Centre Callendar House Callendar Park Falkirk FK1 1YR Tel: 01324 503779 Fax: 01324 503771 Email: callendar.house@falkirk.gov.uk
Archaeology	Sites and Monuments record - details of history, architecture and other information on local sites and monuments, except personal information relating to living individuals which is exempt under the Data Protection Act.	Hard copy.	Free (R)	Archaeology Keeper of Local History & Archaeology Cultural Services Callendar House Callendar Park Falkirk FK1 1YR Tel: 01324 503783 Fax: 01324 503771 Email: geoff.bailey@falkirk.gov.uk or Falkirk Council Archives
Arts	Information on Falkirk Council's arts services - including locations of venues, opening times, performance / activity / exhibition / film programmes, and conference facilities.	Website. Hard copy. Leaflets.	Free (R)	Arts Falkirk Town Hall Falkirk FK1 5RS Tel: 01324 506177 Fax: 01324 501272 Email: venue@falkirk.gov.uk or The Steeple Box Office High Street Falkirk FK1 1NW Tel: 01324 506850 Fax: 01324 506853 or Local Libraries and Museums

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Community Venues	Information on standard terms of lets, hires and programmes in Town and Community Halls, Community Education Centres.	Hard copy. Printed documents.	Free (R)	Town Halls and Community Halls Community Recreation Service Kilns House (Portacabin) Kilns Road Falkirk FK1 5SA Fax: 01324 506181 Tel: (Town Halls) 01324 506206 Tel: (Comm Halls) 01324 506179 Community Education Centres The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: commed@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Community Education	Information on Falkirk Council's Community Education Services - including Adult Learning and Youth Learning and Community Development & Capacity Building.	Website. Hard copy. Leaflets.	Free (R)	Community Education Local Community Education Centres Email: commed@falkirk.gov.uk Adult Learning Adult Learning Team Municipal Chambers Bo'ness Road Grangemouth FK3 8AF Tel: 01324 504495 Fax: 01324 504425 Email: commed@falkirk.gov.uk Youth Learning Youth Learning Team Municipal Chambers Bo'ness Road Grangemouth FK3 8AF Tel: 01324 504460 Fax: 01324 504461 Email: commed@falkirk.gov.uk Community Development & Capacity Building Community Development & Capacity Building Team Municipal Chambers Bo'ness Road Grangemouth FK3 8AF Tel: 01324 504430 Fax: 01324 504431

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Community Education cont...	Other services.	Website. Hard copy. Leaflets.	Free (R)	Training & Staff Development Training & Staff Development Team Municipal Chambers Bo'ness Road Grangemouth FK3 8AF Tel: 01324 504450 Fax: 01324 504455 Email: commed@falkirk.gov.uk
Burials and Cremations	Contact information for, and location of, Cemeteries, Crematorium & Chapel of Remembrance. List of Fees & Charges.	Website. Hard copy.	Free (R)	Burials and Cremations Bereavement Services Cemetery & Crematorium Office Camelon Cemetery Dorrator Road Camelon Falkirk FK2 7JY Tel: 01324 503650 Fax: 01324 503651 Email: bereavement@falkirk.gov.uk
Book of Remembrance	Book of Remembrance.	On display at Chapel of Remembrance.	Access free	Falkirk Crematorium Remembrance Room Camelon Cemetery Dorrator Road Camelon Falkirk FK2 7JY Tel: 01324 503650 Fax: 01324 503651

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Parks	Information on Falkirk Council's parks and outdoor amenities including Countryside Ranger service and opening times, amenities, activities and events at Muiravonside Country Park, Callendar Park, Zetland Park, Dollar Park and local parks.	Website. Hard copy. Leaflets.	Free (R)	Parks Countryside Ranger Muiravonside Country Park The Loan By Linlithgow EH49 6LN Tel: 01506 845311 Fax: 01506 845311 or all sport and leisure facilities
Sport & Leisure Facilities	Information on Falkirk Council's sports and leisure facilities including locations, booking details (for individuals, groups and clubs), programmes, classes and activities and fees & charges for all sports facilities - Grangemouth Stadium & Centre of Excellence, Grangemouth Sports Complex, Mariners Centre, Grangemouth Golf Course, Polmont Ski Slope, Sports fields, Bo'ness Recreation Centre, Neighbourhood Sport Centres, Swimming pools, Circuit Health & Fitness Club, Par 3 golf course.	Website. Hard copy. Leaflets.	Free (R)	Sports & Leisure Facilities Leaflets available at all sports & leisure facilities, Libraries and Museums or Sport & Leisure Services The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: director.commser@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Events and Activities	Details of locations, times, fees & charges of events, programmes, classes and activities including outdoor learning, sports development, and special outdoor events e.g. annual fireworks display, children's festival, Big in Falkirk.	Website. Hard copy. Leaflets.	Free (R)	Sport and Activities Leaflets available at all Sports & Leisure facilities, libraries, museums or Outdoor Activities Base Victoria Buildings Queen Street Falkirk FK2 7AF Tel: 01324 506846 Fax: 01324 506847 Email: director.commser@falkirk.gov.uk Sports Development Sports Development Section Woodlands Games Hall Cochrane Avenue Falkirk FK1 1QE Tel: 01324 506939 Fax: 01324 506931 Email: Sports Development Community Recreation Community Recreation Service Kilns House (Portacabin) Kilns Road Falkirk FK1 5SA Tel: 01324 506179 Fax: 01324 506181

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Business Development	Business start-up and development information, advice and support available in Falkirk Council area.	Website. Hard copy.	Free (R)	Business Development Business Gateway Tel: 0845 609 6611 www.bgateway.com or FEAT Newhouse Business Park Grangemouth FK3 8LL Tel: 01324 665500 or Business Support Services The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: business@falkirk.gov.uk
Economic Initiative	A range of promotional tourism information. My Future's in Falkirk (MFiF) half yearly newsletter.	Website. Hard copy. Website. Hard copy.	Free (R)	Tourism and Attractions Strategic Support Services The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 MFiF Tel: 01324 590900 Fax: 01324 590913 Email: info@myfuturesinfalkirk.co.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Property	Business Property Register. Up-to-date information on available industrial, retail and office property and land within the Council area.	Website. Hard copy.	Free (R)	Property Business Support Services The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: business@falkirk.gov.uk
	Bo'ness Townscape Heritage Initiative (THI) Information leaflet.	Hard copy.		Bo'ness THI Townscape Heritage Initiative Officer Tel: 01506 828359
Training and Employment	Information on Falkirk Council's training opportunities and employment support programmes with a priority placed on school leavers (16 – 19 year olds).	Website. Hard copy. Leaflets.	Free (R)	Training and Employment Employment & Training Unit Municipal Chambers Bo'ness Road Grangemouth FK2 8AF Tel: 01324 504400 Fax: 01324 504401 Freephone: 0800 028 0363 Email: etu@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Policies and Strategies	Arts Strategy.	Website. Hard copy.	Free (R)	Arts Strategy Cultural Services Callendar House Callendar Park Falkirk FK1 1YR Tel: 01324 503770 Fax: 01324 503771 Email: callendar.house@falkirk.gov.uk
	Culture & Leisure Strategy.	Website. Hard copy.		Culture & Leisure Strategy The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913
	Heritage Strategy.	Website. Hard copy.		Heritage Strategy Cultural Services Callendar House Callendar Park Falkirk FK1 1YR Tel: 01324 503770 Fax: 01324 503771 Email: callendar.house@falkirk.gov.uk
	Business Property Strategy.	Website. Hard copy.		Business Property Strategy Business Support The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: business@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Policies and Strategies cont...	Community Learning and Development Strategy.	Website. Hard copy.	Free (R)	Community Learning and Development Strategy Community Education The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913
	Physical Activity Strategy.	Website. Hard copy.		Physical Activity Strategy Sport & Leisure The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913
	Public Arts Strategy.	Website. Hard copy.		Public Arts Strategy Cultural Services Callendar House Callendar Park Falkirk FK1 1YR Tel: 01324 503770 Fax: 01324 503771 Email: callendar.house@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Policies and Strategies cont...	Denny Local Community Plan. Grangemouth Local Community Plan. Larbert/Stenhousemuir Local Community Plan (Draft). Braes Local Community Plan (Draft).	Website. Hard copy.	Free (R)	Denny Local Community Plan Grangemouth Local Community Plan Larbert/Stenhousemuir Local Community Plan Braes Local Community Plan Community Education The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913
	Corporate Asset Management Plan 2007-2010 – Better Assets, Better Services.	Website. Hard copy.		Better Assets, Better Services The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913
	Community Learning Strategy	Website. Hard copy.		Community Learning Strategy Community Education The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913
	Literacies Action Plan.	Hard copy.		Email: commed@falkirk.gov.uk Community Education The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: commed@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Policies and Strategies cont...	Parks Development Plan.	Website. Hard copy.		Parks Development Plan The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 59091
	Workforce Plus – targeting especially workless parents and those living in our priority areas to help them gain the skills and experience to get back to work.	Hard copy.		Employment & Training Unit Municipal Chambers Bo’ness Road Grangemouth FK2 8AF Tel: 01324 504400 Fax: 01324 504401 Freephone: 0800 028 0363 Email:etu@falkirk.gov.uk
	More Choices More Chances – Action Plan for increasing the number of positive and sustained destinations for school leavers.	Hard copy.		Employment & Training Unit Municipal Chambers Bo’ness Road Grangemouth FK2 8AF Tel: 01324 504400 Fax: 01324 504401 Freephone: 0800 028 0363 Email:etu@falkirk.gov.uk
Performance	Service Performance Plan 2008-2011.	Website. Hard copy. Printed document.	Free (R)	Service Performance Plan 2008-2011 The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: director.commsr@falkirk.gov.uk

Community Services				
Classes of Information	Description	How Published	Charge	Contact Details
Fees & Charges	Community Services Fees & Charges	Printed document.	Free (R)	Fees & Charges The Falkirk Stadium Westfield Falkirk FK2 9DX Tel: 01324 590900 Fax: 01324 590913 Email: director.commsr@falkirk.gov.uk

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Recruitment	Falkirk Council vacancies & associated information.	Website. Hard copy. Job Centres. Press.	Free (R)	Recruitment Human Resources Municipal Buildings Falkirk FK1 5RS Tel: 01324 590598 Fax: 01324 506220 Email: hr@falkirk.gov.uk
Public Holidays	Lists public holidays for Falkirk Council area.	Website. Hard copy.	Free (R)	Public Holidays Human Resources Municipal Buildings Falkirk FK1 5RS Fax: 01324 506220 Tel: 01324 506070 Email: hr@falkirk.gov.uk
Modernising Government	Statement about what Modernising Government is, Falkirk Council's approach and contact details.	Website. Hard copy.	Free (R)	Modernising Government Policy & Performance Review Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506061 Email: modgov@falkirk.gov.uk
Corporate Policies and Strategies	Equal Opportunities Policy, Falkirk Health Improvement Plan, Worklife Balance Policies – Job Share & Flexi Time, Corporate Complaints Procedure, Strategic Community Plan, Community Safety Action Plan. ICT Strategy, Human Resources and Workforce Strategy, Strategic Plan for Health, Safety & Care.	Website. Hard copy. Printed documents.	Free (R)	Corporate Policies Strategies Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506061 Email: info@falkirk.gov.uk or Falkirk Library

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Performance Indicators	Statutory Performance Indicators for Falkirk Council.	Website. Hard copy. Published annually in local newspapers.	Free (R)	Performance Indicators Policy & Performance Review Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506061 Email: info@falkirk.gov.uk or Falkirk Library
Regeneration & Social Inclusion Strategies	Strategy documents, action plans and annual reports relevant to community regeneration in Falkirk Council area.	Printed documents.	Free (R)	Policy & Performance Review Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506061
Personnel Policies & Procedures	Health & Safety, Accident/Incident reporting, Drug & alcohol, Lone Working, Violence at Work, Smoking at Work, Equal Opportunities, Dignity at Work, Relocation, Homeworking, Flexible Working Hours, Career Break Schemes, Job Share, Voluntary Reduced Work Time & Compressed Working Hours Scheme, Disciplinary Procedures, Grievance Procedures, Managing Sickness Absence, Recruitment and Selection, Trade Union duties, Capability, Management of Casual Employment, Re-deployment, Acceptable Use of Internet & Email Guidelines. Software Security & Licensing Policy.	Leaflets. Printed documents.	Free (R)	Human Resources Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506220 Email: hr@falkirk.gov.uk

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Statistics	Research & Information: <ul style="list-style-type: none"> • unemployment figures for Falkirk area; • population statistics for Falkirk area; • information bulletin; • social inclusion bulletin (to be prepared for website); • census information for Falkirk area; • profiles of the 9 wards in Council area; • Local, Scottish & Westminster election results; • statutory performance indicators - assessed by Council's external auditors. 	Website. Hard copy.	Free (R)	Statistics Policy & Performance Review Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506061 Email: r&I@falkirk.gov.uk
Human Resources Guidelines for Managers & Employees	Sexual Orientation Guidance for Managers, Religion / Belief Guidance for Managers, Family Leave Guidelines, Flexible Working Guidance for Managers and for Employees, Flexible Working Arrangements, Part Time Working, Violence at Work guidance and advice for employees, Stress guidance for managers and employees, employee Counselling information, Domestic Abuse information leaflet.	Leaflets. Printed documents.	Free (R)	Human Resources Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506220 Email: hr@falkirk.gov.uk
Communications	Local media contacts & publishing deadlines Press Office contacts: <ul style="list-style-type: none"> • recent press releases; and • Falkirk Council Crest - information on the history of the crest. 	Website. Hard copy. Printed documents.	Free (R)	Communications Press Office Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506061/506058 Email: info@falkirk.gov.uk

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Grants	Information on Grants & External Funding available to community and business projects, application forms and deadlines. (See also Community Services Business Development).	Website. Hard copy. Application forms.	Free (R)	Grants Policy & Performance Review Municipal Buildings Falkirk FK1 5RS Tel: 01324 506263 Fax: 01324 506061 Email: funding@falkirk.gov.uk
Business Services	Information on the Business Services support service and Energy Management Unit	Website. Hard copy.	Free R	Business Services The Forum Callendar Business Park Falkirk FK1 1XR Tel: 01324 506070 Fax 01324 590781 Email: info@falkirk.gov.uk
Customer Services	Information on services available at One-Stop-Shops, 24-hour emergency contact service.	Website. Hard copy.	Free (R)	Human Resources Organisational Development Manager Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax 01324 506220 Email: info@falkirk.gov.uk or One-Stop-Shops
Emergency Contact Details	Up-to-date contact details for emergency services.	Website. Hard copy.	Free (R)	Emergency Services Organisational Development Manager Human Resources Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 503060 Email: contactcentre@falkirk.gov.uk or One-Stop-Shops

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Procurement	Corporate Procurement Plan 2008-2011. Guide for Suppliers on How to do business with Falkirk Council. Information on tendering including the tender register, tender search, live tenders and contract awards.	Website.	Free	Procurement Business Service Suite 5, The Forum Callendar Business Park Falkirk FK1 1XR Tel: 01324 506566 / 590818/ 590819 Fax: 01324 590801 Email: purchasing@falkirk.gov.uk
Tendering	Organisation details, contact(s) details, description, purchase plans, other information including what to do and don't do, current tenders, future tenders, past tenders and contract awards. All tenders handled by Central Procurement are advertised in the Procurement Scotland Portal to which you can register your interest. www.publiccontractsscotland.gov.uk All information is copyright of the Council and cannot be used without permission.	Website	Free	Tendering Business Service Suite 5, The Forum Callendar Business Park Falkirk FK1 1XR Tel: 01324 506566 / 590818/ 590819 Fax: 01324 590801 Email: purchasing@falkirk.gov.uk
Building Maintenance	Information on the type of services undertaken by Building Maintenance. Contact information for enquiries about current projects and repairs procedures and priorities.	Website. Hard copy.	Free (R)	Building Maintenance One-stop-shops or Facility Management Property Services Tel 01324 59 0800 Fax: 01324 59 0801 Email: info@falkirk.gov.uk
Building Services	Information about Building Services including sites and opening times of public conveniences, details of school meals service, Meals on Wheels, Lunch Clubs, catering services and cleaning services.	Website. Hard copy.	Free (R)	Building Services Facilities Manager (Catering & Cleaning) Earls Road, Grangemouth. FK3 8XB Tel: 01324 590475 Fax: 01324 590480 Email: info@falkirk.gov.uk

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Estates Management	Information about Estates Management services including street furniture, playground equipment, landscaping, winter service plan, location of grit bins, routes of gritters, lists of bus shelters, refuse collection, dog bins, litter, tipping permits and waste management.	Website. Hard copy.	Free (R)	Estates Management Estates Management Earl's Road, Grangemouth, FK3 8XB Tel: 01324 501104 Fax: 01324 504613 Email: contactcentre@falkirk.gov.uk or One-Stop-Shops
Sign Factory Service	Information on sign manufacturing services, including vehicle graphics, traffic signs and street nameplates.	Website. Hard copy. Printed documents.	Free (R)	Sign Factory The Sign Factory Burnbank Road Falkirk FK2 7PE Tel: 01324 501950 Fax: 01324 501951 Email: Sign Factory
Refuse Collection	Notices about refuse collection, changes to regular uplifts, special uplifts, street cleansing and recycling.	Website. Hard copy. Local press.	Free (R)	Refuse Collection Wastes Manager Dalgrain Depot Grangemouth FK3 8EB Tel: 01324 59 4000 Fax: 01324 59 0401 Email: contactcentre@falkirk.gov.uk or One-Stop-Shops
Policies and Strategies - Estates Management	Litter Strategy, Winter Maintenance Policy, Roads & Footpath Conditions Survey.	Printed documents.	Free (R)	Head of Estates Management Suite 4 The Forum, Callendar Business Park, Falkirk FK1 1XR Tel: 01324 504600 Fax: 01324 590781
Policies and Strategies - Facilities Management	Feel Good Falkirk.	Printed documents.	Free (R)	Head of Facilities Management Suite 4 The Forum, Callendar Business Park, FalkirkFK1 1XR Tel: 01324 590780 Fax: 01324 590781

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Policies & Strategies - Housing	Local Housing Strategy including Homeless, Tenant Participation, Energy Efficiency, SHIP and Private Sector strategies.	Website. Hard copy. Printed documents.	Free (R)	Policies & Strategies Private Sector The Forum Callendar Business Park Falkirk FK1 1XR Tel: 01324 590780 Fax: 01324 590827 Email: director.house@falkirk.gov.uk Email: privatesector.housing@falkirk.gov.uk or Neighbourhood Offices or One-Stop-Shops
Housing Applications & Housing Allocations	Information on Council Housing: how to apply for a Council house; guidance on the allocation system, and medical applications; and the area information manual.	Website. Hard copy. Leaflets.	Free (R)	Housing Applications Housing Allocations Seabegs Road Bonnybridge FK4 2BU Tel: 01324 590790 Fax: 01324-503069 Email: director.house@falkirk.gov.uk or Neighbourhood Offices or One-Stop-Shops
Home Improvement/ Repair Grants	Information to owner occupiers & private tenants on how to apply for aid with improvement or repair costs – contact details.	Website. Leaflets. Booklets.	Free (R)	Improvement / Repair Grants Seabegs Road Bonnybridge FK4 2BU Tel: 01324 590797 Fax: 01324 503027 Email: privatesector.housing@falkirk.gov.uk

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Tenant Information	Guidance for Council tenants on Scottish secure tenancy agreement and short Scottish tenancy agreement, requesting repairs and maintenance, housing investment programme, managing your home, shared and communal areas, car parking, lock-ups, garage sites, security, home improvements and decorating, tenant participation, weather – beat the freeze, and customer care.	Website. Hard copy. Leaflets.	Free (R)	Tenant Information The Forum Callendar Business Park Falkirk FK1 1XR Tel: 01324 590800 Fax: 01324 590781 or Neighbourhood Offices or One-Stop-Shops
Homelessness	Information on services for homeless people, Castings Hostel and emergency service.	Website. Hard copy. Leaflets.	Free (R)	Homelessness ARC 23/25 High Street Falkirk FK1 1ES Tel: 01324 503600 Fax: 01324 503061
Conflict Resolution	Information about services available to resolve neighbour disputes, including the Mediation Service, Falkirk Investigation, Response & Support Team (FIRST).	Website. Hard copy. Leaflets.	Free (R)	Conflict Resolution Seabegs Road Bonnybridge FK4 2BU Tel: 01324 508826 Fax: 01324 503066 or Neighbourhood Offices or One-Stop-Shops
Tenant Participation	Information about registered tenant organisations, groups, grants and consultation.	Website. Hard copy. Leaflets.	Free (R)	Tenant Participation The Forum Callendar Business Park Falkirk FK1 1XR Tel: 01324 590800 Fax: 01324 590781 or Neighbourhood Offices or One-Stop-Shops

Corporate & Neighbourhood Services				
Classes of Information	Description	How Published	Charge	Contact Details
Information for Residents in Private Housing	Information about services offered to all eligible local residents, including Garden Aid Scheme and Care & Repair Scheme for elderly people and people with disabilities, and neighbour disputes.	Website. Hard copy. Leaflets.	Free (R)	Private Sector Seabegs Road Bonnybridge FK4 12BU Tel: 01324 590797 Fax: 01324 503027 or Neighbourhood Offices or One-Stop-Shops Email: privatesector.housing@falkirk.gov.uk
Resources, Needs & Planning	Statements on the housing investment programme, partnerships and aims, environmental and energy issues and future planning.	Website. Hard copy.	Free (R)	Housing Investment Programme The Forum Callendar Business Park Falkirk FK1 1XR Tel: 01324 590800 Fax: 01324 590781 or Neighbourhood Offices or One-Stop-Shops Email: hswstrategicsupport@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Fees & Charges	Development Services Fees & Charges	Printed document.	Free (R)	Fees & Charges Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504850
Building Warrants – General Guidance	Guidance about Building Warrant Applications, regulations and how to apply, Works Where no Building Warrants Exist, and Information on Buildings Exempt from Building Warrant Approval.	Website. Hard copy. Leaflets.	Free (R)	Building Warrants Building Standards Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504985 Fax: 01324 504850 Email: buildingcontrol@falkirk.gov.uk
Approved Building Warrants	List of approved Building Warrants (exempt information on costs).	Website. Hard copy.	Free (R)	Application Status Building Standards Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504985 Fax: 01324 504850 Email: buildingcontrol@falkirk.gov.uk
Lodged Building Warrants	List of lodged Building Warrants and a description of works (exempt information on costs).	Website. Hard copy.	Free (R)	Application Status Building Standards Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504985 Fax: 01324 504850 Email: buildingcontrol@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Public Safety	Guidance on buildings considered dangerous or a threat to public safety.	Hard copy.	Free (R)	Public Safety Building Standards Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504985 Email: buildingcontrol@falkirk.gov.uk
Food Safety	Guidance about regulations and services including application forms for licences.	Website. Hard copy.	Free (R)	Food Safety Food & Safety Regulation Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk
Register of Food Premises	Register contains information on business locations, ownership and type of operation.	Available for public inspection on request, hard copy also available.	Free (R)	Food & Safety Regulation Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk
Food Safety Policies and Procedures	Food safety service plan, Corporate Infection Control Policy, Risk Assessment in the work place.	Printed documents.	Free (R)	Food & Safety Regulation Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Health & Safety	Guidance on Health & Safety at Work including advice on undertaking risk assessments.	Website. Hard copy. Printed documents. Leaflets.	Free (R)	Health & Safety Food & Safety Regulation Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk
Health & Safety - Registers & Licences	Public Register (Abstracts of Health & Safety Notices Affecting the Public).	Available for public inspection on request and hard copy also available.	Free (R)	Food & Safety Regulation Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk
Health & Safety - Policies & Procedures	Reporting accidents, Enforcement Policy.	Leaflets.	Free (R)	Food & Safety Regulation Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk
Documents Relating to Enforcement of Policies	Enforcement Policy and Inspection Procedures for: <ul style="list-style-type: none"> • Food Safety/Hygiene; • Trading Standards; and • Health & Safety. 	Printed documents.	Free (R)	Food & Safety Regulation Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Water Quality	Listing of premises requiring sampling of water quality. Register of private water supplies.	Hard copy.	Free (R)	Water Quality Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504852 Email: fs@falkirk.gov.uk
District of Falkirk Licensing Board Publication Scheme	Publication Scheme produced on behalf of the Licensing Board.	Website. Hard copy.	Free (R)	Licensing Board Publication Scheme Licensing Section Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504795 Email: licensing@falkirk.gov.uk
Civic & Miscellaneous Licences & Permits	Information about the administration of licences and permits (how to apply, Fees & Charges, regulations, etc.) - includes, Charitable Collections, Game, Public Entertainment, Late Hours Catering, Taxis, Window Cleaners, Street Traders, Second-hand Dealers, and Window Cleaners.	Website. Hard copy. Leaflets.	Free (R)	Licensing Licensing Section Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504795 Email: licensing@falkirk.gov.uk
Alcohol & Gambling Licences & Permits	See Falkirk Licensing Board Publication Scheme.	Website. Hard copy. Leaflets.	Free (R)	Alcohol & Gambling Licences & Permits Licensing Section Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504795 Fax: 01324 504852 Email: licensing@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Licence Registers	Civic Licensing and Liquor Licensing.	Available for public inspection on request and copies available on request.	Free (R)	Licensing Section Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504795 Fax: 01324 504852 Email: licensing@falkirk.gov.uk
Consumer Advice	Guidance for Consumers & Traders on rights and obligations, including advisory & guidance leaflets, information about weights and measures inspections, about legislation enforced by Trading Standards, consumer safety & fair trading environment.	Website. Hard copy. Leaflets.	Free (R)	Consumer Advice Consumer Protection – Trading Standards Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 501414 Fax: 01324 504852 Email: tradingstandards@falkirk.gov.uk
Trading Standards Registers	Explosive Registrations, Poisons Registrations.	Available for public inspection on request, but hard copy available.	Free (R) (Fees for applying for registration)	Consumer Protection – Trading Standards Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 501414 Fax: 01324 504852 Email: tradingstandards@falkirk.gov.uk
Design (Buildings and Projects) (Architecture)	Information on current and recent Council controlled projects/properties. Exemptions include all tender information, which is considered commercially sensitive and confidential. Further material may be protected by copyright law and could also be exempted under s31 (certain geographical areas) and s39 (certain buildings).	Hard copy.	Free (R)	Design Service Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504850 Email: design.ds@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Planning Applications - General Guidance	Guidance on making a planning application, commenting on a planning application, planning appeal and review procedure, statutory pre-application consultation and the new Hierarchy of Developments.	Website. Hard copy. Leaflets.	Free (R)	Planning Applications - General Advice Development Management Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504748 Fax: 01324 504747 Email: dc@falkirk.gov.uk
Planning Applications	Weekly and monthly decision lists of applications validated and applications decided. Planning applications.	Website. Hardcopy. Available for public inspection on request or inspection by prior arrangement for applications not on website. Website. Hardcopy available on written request and prior payment. Available for public inspection on request on Falkirk Council public access terminal.	Free (R) Free (R)	Decision Lists ePlanning Development Management Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504748 Fax: 01324 504747 Email: dc@falkirk.gov.uk ePlanning Development Management Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504748 Fax: 01324 504747 Email: dc@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
	Planning applications not available on website.	Older scanned application information in paper format can be made available for inspection by prior arrangement due to off-site storage. Hard copies available on written request and prior payment.	Free (R)	Development Management Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504748 Fax: 01324 504747 Email: dc@falkirk.gov.uk
Enforcement Measures Relating to Planning Matters	Guidance about statutory duties to ensure developments have necessary planning permissions and what action Falkirk Council can take including Breach of Condition Notices, Planning Contravention Notices & Stop Notices. Downloadable Complaints Form and Guidance.	Website. Hard copy.	Free (R)	Enforcement Development Management Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504748 Fax: 01324 504747 Email: dc@falkirk.gov.uk
Planning Policies & Procedures	Development plan policies. Falkirk Open Space Strategy (FOSS)	Website. Hard copy. Printed documents. Newsletters.	Free (R) (Hard copy of FOSS £123.86)	Planning Policies & Procedures Development Management Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504748 Fax: 01324 504747 Email: dc@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Transport Strategies	Local Transport Strategy.	Website. Hard copy. Printed document.	£15.10 hard copy plus p&p; £1 CD version plus p&p or free on website	Transport Strategies Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504914 Email: transportplanning@falkirk.gov.uk
Concessionary Travel Information	Guidance on concessionary travel and parking for people with mobility problems and for elderly people: <ul style="list-style-type: none"> • Blue Badge Scheme: concessionary parking scheme. • Red Permit Scheme: parking/access scheme allowing entry to pedestrianised parts of Falkirk High Street. • Concessionary Travel pass: provides free travel/reduced fares on buses & trains. • Concessionary Travel application forms. • Dial-A-Journey: door to door transport service for people with mobility problems. • Taxicard: allows reduced fare travel in taxis for those with disabilities who cannot use ordinary buses. <p>Certain information will be exempt, as it contains personal information.</p>	Website. Hard copy. Printed documents.	Free (R)	Concessionary Travel Information Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 506420 Fax: 01324 504914 Email: transportplanning@falkirk.gov.uk
School Transport	Guidance about eligibility of pupils for School Transport. Certain information will be exempt, as it is commercially sensitive and will also contain personal information.	Website. Hard copy.	Free (R)	School Transport Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504724 or 01324 504966 Fax: 01324 504914 Email: transportplanning@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
School Crossing Patrols	Guidance about criteria for location of patrols & recruitment information. Certain information will be exempt as it contains personal information.	Website. Hard copy.	Free (R)	School Crossing Patrols Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504914 Email: transportplanning@falkirk.gov.uk
Bus Stops & Shelters	Guidance about requesting new bus stops & shelters and reporting damage to shelters. Certain information will be exempt as it contains personal information.	Website. Hard copy.	Free (R)	Bus Stops & Shelters Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504914 Email: transportplanning@falkirk.gov.uk
Bus Information	Guidance on services run by Falkirk Council.	Website. Hard copy. Leaflets.	Free (R)	Bus Information Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504724 or 01324 504753 Fax: 01324 504914 Email: transportplanning@falkirk.gov.uk
Roads Design	Design guidelines and construction standards for roads in the Falkirk Council area.	Printed documents.	£4.18 plus p&p	Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504724 or 01324 504723 Fax: 01324 504850 Email: transportplanning@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Transport Surveys	Traffic and other transport survey data.	Printed data. CD. E-mail.	Free (R) plus p&p	Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504724 or 01324 504723 Fax: 01324 504850 Email: transportplanning@falkirk.gov.uk
District Maps	District Maps.	Printed documents.	Free (R) plus p&p	Transport Planning Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504724 or 01324 504723 Fax: 01324 504850 Email: transportplanning@falkirk.gov.uk
Environmental Protection Act	Guidance about statutory duties and enforcement action.	Hard copy.	Free (R)	Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk
Environmental Health Policies & Strategies	Enforcement Policy, Contaminated Land Strategy.	Printed documents.	Free (R)	Environmental Health Policies & Strategies Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Air Quality Monitoring	Reports on local air quality monitoring and modeling.	Website. Printed reports.	Free (R)	Air Quality Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk or www.scottishairquality.co.uk or One-Stop-Shops and Libraries
Smoke Control Areas	Information on designated areas.	Printed documents.	Free (R)	Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk
Public Registers for Reservoirs & Radioactive Substances	Reservoirs Register containing information on location, supervising engineer, statutory undertaker and date of next 10 year inspection. Radioactive substances contains registrations issued by SEPA.	Available for public inspection on request, but hard copy available.	Free (R)	Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk
Animal Welfare	Guidance about inspections and licensing requirements for Dog Breeding, Animal Boarding establishments, Horse Riding establishments, pet shops & dangerous wild animals.	Website. Hard copy.	Free (R)	Animal Welfare Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Contaminated Land	Information about contaminated land inspected by Falkirk Council and details of all regulatory action taken by Falkirk Council in respect of the remediation of contaminated land, including information on condition of the land.	Hard copy.	Free (R)	Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk
Housing	Guidance on licensing of houses in multiple occupation.	Website. Hard copy.	Free (R)	Housing Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk
Noise Control	Guidance on complaints procedures and advice on dealing with noise problems.	Website. Hard copy.	Free (R)	Noise Control Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk
Public Health	Guidance and contact details for public health problems including fly tipping, Abandoned Cars, sewerage problems and other miscellaneous issues	Website. Hard copy.	Free (R)	Public Health Environmental Health Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504982 Fax: 01324 504709 Email: envhealth@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Annual Housing Land Audit	Report to show whether Falkirk Council area has sufficient housing sites to meet Structure Plans.	Printed document.	Free (R)	Annual Housing Land Audit Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk
Structure Plan	Written Statement Report of Survey Technical Appendices Publicity & Consultation Report	Website. Hard copy.	£15.77 £25.10 £13.14 £10.78 (plus p&p or free viewing on website, at local libraries and One-Stop-Shops.	Structure Plan Written Statement Report of Survey Technical Appendices Publicity & Consultation Report Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk or One-Stop-Shops and Libraries
Falkirk Council Local Development Plan Household Survey	Main Report, Technical Report, Technical Table Weighting Tenure, Technical Table Weighting Working Status, Technical Table Weighting Household Composition, Technical Table Weighting Homezone and Technical Table Age and Gender.	Hard copy.	£37.39 plus p&p	Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk or One-Stop-Shops and Libraries

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Local Plans	Falkirk Council Local Plan - December 2010	Website. Hard copy.	£35.61 plus p&p	Local Plans Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk or One-Stop-Shops and Libraries
Falkirk Local Development Plan	Main Issues Report - November 2011	Website. Hard Copy.	Free £10.66 plus p&p	Falkirk Local Development Plan Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax : 01324 504709 Email: planenv@falkirk.gov.uk or One-Stop-Shops and Libraries
Planning Initiatives	Information about planning initiatives related to policies from the Structure Plan and Local Plans, including: <ul style="list-style-type: none"> • Falkirk Greenspace; • GIS Initiatives; • Millennium Link; • Strategic Development Opportunities; and • Planning Briefs for various sites. 	Website. Hard copy. Printed documents.	Free (R)	Planning Initiatives Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk For GIS initiatives contact: www.forthvalleygis.co.uk or Email: fvadmin@forthvalley.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Sustainable Development & Environmental Action Policies and Strategies	Sustainable Falkirk Strategy and information on how to get involved in environmental action.	Website. Hard copy. Printed documents.	Free (R)	Sustainable Development & Environmental Action Policies & Strategies Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504712 Fax: 01324 506071 Email: planenv@falkirk.gov.uk
Outdoor Access	Information about Falkirk Council's actions to encourage provision of greater freedom in the countryside. Includes information on core paths & rights of way, leaflets on larger path networks and information about Falkirk Outdoor Access Forum (a partnership with Falkirk Council, and other partners, to plan, prioritise and implement effective access to the countryside in a democratic way).	Website. Hard copy. Leaflets.	Free (R)	Outdoor Access Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk
Core Paths Plan	Information relating to Falkirk Council's adopted core paths plan, a statutory undertaking for all local authorities under the Land Reform (Scotland) Act 2003.	Website. Hard Copy.	Free (R) £11.60 plus p&p	Core Paths Planning Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax : 01324 504709 Email: planenv@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Biodiversity	Information about working together with local organisations to enhance biodiversity in area, including how to get involved, news and events and the Biodiversity Framework and Audit.	Website. Hard copy. Leaflets.	Free (R)	Biodiversity Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504863 Fax: 01324 504709 Email: planenv@falkirk.gov.uk
Falkirk Environment Trust	Information about support for projects that benefit the people & environment, how to apply for funding and current projects and themes.	Website. Hard copy.	Free (R)	Falkirk Environmental Trust Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk
Conservation, Design and Landscape Guidance	Guidance about the review & regulation of areas of built heritage, in particular designated conservation areas, listed buildings, archaeology and ancient monuments and tree preservation orders. Supplementary Planning Guidance Note Series. Built Heritage Strategy. Urban Woodland Strategy.	Website. Hard copy. .	Free (R)	Conservation & Design Guidance Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk Keeper of Local History & Archaeology Cultural Services, Callendar House, Callendar Park, Falkirk FK1 1YR Tel: 01324 503783 Fax : 01324 503771 Or contact Falkirk Council Archives

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Local Policy & Project Development	Feedback summaries of development plan consultation exercises.	Hard copy.	Free (R)	Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk
Leisure, Recreation & Tourism	Agencies. Projects. Canals/Millennium Link. Strategic Policy Documents & Publications. Planning & Environmental Geographical Data Sets (including listed building, tree preservation orders, and conservation areas).	Website. Printed documents. Leaflets.	Free (R)	Planning Initiatives Planning & Environment Unit Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504709 Email: planenv@falkirk.gov.uk
General Building Design Statutory Functions	Information on service of advice and assistance on matters relating to the Home Energy Conservation Act, the implementation of the Disability Discrimination Act, Construction, and Design & Management Regulations.	Website. Hard copy.	Free (R)	Roads Services Roads Services Abbotsford House David's Loan Falkirk FK2 7YZ Tel: 01324 504950 Fax: 01324 504850 Email: design.ds@falkirk.gov.uk
Roads & Bridge Design	Information on current and recent Council maintained roads and bridges (includes drawing registers and bridges database). Exemptions include all tender information, which is considered commercially sensitive and confidential. Further material may be protected by copyright law and could also be exempted under s31 (certain geographical areas) and s39 (certain structures).	Website. Hard copy.	Free (R)	Roads & Bridge Design Roads Service Abbotsford House David's Loan Tel: 01324 504950 Fax: 01324 504843 Email: roads.ds@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
Roads Development	Register of road construction consent files.	Hard copy.	Free (R)	Roads Service Abbotsford House David's Loan Falkirk FK2 7ZY Tel: 01324 504950 Fax: 01324 504843 Email: roads.ds@falkirk.gov.uk
Statutory Responsibilities in Relation to Flooding and Emergency Procedures	The Bi-annual Flood Report is available which gives information on works undertaken, procedures implemented and the Council's continuing role and flood incidents in the preceding two years. Exemptions include all tender information considered commercially sensitive and confidential.	Website. Hard copy.	Free (R)	Flooding & Emergency Procedures Roads Service Abbotsford House David's Loan Falkirk FK2 7ZY Tel: 01324 504950 Fax: 01324 504843 Email: roads.ds@falkirk.gov.uk
Roads Network	Information about services provided by Roads Network: <ul style="list-style-type: none"> • Traffic Management. • National Street Gazetteer: Falkirk Council has responsibility to produce & maintain this for streets in its boundaries. • Clarence: Reporting system for roads & lighting defects. • List of public roads. • List of public car parks. 	Website. Hard copy.	Free (R)	Roads Network Roads Service Abbotsford House David's Loan Falkirk FK2 7ZY Tel: 01324 504950 Fax: 01324 504843 Email: roads.ds@falkirk.gov.uk
Street Lighting	Information on current and recent Council maintained street lighting. Exemptions include all tender information, which is considered commercially sensitive and confidential. Further material may be protected by copyright law and could also be exempted under s31 (certain geographical areas) and s39 (certain structures).	Website. Hard copy.	Free (R)	Street Lighting Roads Service Abbotsford House David's Loan Falkirk FK2 7ZY Tel: 01324 504950 Fax: 01324 504843 Email: roads.ds@falkirk.gov.uk

Development Services				
Classes of Information	Description	How Published	Charge	Contact Details
New Roads & Street Works Act	Information on responsibilities of Falkirk Council and utilities on new roads & street works.	Hard copy.	Free (R)	Roads Service Abbotsford House David's Loan Falkirk FK2 7ZY Tel: 01324 504950 Fax: 01324 504843 Email: roads.ds@falkirk.gov.uk
Waste Strategies & Plans	Published plans, including: <ul style="list-style-type: none"> • Forth Valley Area Waste Plan, included as part of National Waste Strategy; and • Forth Valley Strategic Outline Case and Overview of Strategic Waste Fund. 	Website. Hard copy. Printed documents.	Free (R)	Waste Strategies & Plans Environmental & Regulatory Services Abbotsford House David's Loan Falkirk FK2 7ZY Tel: 01324 504950 Fax: 01324 504843 Email: waste@falkirk.gov.uk www.sepa.org.uk www.scotland.gov.uk/publications
Waste Facilities & Services	Information about recycling facilities for local residents, including locations of glass bank & can bank sites, how to buy a compost bin, the Kerbside Recycling Three Bin System. Information about landfill, dry recyclates & fridge recycling contracts, and waste minimisation initiatives. Certain confidential information will be exempt as it contains commercially sensitive information.	Website. Hard copy. Leaflets.	Free (R)	Waste Strategies & Plans Environmental & Regulatory Services Abbotsford House David's Loan Falkirk FK2 7ZY Tel: 01324 504950 Fax: 01324 504843 Email: waste@falkirk.gov.uk

Education Services				
Classes of Information	Description	How Published	Charge	Contact Details
Schools & Education Establishments	Names and addresses and contact information of all Nursery Schools, Primary Schools and Secondary Schools and other Educational establishments operated by Falkirk Council.	Website. Hard copy.	Free (R)	Schools & Education Establishments McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: director.educ@falkirk.gov.uk or Local Libraries
Information for Parents	Information on school activities, events, timetables, school holiday dates, policies, inspection reports, admissions, clothing grants, library services, nursery education, Parent Councils, school crossing patrols, school meals, school transport, SQA exam dates, absence and attainment Information.	Website. Hard copy. Newsletters. Prospectus. Circulars. Printed documents.	Free (R)	Information for Parents Issued regularly to parents by individual schools; further copies available by contacting individual school. Schools & Education Establishments or McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: director.educ@falkirk.gov.uk
Enrolment & Placing Requests	Information on enrolling children at school, and also making placing requests at a school outwith their catchment area.	Website. Hard copy. Printed documents.	Free (R)	Enrolment & Placing Requests McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: director.educ@falkirk.gov.uk or contact individual schools

Education Services				
Classes of Information	Description	How Published	Charge	Contact Details
External Quality Assurance Reports	HMIE Reports. Care Commission Inspection Reports.	Printed reports.	Free (R)	Issued to Schools. Schools & Education Establishments (Choose school - then click on related links - HMIE Inspection Report) or McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: director.educ@falkirk.gov.uk or Her Majesty's Inspectorate of Education (HMIE) Further copies available on request from Scottish Government Educational Department Email: ceu@scotland.gov Tel: 0131 556 8400 or 0845 7741741
Internal Quality Assurance	Quality & Standards Reports, Curriculum Guidelines.	Website. Printed leaflets and documents for specific schools if unavailable on website.	Free (R)	Schools & Education Establishments (Choose school - then click on document - Standards and Quality Report) or McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: director.educ@falkirk.gov.uk

Education Services				
Classes of Information	Description	How Published	Charge	Contact Details
Minutes	Minutes of meetings of Parent Council meetings, except minutes or items which contain personal information under the Data Protection Act 1998.	Printed documents.	Free (R)	Contact individual Headteacher Schools & Education Establishments or McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: director.educ@falkirk.gov.uk
Resources & Support Materials	Resources and support materials for extended learning support, learning initiatives and Out of School projects.	Website. Printed documents.	Free (R)	Resources & Support Material Curriculum Support McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: director.educ@falkirk.gov.uk
Childcare	Childcare Information Service: <ul style="list-style-type: none"> • Childcare providers, includes out of school care groups, playgroups, Council & private nurseries, childminders, and parent & toddler groups. • Information on opening hours, costs & facilities. • Childcare/children's organisations contacts. • General issues relating to childcare, including tax credits. 	Website. Hard copy. Printed documents.	Free (R)	Childcare Information Service McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506632 Fax: 01324 506604 Email: childcare@falkirk.gov.uk or Scottish Childcare

Education Services				
Classes of Information	Description	How Published	Charge	Contact Details
Policies and Strategies	<p>Education policy papers and strategies. Current policies include:</p> <ul style="list-style-type: none"> • Early Intervention Policy, Positive Behaviour Strategy, Anti-Bullying Guidelines, Parental Participation in Schools, Learning to Achieve Strategy, School Transport - To Help You Travel to School, School Transport - Attendance at Non-Catchment Schools, Looked After Children, Head Lice – Frequently Asked Questions, Mobile Phones, Child Protection. 	<p>Website. Printed leaflets. School brochure.</p>	Free (R)	<p>Policies and Strategies McLaren House Marchmont Avenue Polmont FK2 0NZ Tel: 01324 506600 Fax: 01324 506601 Email: Education Services or contact individual schools Schools & Education Establishments</p>

Finance Services				
Classes of Information	Description	How Published	Charge	Contact Details
Annual Accounts	Annual report and accounts.	Website. Hard copy. Printed documents.	Free (R)	Annual Accounts Accountancy Services Finance Services Municipal Buildings Falkirk FK1 5RS Tel: 01324 506302 Fax: 01324 506363 Email: director.finance@falkirk.gov.uk
Council Budget Information	Statement on the Council budget position, including summary of spending plans, housing rents & charges, key facts, council tax & Scottish Water charges, Band D council tax levels for the current financial year.	Website. Hard copy. Leaflets.	Free (R)	Budget Information Accountancy Services Finance Services Municipal Buildings Falkirk FK1 5RS Tel: 01324 506302 Fax: 01324 506363 Email: director.finance@falkirk.gov.uk
Finance Policies & Strategies	Anti-Fraud & Corruption Strategy.	Website. Hard copy. Printed document.	Free (R)	Finance Policies & Strategies Treasury & Investment Finance Services Municipal Buildings Falkirk FK1 5RS Tel: 01324 506339 Fax: 01324 506363 Email: director.finance@falkirk.gov.uk
Pension Schemes	Guidance on the following pension schemes: <ul style="list-style-type: none"> • Local Government Pension Scheme; • Fire Pension Scheme; • Teachers Pension Scheme; and • Police Pension Scheme. 	Website. Hard copy. Leaflets.	Free (R)	Pension Schemes Payroll & Pensions Finance Services Municipal Buildings Falkirk FK1 5RS Tel: 01324 506329 Fax: 01324 506303 Email: Pensions Section

Finance Services				
Classes of Information	Description	How Published	Charge	Contact Details
Pension Fund Investments	Statement on the Council's investment principles and annual fund report.	Website. Leaflets.	Free (R)	Pension Fund Investments Treasury & Investment Finance Services Municipal Buildings Falkirk FK1 5RS Tel: 01324 506338 Fax: 01324 506363 Email: director.finance@falkirk.gov.uk
Insurance Schemes	Information about household contents insurance schemes for Council house tenants.	Website. Hard copy. Leaflets.	Free (R)	Tenant's Contents Insurance Treasury & Investment Finance Services Municipal Buildings Falkirk FK1 Tel: 01324 5063508 Fax: 01324 506363 Email: insurance@falkirk.gov.uk
Employers Liability Certificate of Insurance	Certificate.	Printed document.	Free (R)	Treasury & Investment Finance Services Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071

Finance Services				
Classes of Information	Description	How Published	Charge	Contact Details
Revenues Offices	Contact Information: contact details of Revenues Offices Locations.	Website. Hard copy.	Free (R)	<p>Revenues Offices Callendar Square One-Stop-Shop Unit MSU1 Callendar Square Centre High Street Falkirk FK1 1ZF Email: revenues1@falkirk.gov.uk</p> <p>Bo'ness One-Stop-Shop 24 East Pier Street Bo'ness EH51 9AB Email: revenues5@falkirk.gov.uk</p> <p>Camelon One-Stop-Shop 256 Main Street Camelon FK1 4DY Email: revenues1@falkirk.gov.uk</p> <p>Dawson One-Stop-Shop Dawson Centre David's Loan Falkirk FK2 7RG Email: revenues1@falkirk.gov.uk</p> <p>Denny One-Stop-Shop Carronbank House Carronbank Crescent Denny FK6 6GA Email: revenues2@falkirk.gov.uk</p>

Finance Services				
Classes of Information	Description	How Published	Charge	Contact Details
				<p>Bonnybridge Finance Office PAYMENTS ONLY 18 Main Street Bonnybridge FK4 1BT Email: revenues2@falkirk.gov.uk</p> <p>Grangemouth One-Stop-Shop 5 York Lane Grangemouth FK3 8BD Email: revenues4@falkirk.gov.uk</p> <p>Stenhousemuir One-Stop-Shop 398 Main street Stenhousemuir FK5 3JR Email: revenues6@falkirk.gov.uk</p>
Payments	Information on how to pay Council Tax, Rent, Non-Domestic Rates and Sundry Accounts, including on-line / internet payment.	Website. Hard copy.	Free (R)	Payments See Revenues Offices Revenues Offices
Council Tax	Guidance on Council Tax, valuation bands, discounts, exemptions, charges and how to pay. Includes Council Tax Collection policy.	Website. Hard copy. Leaflets. Application forms.	Free (R)	Council Tax See Revenues Offices Revenues Offices
Non-Domestic Rates	Guidance on non-domestic rates, rate poundages, reliefs and exemptions, charges and how to pay. Includes policy documents and application forms.	Website. Hard copy. Leaflets. Application forms.	Free (R)	Non-Domestic Rates See Revenues Offices Revenues Offices Email: revenues9@falkirk.gov.uk

Finance Services				
Classes of Information	Description	How Published	Charge	Contact Details
Housing & Council Tax Benefits	Guidance on housing and council tax benefit schemes, eligibility and how to make a claim and appeals. Includes policy documents. Includes Rent Collection Policy.	Website. Hard copy. Leaflets.	Free (R)	Housing & Council Tax Benefits See Revenues Offices Revenues Offices For benefit fraud: Investigation & Verification Framework Team 5 York Lane Grangemouth FK3 8BD Tel: 01324 501282 Email: benefit.fraud@falkirk.gov.uk
Council House & Lock-up Rents	Guidance on renting, costs and how costs are calculated and charges and payment information. Includes Rent Collection Policy. (For information on letting a house or lock up garage, see Housing Services)	Website. Hard copy.	Free (R)	Council House & Lock-up Rents See Revenues Offices Revenues Offices

Law & Administration Services				
Classes of Information	Description	How Published	Charge	Contact Details
Political Groupings	Lists the political affiliation of elected members.	Website. Hard copy.	Free (R)	Political Groupings Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071
Council Members	List of elected members.	Website. Hard copy.	Free (R)	Council Members Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 or Falkirk Library
Members' Surgeries	Details of members' surgeries including date, time and location.	Website. Hard copy.	Free (R)	Members' Surgeries Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 or Falkirk Library or One-Stop-Shops
Members Declared Interests	This register consists of entries made by each Councillor of registerable interests under the Ethical Standards in Public Life etc (Scotland) Act 2000 and the Register of Members Interests Regulations 2003. Note: The electronic version only shows the most recent notice given by each Councillor, which forms part of the register.	Website. Hard copy. Available for public inspection on request.	Free (R)	Members Declared Interests Democratic Services Manager Municipal Buildings Falkirk FK1 5RS Tel: 01324 506110 Fax: 01324 506071

Law & Administration Services				
Classes of Information	Description	How Published	Charge	Contact Details
Committee Information	List of Council committees & sub-committees. Dates of scheduled committee meetings for current year. Agendas and reports, including a list of background papers, to be considered at those meetings will be published a minimum of 3 clear days in advance of the meeting, except late papers tabled in accordance with our urgency arrangements or information which is exempt under the provisions of the Local Government (Scotland) Act 1973, for example, because it is commercially sensitive, relates to individual staff or legal proceedings. Minutes of Council, committee and sub-committee meetings, except information which is exempt under the provisions of the Local Government (Scotland) Act 1973, for example, because it is commercially sensitive, relates to individual staff or legal proceedings.	Website. Hard copy. Printed documents.	Free (R)	Committee Information Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 or Falkirk Library or Falkirk Council Archives
Outside Bodies	List of all outside bodies that elected members are appointed to.	Website. Hard copy.	Free (R)	Outside Bodies Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071
Elections	Information on registration, postal & proxy voting, and recruitment of staff.	Website. Hard copy.	Free (R)	Elections Returning Officer Elections Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 Email: dale.robbs@falkirk.gov.uk

Law & Administration Services				
Classes of Information	Description	How Published	Charge	Contact Details
Community Councils - Decision Making in the Community	Information on the role and functions includes location of the 23 Community Councils in Falkirk Council area, model constitution, model standing orders, and code of practice.	Website. Hard copy.	Free (R)	Community Councils Community Council Liaison Officer Municipal Buildings Falkirk FK1 5RS Tel: 01324 506110 Email: ccl@falkirk.gov.uk
Members of Parliament for Falkirk Council area	Lists of Members of Parliament.	Website. Hard copy.	Free (R)	Members of Parliament Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 or Falkirk Library
Members of the Scottish Parliament for Falkirk Council area	Lists of Members of the Scottish Parliament.	Website. Hard copy.	Free (R)	Members of Scottish Parliament Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 or Falkirk Library
Members of the European Parliament for Falkirk Council area	Lists of Members of European Parliament.	Website. Hard copy.	Free (R)	Members of European Parliament Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 or Falkirk Library
Council Management	Lists Management of Falkirk Council, - Chief Executive, Directors and Heads of Service.	Website. Hard copy.	Free (R)	Council Management Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071

Law & Administration Services				
Classes of Information	Description	How Published	Charge	Contact Details
Area Forums – decision making in the community	Information on the role & purpose of Area Forums, including the scheme of decentralisation, guidelines for conduct at meetings, and the Area Forum Charter.	Website. Hard copy.	Free (R)	Area Forums Area Forum Co-ordinator Municipal Buildings Falkirk FK1 5RS Tel: 01324 506121 Fax: 01324 506071 Email: areaforums@falkirk.gov.uk
Justices of the Peace	List of the Justices of the Peace for the Falkirk Area.	Website. Hard copy.	Free (R)	Justices of the Peace Municipal Buildings Falkirk FK1 5RS Tel: 01324 506070 Fax: 01324 506071 or Falkirk Library
Children’s Panel	Information on Children’s Panels in Falkirk Council area, including recruiting.	Website. Hard copy.	Free (R)	Children's Panel Children’s Panel Administration Municipal Buildings Falkirk FK1 5RS Tel: 01324 501277 or 03124 506117 Fax: 01324 506071 Email: cpanel@falkirk.gov.uk
Registration (Births, Marriages & Deaths)	Information about the service which covers all aspects of births, deaths, marriages, family history and genealogy including location of all offices in Falkirk Council area - some offices also include administration of footwear & clothing grant scheme, free school meals & school lets.	Website. Hard copy. Leaflets.	Free (R)	Registration Municipal Buildings Falkirk FK1 5RS Tel: 01324 501286 Fax: 01324 506071 Email: registration@falkirk.gov.uk For civil weddings; Email: weddings@falkirk.gov.uk Useful Link: www.gro-scotland.gov.uk

Law & Administration Services				
Classes of Information	Description	How Published	Charge	Contact Details
Council House Sales	Information on tenants' right to buy, includes information on, who can buy, who will value house, discounts available and obtaining a loan.	Website. Hard copy. Application forms.	Free (R)	Council House Sales Council House Sales Municipal Buildings Falkirk FK1 5RS Tel: 01324 506101 Email: chs@falkirk.gov.uk or One-stop-shops
Printworks	Information on printing services offered, including desktop publishing, printing, copying and finishing.	Website. Hard copy. Leaflets.	Free (R)	Printworks Printworks Units 6-7 Castle Place Bankside Industrial Estate Falkirk FK2 7XB Tel: 01324 501490 Email: printworks@falkirk.gov.uk
Records Management	Information on records management. Records management structure, Records Management and Preservation of Archives Policy, Retention and Disposal Schedule, Disaster and Prevention Recovery Plan, records management guidance, Corporate Records Centre, Records Management Working Group.	Hard copy. Printed documents.	Free (R)	Records Management Records Management Municipal Buildings Falkirk FK1 5RS Tel: 01324 506107 Fax: 01324 506285 Email: records.management@falkirk.gov.uk

Social Work Services				
Classes of Information	Description	How Published	Charge	Contact Details
Location of Social Work Offices	Location Of Social Work Offices.	Website. Hard copy.	Free (R)	Social Work Offices Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk
Guide to Social Work Services	Guide to Social Work Services	Website. Hard copy.	Free (R)	Guide to Social Work Services Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk
Social Work Policies & Strategies	Service Performance Plan. Social Work Services - Vision. Learning Disability Strategy. Sensory Impairment Review. Mental Health Strategy. Forth Valley Child Protection Interagency Guidelines. Falkirk Child Protection Committee Annual Report & Business Plan. Child Protection Committee. Guidance & Procedures for the Protection of Vulnerable Adults.	Printed documents.	Free (R)	Service Performance Plan Social Work Services Vision Interagency Guidelines Child Protection Committee Adult Support Social Work Services Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk
Community Care	Information on services provided through Falkirk Council Community Care Service including: Care & Support at Home, Information on Care Homes, Learning Disabilities, Mental Health, Physical Disability, Sensory Impairment, Carers, MECS Service.	Website. Printed documents. Leaflets.	Free (R)	Community Care Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk

Social Work Services				
Classes of Information	Description	How Published	Charge	Contact Details
Community Advice Service	Information on services provided.	Website. Leaflets.	Free (R)	Community Advice - Community Care Community Advice - Children & Family Services Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk
Children & Family Services	Information on services to provide safety, security & support to children in need and their families including: Adoption & Fostering, Residential Care, Children affected by Disabilities, Child Protection, Youth Justice, Carers and Children Looked After and Accommodated.	Website. Printed documents. Leaflets.	Free (R)	Children & Family Services Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk
Criminal Justice Services	Guidance on Groupwork Programmes - Council initiatives including: Women's Drop-In, Racially Motivated Offending, Sex Offenders Programme and Domestic Abuse Programme. Other educational modules include: Apex Employment Services, Rehabilitation of Offenders Act, Budgeting, Parenting Skills, Drugs & Alcohol Education and Attitudes to Authority.	Website. Printed documents. Leaflets.	Free (R)	Criminal Justice Services Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk
Community Sentence Guidance	Guidance includes: Main types of community sentences imposed by courts, Court Services provided by Falkirk Council, Services provided by Falkirk Council to those remanded or sentenced to custody, How Falkirk Council Assess and Supervise Sexual / Violent Offenders and How Falkirk Council are involved in the Social Unit at, Polmont Young Offenders Institute.	Website. Hard copy.	Free (R)	Community Sentence Guidance Brockville Hope Street Falkirk FK1 5RW Tel: 01324 506400 Fax: 01324 501920 Email: director.sw@falkirk.gov.uk

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