

Freedom of Information Publication Scheme & Guide to Information

Approved by Council on 16th December 2004.

Updated on 2nd August 2007 and 10th December 2008.

ROSSENDALE BOROUGH COUNCIL
FREEDOM OF INFORMATION ACT 2000
PUBLICATION SCHEME
&
GUIDE TO INFORMATION

Rossendale Borough Council is one of the 10 district councils within the two-tier local government structure of the County of Lancashire.

The Council is responsible for providing community leadership in the Borough of Rossendale and for making available to the community a range of local government services.

The Council is responsible for among other things, environmental health, council tax collection, licensing, strategic planning and development control, economic development and regeneration of the Borough emergency planning, cemeteries and open spaces.

The Council has always been as open as possible with the public and already has a policy in place that allows access to information. The Freedom of Information Act 2000 intends to allow the Council to enhance this access, by providing people with a clearer route to gaining information.

What is the Freedom of Information Act 2000?

The Freedom of Information Act 2000 received Royal Assent on the 30th November 2000. It gives a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. A “public authority” is defined in the Act and includes, but is not restricted to, central and local government, non-departmental public bodies, the police, the National Health Service and schools, colleges and universities. Any person who makes a request to a public authority for information must be informed, subject to exemptions, whether the public authority holds that information and, again subject to exemptions, be supplied with a copy of that information.

Individuals already have a right to information about themselves under the Data Protection Act 1998. As far as public authorities are concerned the Freedom of Information Act will extend this right to allow public access to all types of information held by the authority.

Under the Freedom of Information Act, public authorities are obliged to adopt and maintain a publication scheme.

What is a Publication Scheme?

The purpose of a publication scheme is to make sure that a significant amount of information is available to the public without the need for a specific request. Schemes are intended to encourage organisations to publish more information and to develop a greater culture of openness.

It is a guide to the types of information which Rossendale Borough Council makes public, and includes information about the form information is published in, where published information may be obtained from and whether or not the Council charges for the information.

The Publication Scheme contains reference to information which the Council is legally obliged to make public as well as information it chooses to make public.

The information which the Council is obliged to make public may be subject to legal rules about how and when it must be published and whether there is a charge. Information of this type will continue to be published according to the existing rules relating to its publication. This publication scheme does not refer to any other executive agencies. The information it defines and classifies relates to the Council only.

Where the Publication Scheme defines a class of information - for example, minutes of Council meetings - the Council has to publish all the information within the definition of the class. The relevant information under each class will automatically be published and/or updated as required.

What are the benefits of the scheme?

The scheme brings together many different types of information produced by the Council, allowing people to identify information in a much clearer and structured way. It classifies the information by type and provides details on how it can be obtained. This aims to save you a lot of time and effort.

Who is responsible for the scheme?

The person who is responsible for this Publication Scheme is the Executive Director – Business, Linda Fisher.

Our Publication Scheme

Rossendale Borough Council has adopted the Information Commissioner's Office Model publication Scheme with effect from 1st January 2009. The model publication scheme can be viewed by following this link: [ADD LINK HERE](#)

The publication scheme commits the Council to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below. The scheme commits the Council:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.
- To specify the information which is held by the authority and falls within the classifications below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the authority makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.

Classes of Information

Who we are and what we do.

Organisational information, locations and contacts, constitutional and legal governance.

What we spend and how we spend it.

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

What our priorities are and how we are doing.

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

How we make decisions

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

Our policies and procedures.

Current written protocols for delivering our functions and responsibilities.

Lists and Registers.

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

The Services we Offer.

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

The classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

The method by which information published under our scheme will be made available

The Council sets out below the information that is covered by the publication scheme and how it can be obtained.

The Council has made as much information as possible available on the Council's website at www.rossendale.gov.uk

If information is listed as available on the Council's website but an individual does not wish to access the information by the website, the Council will provide a hard copy of the information.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Council is legally required to translate any information, it will do so.

Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

Are there any charges for this information?

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public.

Any charges for information are highlighted within the scheme.

Material which is published and accessed on the Council's website is provided free of charge.

Where information is provided in a hard copy, the following charges will apply unless otherwise specified:-

- photocopying (10 pence per copy)
- postage and packaging (the Royal Mail standard postal rates will apply)
- the costs directly incurred as a result of viewing information (these will be confirmed to an applicant before the information is provided)

Charges may also be made for information provided under this scheme where they are legally authorised, they are in all the circumstances, including the general principles of the right of access to information held by public authorities, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.

If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

Written Requests

Information held by a public authority that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

Will all information be made available?

Some information held by the Council is exempt from publication, either under the Freedom of Information Act or other legal provisions.

A great deal of the information that we hold is personal and private to individuals. The Freedom of Information Act directs request for such information to the Data

Protection Act. The Freedom of Information Act will not be making public private and confidential information about people's private Council Tax, Benefit, tenancy etc arrangements with the Council. The individual concerned however, do have access to that information under the Data Protection Act. In other words your private affairs and business with the Council as an individual is not the subject of this particular scheme.

The Council does not intend to make public information it holds which is exempt under the provisions of the Freedom on Information Act; for example information it holds which:-

- if disclosed would breach any of the principles of the Data Protection Act 1998
- has been given to the Council with an expectation or a requirement for confidentiality
- if disclosed would prejudice civil or criminal law enforcement by the Council
- if disclosed would prejudice the collection of Council Tax
- if disclosed would endanger any individual's health or safety
- if disclosed would prejudice the Council's, or someone else's commercial interests
- is contained in documents filed with a court for the purposes of proceedings
- is contained in documents created for the purposes of an inquiry or arbitration
- is subject to legal professional privilege
- the Council is required not to publish under any other legal provision

A class of information may include a document containing information which is exempt from publication under the Freedom of Information Act. If it is possible to remove the exempt information so that the document may then be published, the Council will do this. Sometimes this may not be possible and the Council may have to exclude the document from publication. For example, a report on a complaint may contain sufficient information to identify an individual, even if names and addresses are removed. In this case, the document will not be published unless the people who can be identified give their consent.

Changing the scheme

Under section 19 (1c) of the Act, we must regularly review the scheme.

We plan to do this and will continually update the web and paper versions of the scheme.

How do I request information?

We will attempt to make the majority of the information available via our website www.rossendale.gov.uk however if the information is only available in a hard copy; requests should be made to the address specified or by email to: foi@rossendalebc.gov.uk

When requesting information, please include the following details:

- Your name, address and telephone number
- The information or documents you would like to access
- The preferred format you would like the information

How long will it take?

The Council will provide the information, or notify an applicant that their request has been refused within 20 working days of receiving the request for information.

Feedback

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

Your comments on the following questions would help us develop the scheme and make us more open in how we work.

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

Please send your feedback to:

**Linda Fisher,
Executive Director – Business
Rossendale Borough Council,
P. O. Box 74,
Kingfisher Business Centre,
Futures Park,
Newchurch Road,
Bacup,
Lancashire.
OL13 0WU**

Complaints

We would normally expect the named officer to understand what information you have asked for and tell you where you can find it. If the information you receive is not what you need, you should first contact the named officer.

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

If you believe that we have not dealt with your request fairly and cannot deal with it satisfactorily on an informal basis, you should follow our complaints procedure.

You can get details of this from:

**Service Assurance Team
Rossendale Borough Council
Town Centre Offices
Lord Street
Rawtenstall
Rossendale
Lancashire
BB4 7LZ**

If you have followed our complaints procedure and are still not happy with how we have dealt with your request, you may also contact the Information Commissioner to ask them to investigate the matter. You can contact the Information Commissioner at:

**Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

Phone: 01625 545700

Email: data@dataprotection.gov.uk

Who We Are & What We Do

(Organisational information, locations and contacts, constitutional and legal governance).

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Rossendale Borough Council Constitution	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777 www.rossendale.gov.uk	H I	I – Free H – PC
Rossendale Borough Council Democratic Structure Chart	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777	H	PC
Details of Members of Parliament representing the Borough of Rossendale	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I	Free
Most Recent Election Results	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777 www.rossendale.gov.uk	H I	Free
Currently Elected Ward Councillors' for the Borough of Rossendale - Information and contact details	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I	I – Free H – PC
Details of County Councillors representing the Borough of Rossendale	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I	Free
List of Councillor Appointments on	www.rossendale.gov.uk	I	Free

Committees			
List of Councillors serving on outside bodies	www.rossendale.gov.uk	I	Free
Details of Lancashire Local Authorities	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I	I - Free H – PC
Contact details for all customer facing departments	www.rossendale.gov.uk	I	Free
Opening times, contact details and location of Council buildings.	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777 www.rossendale.gov.uk	H I	Free

What We Spend & How We Spend It

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

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Rossendale Council Budget	Financial Services, Kingfisher Business Centre Futures Park, Bacup, Lancashire, OL13 0WU	H	£2.50
Members Allowance Scheme and the allowances paid under it to Councillors each year	www.rossendale.gov.uk	I	Free
Council Tax Valuation and Banding List	www.rossendale.gov.uk	I	Free
Local Ratings	www.rossendale.gov.uk	I	Free

List for Non-Domestic Properties			
Council Tax Banding Charges	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I	I - Free H – PC
Capital Strategy	www.rossendale.gov.uk	I	Free
Assets Management	www.rossendale.gov.uk	I	Free
Grant Applications	Financial Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Rossendale Grants Portfolio	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC
Procurement Procedures – Contract Procedure Rules (part of the Constitution)	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777 www.rossendale.gov.uk	H I	I – Free H - PC
Details of contracts currently being tendered.	Procurement Manager, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777	H	PC
List of Contracts awarded and their value	Procurement Manager, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777	H	PC
Election expenses (available for two years after election)	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777	H	PC
Revenue and	www.rossendale.gov.uk	I	Free

Capital Budgets			
Annual Reports and statements of accounts	www.rossendale.gov.uk	I	Free
Spending Reviews	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU, 01706 217777	H	PC
Annual Audits	www.rossendale.gov.uk	I	Free
Annual Governance Report	www.rossendale.gov.uk	I	Free
Internal Audit Report	www.rossendale.gov.uk	I	Free
Use of Resources report	www.rossendale.gov.uk	I	Free
National Fraud Initiative	www.rossendale.gov.uk	I	Free
Data Quality Review	www.rossendale.gov.uk	I	Free
Internal Financial Regulation (Part 4 of the Constitution)	www.rossendale.gov.uk Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H I	I – Free H - PC
Medium term financial strategy	www.rossendale.gov.uk	I	Free
Financial statements for projects and events (These are produced on an ad hoc basis and form part of Reports to Cabinet)	www.rossendale.gov.uk	I	Free

What Our Priorities Are & How We Are Doing

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

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Community Strategy	www.rossendale.gov.uk	I	Free
Community Strategy Action Plans	www.rossendale.gov.uk	I	Free
Rossendale Borough Council General BVPI survey 2003/2004	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	I – Free H – PC
Best Value Review of Customer Services	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Monthly Performance Indicators	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Crime & Disorder Strategy	Community Safety, Stubblelee Hall, Stubblelee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H	PC
Crime & Disorder Audit	Community Safety, Stubblelee Hall, Stubblelee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H	PC
Cultural Strategy	www.rossendale.gov.uk	I	Free
Housing Strategy Document	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H I	Free

Business Plans for services provided by the Council	www.rossendale.gov.uk	I	Free
Lancashire Local Area Agreement	www.rossendale.gov.uk	I	Free
Forward Plan	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	I – Free H – PC
Communications Strategy	www.rossendale.gov.uk	I	Free
Consultation Strategy	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	I H	I – Free H – PC
Ombudsman Annual Letter	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC
Implementing Electronic Government Statement 3	www.rossendale.gov.uk	I	Free
Corporate Improvement Plan 2005 – 2008	www.rossendale.gov.uk	I	Free
Overview & Scrutiny Annual Report	www.rossendale.gov.uk	I	Free
Comprehensive Performance Assessment	www.rossendale.gov.uk	I	Free
Strategic Housing Market Assessment	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	Free

How We Make Decisions

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

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
<p>Committee Agendas, Minutes, Officer Reports and Background Papers.</p> <p>These documents contain information, which may be exempt from publication because it is confidential or is exempt information as provided in Schedule 12A of the Local Government Act 1972</p>	<p>Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU</p> <p>www.rossendale.gov.uk</p>	H I	I – Free H – PC
<p>Annual Schedule of Council and Committee meetings</p>	<p>www.rossendale.gov.uk</p>	I	Free
<p>Officer Delegation Scheme</p>	<p>Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU</p>	H	PC

Our Policies & Procedures

(Current written protocols for delivering our functions and responsibilities).

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Adoption Leave Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Anti Fraud, Corruption Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Capability Procedure	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Car Allowance Guidelines	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Code of Conduct	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Confidentiality Report Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Data Protection Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC

Disciplinary Procedure	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Drug & Alcohol Policy	Human Resources, Town Hall, Rawtenstall. Tel 01706 217777	H	PC
Equalities Schemes	www.rossendale.gov.uk	I	Free
Equalities Strategy	www.rossendale.gov.uk	I	Free
Flexi Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Grievance Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Harassment Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup. Lancashire, OL13 0WU	H	PC
IT Security Procedure	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Job Share Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Booking of Annual, Flexi & Accrued Leave	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Maternity Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13	H	PC

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Probation Arrangement	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Race Equality Scheme	www.rossendale.gov.uk	I	Free
Recruitment & Selection Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Redeployment Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Redundancy Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Voluntary Redundancy Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Meeting Religious and Cultural Needs	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Relocation Agreement	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Sickness Absence Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC

Supervision Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Training Policy	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Worklife Balance	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Wrongdoing	Human Resources, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Code of Conduct for Members	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Protocol of Member / Officer Relations	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Civic protocol for the conduct of the Mayoral office	www.rossendale.gov.uk	I	Free
Protocol for Role of Monitoring Officer	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Data Protection Notification to Information Commissioner	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC
Rossendale Borough Council's Complaints Procedure	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I	Free
Rossendale Borough Council	One Stop Shop, Town Centre Offices, Lord Street,	H I	Free

Customer Complaints and feedback	Rawtenstall, 01706 217777 www.rossendale.gov.uk		
Code of Corporate Governance	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC

Lists & Registers

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

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Register of Members Interests	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Cemeteries Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC
Rossendale Premises and Property Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC
Local Land Charges Register (avail. For inspection only)	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H	PC
Public Register of authorised processes under Part 1 Environmental Protection Act 1990	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire. OL13 0BE	H	PC
Food Premises Register	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire. OL13 0BE	H	PC
Enforcement Register (for inspection)	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC

Street Collection Register	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
Asbestos Register	Property Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Register of Planning Applications	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
Rossendale Property Register	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	PC
Planning Appeals Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
The Electoral Register	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 and local libraries.	H	Free to view – only hand written notes may be made.
Private Hire Vehicles, Drivers and Operators Licence	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Hackney Carriage Vehicles and Drivers	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Sex Establishments	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Charitable Collections	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Hypnotism	Licensing Section, One Stop Shop, Town Centre Offices,	H & I	Free

	Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777		
Second Hand Dealers	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Licensing Act 2003	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	I	Free
Gambling Act 2005	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	I	Free
Register of Gifts and Hospitality	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC

The Services We Offer

(Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered).

General Information

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
General Enquiry Form	www.rossendale.gov.uk	I	Free
A – Z of Services	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H I	Free
Press Releases	www.rossendale.gov.uk	I	Free

Job Vacancies	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	Free
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Refuse Collection

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Refuse Collection Public Information	www.rossendale.gov.uk	I	Free
Recycling Information	www.rossendale.gov.uk	I	Free

Housing

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Information Sheet – Applications	Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, BB4 6HR enquiries@greenvalehomes.co.uk www.tph.org.uk	H I	Free
Homelessness Advice & Strategy Tenants Handbook	Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, BB4 6HR enquiries@greenvalehomes.co.uk www.tph.org.uk	H I	Free

Housing Association Homes	www.rossendale.gov.uk	I	Free
Vale at Home – Green Vale Homes Tenants Newspaper	Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, BB4 6HR enquiries@greenvalehomes.co.uk www.tph.org.uk	H I	Free
Allocations Policy (summary)	Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, BB4 6HR enquiries@greenvalehomes.co.uk www.tph.org.uk	H I	I – Free H – PC
Allocations Policy	Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, BB4 6HR enquiries@greenvalehomes.co.uk www.tph.org.uk	H	I – Free H – PC

Estates

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Property Particulars Advice and Forms	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Schedule of Sites for Possible Disposal	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC

Application Purchase/Lease/ Rent Council land	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Council Estates Land Ownership Plans	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC

Licensing Section

APPLICATION FORMS AND ASSOCIATED GUIDANCE			
Documents	Location	Format H = Hard copy I = Internet	Cost PC = Photocopying charge
Private Hire Vehicles, Drivers and Operators Licence	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H I	Free
Hackney Carriage Vehicles and Drivers	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H I	Free
Sex Establishments	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Charitable Collections	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4	H & I	Free

	7LZ Tel 01706 217777		
Hypnotism	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Second Hand Dealers	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Licensing Act 2003	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Gambling Act 2005	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Event Safety Guidance	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
POLICIES			
Documents	Location	Format H = Hard copy I = Internet	Cost (if applicable) PC = Photocopying charge

Statement of Licensing Policy	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Statement of Principles – Gambling Policy	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Policy Statement on Guidelines to Convictions including Statement of Policy about Relevant Convictions	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H & I	Free
Taxi Liaison Group Minutes & Agendas	Licensing Section, One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ Tel 01706 217777	H I	Free

Legal

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Local Land Charges Leaflet	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H	PC
Byelaws	Kingfisher Business Centre, Futures Park, Bacup, Lancashire,	H	PC

	OL13 0WU		
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Facilities Management Forward Planning

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Property Plans	Property Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Energy Efficiency Costs	Property Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Mobile phone and land line telephone costs	Property Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Contractors List	Property Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Property Running Costs	Property Services, Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC

Development Control

Documents	Location	Format H = Hard copy	Cost PC = photocopying
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		I = Internet	
Planning applications	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
List of Planning applications published weekly	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H/I	I – Free H - PC
Development Control notes and guidance	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
Letters of representation	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
Consultation responses	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
Procedures Manual	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ	H	PC
Validation Policy and Checklist	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall BB4 7LZ www.rossendale.gov.uk	H	PC

Forward Planning

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying

Rossendale District Local Plan	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H	PC
Monitoring Report on Housing and Map	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H	PC
Draft Interim Guidance on the Release of Land for Housing	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H/I	I – Free H - PC
Rent Arrears Procedure 2003	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H	PC
Empty Homes Policy	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	Free
5 Year Land Supply	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Interim Housing Policy (July 2008)	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Conservation Area Booklet	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Fallbarn Conservation Area	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Statement of Community Involvement (August 2007)	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ	H I	Free

	www.rossendale.gov.uk		
Core Strategy	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Core Strategy Issues & Options	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Core Strategy Preferred Options	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Core Strategy Sustainability Reports	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Rawtenstall Area Action Plan	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	PC
Rawtenstall AAP Issues & Options	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Rawtenstall Preferred Options	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Rawtenstall AAP Sustainability Appraisal	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Bacup & Stacksteads Area Action Plan	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	PC

Bacup & Stacksteads AAP Issues & Options	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Bacup & Stacksteads AAP Sustainability Report	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Allocations	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Proposals Map	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Development Control Policies	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Open Space & Plan Equipment Contributions	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Alterations & Extensions to Residential Properties	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Planning Obligations	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Design	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Local Plan Saved	One Stop Shop, Town	H I	Free

Policies Sept 07	Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk		
Local Plan Saving Direction Sept 07	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Adopted Local Plan Statement of Non-Conformity July 05	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Adopted Local Plan April 1995	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Local Plan Inspectors Report	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	PC
Local Development Scheme (March 2007)	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Annual Monitoring Report	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Housing Land Position Monitoring Report 2006	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Urban Potential Study 2005	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Employment Land Study 2007	One Stop Shop, Town Centre Offices, Lord	H I	Free

	Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk		
Retail & Town Centre Study 2005	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	PC
Strategic Housing Land Availability Assessment 2008	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	Free
Evidence Base	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ www.rossendale.gov.uk	H I	PC

Community Safety

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Community Safety Plan	Community Safety, Stubbylee Hall, Stubbylee Lane, Bacup OL13 ODE 01706 217777	I	Free
Community Safety Plan Summary	Community Safety, Stubbylee Hall, Stubbylee Lane, Bacup OL13 ODE 01706 217777	I H	I – Free H - PC

Building Control

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Building Control applications	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777 www.rossendale.gov.uk	H I	Free
Scheme of Charges for Building Regulation Work	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H	PC
Operational Building Control Policy	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H	PC
Enforcement Policy	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H	PC
Scale of charges	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H	PC
Application Forms	Stubbylee Hall, Stubbylee Park, Bacup, Lancashire, OL13 0YE, 01706 217777	H	PC

Economic Regeneration

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Business Directory	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	I – Free H – PC

Directory of Business Support Services	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H I	I – Free H – PC
Rossendale Business Grants Portfolio	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	I – Free H – PC

Private Sector Housing

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Documents Accredited Landlord Scheme	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	PC
Private Sector Renewal Strategy and Policy	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	Free
Private Sector Renewal Service Plan	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	Free

Energy Efficiency BeARS Scheme	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	Free
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Benefits & Revenues

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
How to claim housing and council tax benefit	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H I	Free
Local housing allowance rates	www.rossendale.gov.uk One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H I	Free

Democratic Services

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Election Forms	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	Free
Election Information	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13	H I	Free to view or statutory rate where applicable.

	0WU www.rossendale.gov.uk		
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Member Support

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Councillors Guide to Personal Safety	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Procedure for Public Speaking	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	I – Free H – PC
Overview & Scrutiny Toolkit	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU www.rossendale.gov.uk	H I	I – Free H – PC
Members Planning Code of Good Practice	Kingfisher Business Centre, Futures Park, Bacup, Lancashire, OL13 0WU	H	PC
Overview & Scrutiny Topic for Review Form	www.rossendale.gov.uk	I	Free

Environmental Health

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying
Public register of	Stubbylee Hall,	H	PC

permitted processes under the Environmental Permitting Regulations 2007	Stubbylee Park, Bacup, Lancashire, OL13 0YE		
Air Quality, Updating and Screening Assessment July 2006	Stubbylee Hall Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Advice to users of private water supplied on improving water to acceptable standards	Stubbylee Hall Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Contaminated Land Strategy	Stubbylee Hall Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Contaminated Land information for developers	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Factual backgrounds to contaminated site	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Food Premises register	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Food Law Enforcement Service Plan	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE www.rossendale.gov.uk	H I	I – Free H – PC
Sampling Policy	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE www.rossendale.gov.uk	H I	I – Free H – PC
Advisory leaflets on food safety	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Environmental Strategy	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE www.rossendale.gov.uk	H I	I – Free H – PC

Service Standard – Food hygiene inspections	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Service Standards – complaints about food	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE www.rossendale.gov.uk	H / I	I – Free H – PC
Service Standards – Health & Safety Inspections	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE www.rossendale.gov.uk	H/I	I – Free H – PC
Service Standards – complaints about working conditions	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE www.rossendale.gov.uk	H/I	I – Free H – PC
Service Standards – Noise Control	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Service Standards – drainage complaints	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Drainage responsibilities: your questions answered	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Service Standards – Housing standards	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Service standards – air pollution control service	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE	H	PC
Noise Strategy and Policy	Stubbylee Stubbylee Park, Bacup, Lancashire, OL13 0YE www.rossendale.gov.uk	H / I	I – Free H – PC

Tourist Information

Documents	Location	Format H = Hard copy I = Internet	Cost PC = photocopying

Visitor Guide	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC
What's On Guide	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC
Armed Forces Passport to Leisure	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777 www.rossendale.gov.uk	H I (Passports to Leisure other than for Armed Forces are issued by Rossendale Leisure Trust at the venues they manage)	Free
Events Programmers Guide	One Stop Shop, Town Centre Offices, Lord Street, Rawtenstall, 01706 217777	H	PC

