

# Publication Scheme



# Contents

- 1. Our publication scheme**
- 2. How we make information available**
- 3. Charges for information**
- 4. If you have a complaint**
- 5. Requests for information**

**If you require this document or any other information we publish in an alternative format, please contact the Information & Data Protection Officer at County Hall, Carmarthen, SA31 1JP, telephone 01267 224127 or email [foia@carmarthenshire.gov.uk](mailto:foia@carmarthenshire.gov.uk)**

## **1. Our publication scheme**

This publication scheme commits Carmarthenshire County Council to make information routinely available to the public as part of our normal business activities. The type of information covered by the scheme is included in the classes set out below.

### **Who we are and what we do.**

Organisational information, locations and contacts.

### **What we spend and how we spend it.**

Financial Information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

### **What our priorities are and how we are doing.**

Strategies and plans, performance information, audits, inspections and reviews.

### **How we make decisions.**

Decision making processes and records of decisions.

### **Our policies and procedures.**

Current written protocols, policies and procedures for delivering our functions and responsibilities.

### **Lists and registers.**

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

### **The services we offer.**

Information about the services the Council provides including an A-Z of services, leaflets, press releases and newsletters.

The classes of information do not generally include:

- Information which we are prevented from disclosing by law, or which is exempt under the Freedom of Information Act 2000, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.
- Information that is no longer readily available, for instance, archived files.

## 2. How we make the information available

The Council provides a guide to the information made available under this scheme on our website, where a considerable amount of information can also be accessed. Our website address is [www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)

Information covered by this scheme can also be obtained:

**By telephone:** 01267 234567

**By email:** [direct@carmarthenshire.gov.uk](mailto:direct@carmarthenshire.gov.uk)

**By post:**

Carmarthenshire County Council  
County Hall  
Carmarthen  
SA31 1JP

**Or in person, by visiting one of our three main Customer Service Centres:**

Ammanford Customer Service Centre  
Town Hall  
Ammanford  
SA183BE

Carmarthen Customer Service Centre  
3 Spilman Street  
Carmarthen  
SA311LE

Llanelli Customer Service Centre  
Ty Elwyn  
Llanelli  
SA15 3AP

Where information is not published on our website, it may not be possible to provide it to personal callers immediately.

Where it is necessary to visit Council premises to access information covered by this scheme, our main public buildings are accessible to disabled people in compliance with the requirements of the Disability Discrimination Act 2004.

Information can also be provided in other formats on request, for example, large print or audio tape, via the contact details provided on the contents page of this scheme.

Please note that the information published under this scheme may only be available in the language in which it was originally produced.

### 3. Charges for information

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

Information covered by this scheme is generally made available free of charge, for example, on our website.

However, when it is necessary to provide photocopies or print material, the Council may apply standard charges and where necessary, the cost of postage will be added.

The standard cost per copy is as follows:

- A4 black & white            10p
- A4 colour                      20p
- A3 black & white            20p
- A3 colour                      40p
- A2                                50p
- A1                                £2.00
- A0                                £5.00

The Council will not charge for copies costing less than £2.00 in total. All charges are inclusive of VAT.

The Council reserves the right to charge at a higher rate where any statutory right to do so applies, or when documents are provided in the course of legal transactions.

Certain publications may also have a cover price.

If a charge is required, we will provide confirmation of the payment we require before the information is provided.

## **4. If you have a complaint**

Complaints about the operation of this scheme are dealt with in the same way as those regarding the handling of requests for information. A complaint should initially be made to the Head of Administration & Law at the following address:

Head of Administration & Law  
County Hall  
Carmarthen  
SA31 1JP

If you remain unhappy with any subsequent decision, you have the right to appeal to the Information Commissioner's Office to rule on your complaint. The contact details are as follows:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 01625 545745  
Fax: 01625 524510

All other complaints regarding Council services are dealt with under a separate Corporate Complaints Procedure and the statutory Social Care Complaints Procedure.

## **5. Requests for information**

Information which is not published under this scheme can be requested under the Freedom of Information Act 2000. Requests under the Act must be in writing although you have a right to make a verbal request for any information which falls within the scope of the Environmental Information Regulations 2004.

The Council will, as far as is reasonable and possible, provide advice and assistance to applicants and potential applicants with requests for information.

A large amount of the information held by the Council is personal and private to individuals. This type of information is not covered by this publication scheme, however, individuals have a separate right to access information held about them under the Data Protection Act 1998.

For further advice, the Council's Information & Data Protection Officer may be contacted via the details provided on the contents page at the beginning of this scheme.