

Freedom of Information Act 2000

Model Publication Scheme

Rochford District Council – Guide to Information

April 2011

Freedom of Information Act 2000

The Freedom of Information Act applies to all public authorities. Rochford District Council prides itself on openness and transparency. We hold to the first principle of the Freedom of Information Act that people have a right to know and should not have to demonstrate a need to know. We will do our best to respond positively and efficiently to all requests for information. There are some exemptions which are laid down in the Act but, as a general rule, we will provide information wherever possible.

The Publication Scheme

The Publication Scheme facilitates the proactive release of information and plays a crucial role in supporting and providing a greater openness and transparency across the public sector. It commits the Council to make information available to the public as part of its normal business activities.

The Information Commissioner has approved a new Model Publication Scheme to be adopted by all public authorities, with effect from 1 January 2009. Rochford District Council has adopted the Model Publication Scheme and this is available in full on our website (<http://www.rochford.gov.uk>).

The Publication Scheme commits this 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 outlined below.
- To specify the information which is held by the authority and falls within the classifications outlined below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within the 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.

The information in the Publication Scheme is listed under the following classifications - Who we are and what we do; What we spend and how we spend it; What our priorities are and how we are doing; How we make decisions; Our policies and procedures; Lists and registers; and the services we offer.

This Guide to Information tells you about the information available, the format in which it can be obtained including where it can be found on our website, whether a charge applies and who to contact if you need advice or assistance.

Are there any charges for providing information?

Most documents in this guide are available on our website free of charge. However, where the Council incurs costs of over £5 for photocopying, printing and postage, charges will apply.

If a charge is to be made, a fee's notice will be issued, and once payment is received, the information will be released.

The Freedom of Information Act 2000, does however, set out certain exemptions that means in some circumstances we may refuse a request for information. We are not under any obligation to provide information if the cost in doing so exceeds £450 (18 hours at £25 per hour) for compiling the information. In this event, a refusal notice will be issued.

However, advice and assistance will be given in order to try and provide as much of the requested information as possible within the cost limits.

How do I obtain information through this Guide?

The format in which information is available is clearly identified in the Guide. Most of the documents are available to download from our website (<http://www.rochford.gov.uk>), as will be indicated if applicable.

Other documents are available on request by emailing the team responsible for the information as indicated in the Guide, or by writing to them at Rochford District Council, Council Offices, South Street, Rochford, Essex SS4 1BW or telephoning 01702 546366.

In exceptional circumstances some information may only be available by viewing in person. Where this is specified in the Guide, contact details are provided. An appointment to view the information will be arranged within a reasonable timescale.

What about the information not covered in the Guide?

If the information you need is not covered in the Guide you can make a written request to obtain it.

Anyone making a request in this way will be informed whether the Council holds the information and, if so, be supplied with it within 20 working days.

The Council will provide advice and assistance to anyone seeking information, for example in order to explain what is readily available or to clarify what is wanted.

Right to Appeal

In any case where a request for information is denied, it may be possible to appeal against the decision. In the first instance we would want any such complaints to be

dealt with through the Council's Corporate Complaints Procedure, but there will also be a right of appeal to the Information Commissioner.

The Information Commissioner

Responsibility for overseeing the operation of the Freedom of Information Act rests with the Information Commissioner, who is the independent public official, responsible directly to Parliament. As well as approving the Model Publication Scheme and promoting compliance with the Act, the Commissioner has powers of enforcement. The Information Commissioner's website can be found at www.ico.gov.uk.

How do I find out about the information you hold about me personally?

Any requests for personal information will be dealt with under the Data Protection Act. These requests are called Subject Access Requests and for these there is a standard £10 charge.

Who do I contact to find out more?

If you have a query about the Publication Scheme or this Guide, or information held by the Council generally, please contact:

Information Coordinator
Information and Support Services
Rochford District Council
Council Offices
South Street
Rochford
Essex
SS4 1BW
Tel: 01702 318073
Email: customer.care@rochford.gov.uk

Rochford District Council

Model Publication Scheme - Guide to Information

This Guide is designed to make it easier for you to find the information you require. Information is listed under the following classes:-

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, transaction and media releases. A description of the services offered.

All the information is listed in the following format:-

Information Available	Title of Document
Format	P = Paper, W = Website, V = Viewing in person by appointment
Website Location	Path for where the information is located on the Council's website
Charge	Free, Charge, C* (see below)
Who to Contact?	The team you should contact for more information or advice
Contact E-Mail	E-mail address of the relevant team

Free = Free. Information is free where this is available online. However, where the Council incurs costs in copying and researching information requests charges will apply (as set out on page 3 of this document)

Charge = Charging policy applies

C* = Charging policy applies with further conditions

If you have a query about the Publication Scheme or this Guide, or information held by the Council generally, please contact

Information Coordinator
Information and Support Services
Rochford District Council
Council Offices
South Street
Rochford
Essex
SS4 1BW
Tel: 01702 318073
Email: customer.care@rochford.gov.uk

Who we are and what we do

Information Available	Contact details for all customer facing service areas (A-Z)
Format	P and W
Website Location	Homepage / Contact the Council / Departmental Contact Details
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Contact details for your local Councillor
Format	P and W
Website Location	Homepage / Council and Democracy / Your Council / Telephone Numbers and Addresses for Members of Rochford District Council
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Council Constitution
Format	P and W
Website Location	Homepage / Council and Democracy / Constitution of the Council
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Role of the Monitoring Officer
Format	P and W
Website Location	Homepage / Council and Democracy / Constitution of the Council / Constitution Part 2 / item 12.03
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Council offices opening times and addresses
Format	P and W
Website Location	Homepage / Contact the Council
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

Who we are and what we do

Information Available	Senior Management Team
Format	P and W
Website Location	Homepage/ Council and Democracy/ Senior Management Team
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Organisational Structure
Format	P and W
Website Location	Homepage / Council and Democracy / Constitution of the Council / Constitution Part 7 Management Structure
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Ethical Framework
Format	P and W
Website Location	Homepage / Council and Democracy / Standards at Rochford
Charge	Free
Who to Contact?	Monitoring Officer
Contact E-Mail	Monitoring.officer@rochford.gov.uk

Information Available	Election Results
Format	P and W
Website Location	Homepage / Council and Democracy / Elections / Election Results
Charge	Free
Who to Contact?	Elections
Contact E-Mail	elections@rochford.gov.uk

Information Available	List of Members and Officers representing the Council on external bodies
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Who we are and what we do

Information Available	Key Partnerships
Format	P and W
Website Location	Homepage / Council and Democracy / Partnerships
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Partnership Guidance
Format	P and W
Website Location	Homepage / Council and Democracy / Partnerships / Partnership Guidance
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Local Strategic Partnership (LSP)
Format	P and W
Website Location	Homepage / Council and Democracy / Partnerships / Local Strategic Partnership (LSP)
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Rochford Community Safety Partnership (formerly known as Rochford Crime and Disorder Reduction Partnership)
Format	P and W
Website Location	Homepage / Council and Democracy / Partnerships / Rochford Community Safety Partnership (CSP)
Charge	Free
Who to Contact?	Community Safety Team
Contact E-Mail	communitysafety@rochford.gov.uk

Information Available	Rochford District Statement of Place
Format	P and W
Website Location	Homepage / Council and Democracy / Rochford District Area Profile / Rochford District Statement of Place
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Who we are and what we do

Information Available	Census Information 2011
Format	P and W
Website Location	Homepage / Council and Democracy / Census Information
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

What we spend and how we spend it

Information Available	Budget Book
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information / Budget Book
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	5 Year Medium Term Financial Strategy
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information / Medium Term Financial Strategy
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Capital Programme; Quarterly Monitoring Report (report to the Executive Board).
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Council Spending Disclosure – expenditure reports
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information/Council Spending Disclosure
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	External Auditor’s Annual Audit Letter
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

What we spend and how we spend it

Information Available	Financial Statements
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information / Financial Statements
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Annual Report
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information / Annual Report
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Committee Report; Closure of Accounts 2009/2010 (end of year variances) (reported into Audit Committee on 15 June 2010)
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Quarterly Financial Management Report (report to the Executive Board)
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Annual Audit Letter (report to Audit Committee on 16 March 2010)
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

What we spend and how we spend it

Information Available	Members' Allowance Scheme
Format	P and W
Website Location	Homepage / Council and Democracy / Constitution of the Council / Constitution Part 6 Members Allowance Scheme
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Members' Allowance Payments
Format	P and W
Website Location	Homepage / Council and Democracy / Your Council / Councillors' Remuneration / Councillors' Allowance Payments
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Remuneration of Senior Management Team
Format	P and W
Website Location	Homepage / Council and Democracy / Senior Management Team / Remuneration of Senior Management Team
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Pay and Grading Structure
Format	P
Website Location	Not available
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Rules of Procedure
Format	P and W
Website Location	Homepage / Council and Democracy / Constitution of the Council / Constitution Part 4 Rules of Procedure
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

What we spend and how we spend it

Information Available	Candidates Expenses
Format	V
Website Location	Not available
Charge	C*
Who to Contact?	Elections
Contact E-Mail	elections@rochford.gov.uk

Information Available	Procurement Strategy
Format	P and W
Website Location	Homepage / Business/ Selling to the Council / RDC Procurement Strategy
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Selling to Rochford District Council
Format	P and W
Website Location	Homepage / Business / Selling to the Council
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	Customer.care@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Corporate Plan 2010 – 2015
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Corporate Plan 2010-2015
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Forward Plan of Key Decisions
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Forward Plan of Key Decisions
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Performance Management – A Guide for Members 2008
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Performance Management
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	audit@rochford.gov.uk

Information Available	Quarterly Performance Reports
Format	P and W
Website Location	Homepage / Council and Democracy / Our Performance / Quarterly Performance Reports
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	audit@rochford.gov.uk

Information Available	Quarterly Performance Indicators and Projects. Reports to the Executive
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	audit@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Annual Report
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information / Annual Report
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Capital Strategy 2010/11 – 2014/15
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information / Capital Strategy
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Key Policies and Actions for 2011/12 (report to Council on 22 February 2011).
Format	P and W
Website Location	Homepage / Council and Democracy / Your Council / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Vision to Reality
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Vision to Reality
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Customer Charter
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Customer Charter
Charge	Free
Who to Contact?	Information and Customer Services
Contact E-Mail	Customer.care@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Information Charter
Format	P and W
Website Location	Homepage / Council and Democracy/ Freedom of Information / Information Charter
Charge	Free
Who to Contact?	Information and Customer Services
Contact E-Mail	Customer.care@rochford.gov.uk

Information Available	Local Government Ombudsman Annual Review
Format	P and W
Website Location	Homepage / Online Services / Comments, compliments and complaints
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	Customer.care@rochford.gov.uk

Information Available	Reports from completed reviews by the Overview and Scrutiny Committee
Format	P and W
Website Location	Homepage / Council and Democracy / Overview and Scrutiny / Reports from Completed Reviews
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Climate Change and Sustainability Strategy
Format	P and W
Website Location	Homepage / Environment / Climate Change/ Climate Change and Sustainability Strategy
Charge	Free
Who to Contact?	Environmental Services
Contact E-Mail	climate@rochford.gov.uk

Information Available	Climate Co2de
Format	P and W
Website Location	Homepage / Environment / Climate Change / Climate Change and Sustainability Strategy
Charge	Free
Who to Contact?	Environmental Services
Contact E-Mail	climate@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Contaminated Land Strategy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Contaminated Land Strategy
Charge	Free
Who to Contact?	Environmental Protection Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Sustainable Community Strategy and Action Plan
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Sustainable Community Strategy and Action Plan
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Economic Development Strategy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Economic Development Strategy
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

Information Available	Homelessness Strategy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Homelessness Strategy
Charge	Free
Who to Contact?	Community Services – Strategic Housing Unit
Contact E-Mail	homelesshousingadvice@rochford.gov.uk

Information Available	Housing Strategy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Housing Strategy
Charge	Free
Who to Contact?	Community Services – Strategic Housing Unit
Contact E-Mail	housingstrategy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Lettings Policy for Social Housing
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Lettings Policy for Social Housing
Charge	Free
Who to Contact?	Community Services – Strategic Housing Unit
Contact E-Mail	housingallocations@rochford.gov.uk

Information Available	ICT Strategy 2007-2011 – updated September 2010
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / ICT Strategy
Charge	Free
Who to Contact?	IT Section
Contact E-Mail	ITsection@rochford.gov.uk

Information Available	Play Strategy 2007-2012
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies/ Play Strategy
Charge	Free
Who to Contact?	Community Services – Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Community Safety Partnership Annual Partnership Plan
Format	P and W
Website Location	Homepage / Council and Democracy / Partnerships / Rochford Community Safety Partnership (CSP) / Rochford Community Safety Partnership Annual Partnership Plan
Charge	Free
Who to Contact?	Community Safety Team
Contact E-Mail	communitysafety@rochford.gov.uk

Information Available	Building Control Standards of Service
Format	P and W
Website Location	Homepage / Planning / Building Control
Charge	Free
Who to Contact?	Building Control
Contact E-Mail	Building.control@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Asset Management Plan
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Asset Management Plan
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Local Development Framework (LDF) (A folder of planning policy documents – the individual documents are listed below)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework (LDF)
Charge	Free during consultation, Charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	London Southend Airport & Environs Study – Joint Area Action Plan (JAAP) – Issues and Options
Format	P and W
Website Location	Homepage / Planning / Local Development Framework / London Southend Airport and Environs Joint Area Action Plan
Charge	Free during consultation, charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	(JAAP) Draft Sustainability Appraisal
Format	P and W
Website Location	Homepage / Planning Policy / Local Development Framework / London Southend Airport and Environs Joint Area Action Plan / JAAP Issues & Options Sustainability Appraisal
Charge	Free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	London Southend Airport & Environs Study – JAAP Evidence Report – June 2008
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / London Southend Airport and Environs Joint Area Action Plan / JAAP Evidence Report
Charge	Free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Joint Area Action Plan Preferred Options
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Joint Area Action Plan Preferred Options
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	Core Strategy (Reg 26) preferred options draft
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Core Strategy Development Plan Document
Charge	One copy free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	Core Strategy (Reg 25) draft
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Development Plan Document
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	Annual Monitoring Report
Format	W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Strategic Housing Land Availability Assessment 2009
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Rochford District Statement of Place 2008
Format	P and W
Website Location	Homepage / Council and Democracy / Rochford District Area Profile
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	The State of Rochford Ward Data Annex
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base / Rochford Futures
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	The State of Rochford Data Annex
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base / Rochford Futures
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	Planning.policy@rochford.gov.uk

Information Available	Housing Development Figures
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base / Annual Monitoring Reports
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Core Strategy Sites put forward for consideration and maps
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Conservation Area Appraisals for Battlesbridge, Canewdon Church, Canewdon High Street, Foulness, Churchend, Great Wakering, Paglesham Churchend, Paglesham East End, Rayleigh, Rochford , Shopland and Churchyard.
Format	P and W
Website Location	Homepage / Planning / Environment / Conservation Areas
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Shopping frontage and local service surveys for Hockley Primary, Hockley Secondary, Rayleigh Primary, Rayleigh Secondary, Rochford Primary, Rochford Secondary, Canewdon, Great Wakering and Hullbridge.
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Open Space Study
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base.
Charge	Free during consultation, charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

Information Available	Hockley Area Action Plan
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework
Charge	Free during consultation, charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

Information Available	Rochford Town Centre Area Action Plan (Issues and Options)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework
Charge	Free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Rayleigh Town Centre Area Action Plan (Issues and Options)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework
Charge	Free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

Information Available	Allocations Development Plan Document (Reg 25)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework
Charge	Free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

Information Available	Development Management Development Plan Document (Reg 25)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework
Charge	Free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

Information Available	Core Strategy Submission Document
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework/ Core Strategy Development Plan Document
Charge	Free during consultation and charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planningpolicy@rochford.gov.uk

Information Available	Sustainability Appraisal (non technical summary) of Core Strategy Preferred Options (revised 2008).
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base / Core Strategy Development Plan Document / Core Strategy Revised Preferred Options 2008
Charge	Free during consultation, charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Sustainability Appraisal and Strategic Environmental Assessment – Core Strategy Preferred Options (Reg 26 Draft).
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Core Strategy Development Plan Document / Core Strategy Preferred Options 2007
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Urban Capacity Study
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base / Urban Capacity Study
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	SEA baseline information profile 2006-2007 and 2007-2008
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence base / Strategic Environmental Assessment Baseline Information Profile
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Statement of Community Involvement
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Local Development Scheme
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Core Strategy (Reg 25) King Edmund School Student Workshop Report
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Core Strategy Development Plan Document / Core Strategy Issues and Options
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Core Strategy (Reg 25) Greensward College Student Workshop Report
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Core Strategy Development Plan Document / Core Strategy Issues and Options
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Sustainability Appraisal and Strategic Environmental Assessment – Core Strategy Preferred Options (Reg 25 Draft)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Summary of Core Strategy (Reg 25 draft) representations
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Core Strategy Development Plan Document / Core Strategy Issues and Options
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Technical Annex Part 1, Part 2 and Part 3 – Core Strategy (Reg 25 draft)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Urban Capacity Study
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Urban Capacity Study and Strategic Housing Land Availability Assessments – Practical Guidance
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Employment Land Study
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Retail and Leisure Study
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Evidence Base
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Local List (SPD)
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Supplementary Planning Documents
Charge	Free during consultation, charge thereafter
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

What are our priorities and how are we doing

Information Available	Supplementary Planning Documents – SPD1 – Educational Contributions SPD2 – Housing Design SPD3 – Playing Pitch Strategy SPD4 – Shop Fronts Security and Design SPD5 – Vehicle Parking Standards SPD6 – Design Guidelines for Conservation Areas. SPD7 – Design, Landscaping and Access Statements SPD8 – Rural Settlement Areas
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Supplementary Planning Documents
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Local Plan 1988
Format	P and W
Website Location	Homepage / Planning / Policy
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Local Plan 1995
Format	P and W
Website Location	Homepage / Planning / Policy
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Local Plan 2006
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Local Plan 2006
Charge	Charge
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

How we make decisions

Information Available	Timetable of Council Meetings
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Agendas, officers' reports, and minutes of council committees and sub-committees.
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Charge
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	The Executive
Format	P and W
Website Location	Homepage / Council and Democracy / Your Council / The Executive
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Speaking at the Development Control Committee
Format	P and W
Website Location	Homepage / Planning / Planning Applications / Speaking at the Development Committee
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	How to ask your question at an Area Committee
Format	P and W
Website Location	Homepage / Council and Democracy / Area Committees / How to ask your question at an Area Committee
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

How we make decisions

Information Available	Consultation Strategy and Action Plan
Format	P and W
Website Location	Homepage / Council and Democracy / Consultations / Consultation Strategy
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Statement of Community Involvement
Format	P and W
Website Location	Homepage / Planning / Policy / Local Development Framework / Statement of Community Involvement
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Our policies and procedures

Information Available	Constitution – how we conduct Council business
Format	P and W
Website Location	Homepage / Council and Democracy / Constitution of the Council
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Customer Charter
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Customer Charter
Charge	Free
Who to Contact?	Information and Customer Services
Contact E-Mail	customer.care@rochford.gov.uk

Information Available	Essex Trust Charter
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Essex Trust Charter
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Information Available	Comments, Compliments and Complaints Procedure
Format	P and W
Website Location	Homepage / Online Services / Comments, Compliments and Complaints
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Information Available	Dealing with Habitual or Vexatious Complaints
Format	P and W
Website Location	Homepage / Online Services / Comments, Compliments and Complaints / Dealing with Habitual or Vexatious Complaints
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Our policies and procedures

Information Available	Request for Information
Format	P and W
Website Location	Homepage / Council and Democracy / Freedom of Information / Request for Information
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Information Available	Schedule of Discretionary Charges
Format	P and W
Website Location	Homepage / Council and Democracy / Financial Information / Fees and Charges
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	financialservices@rochford.gov.uk

Information Available	Data Protection Policy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Data Protection Policy
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Information Available	Data Quality and Records Management Policy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Data Quality and Records Management Policy
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Information Available	Record Disposal Guidelines
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Record Disposal Guidelines
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Our policies and procedures

Information Available	Corporate Risk Management Framework and Policy 2009/10 (report to Audit Committee on 30 September 2009).
Format	P and W
Website Location	Homepage / Council and Democracy / Your Council / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Finance, Audit and Performance Management
Contact E-Mail	audit@rochford.gov.uk

Information Available	Emergency Plan
Format	P and W
Website Location	Homepage / Community and People / Emergencies / Emergency Plan
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Sustainable Community Strategy and Action Plan
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Sustainable Community Strategy
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Single Equality Scheme, including Service Diversity Action Plans
Format	P and W
Website Location	Homepage / Council and Democracy / Equalities and Diversity / Single Equality Scheme
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Job Descriptions and person specifications for currently advertised posts
Format	P and W
Website Location	Homepage / Jobs and Careers / Job Vacancies
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Our policies and procedures

Information Available	Staff Handbook and Manager's Guide
Format	P
Website Location	Not available on website
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Planning Policy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Planning Policy
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Planning Service Standards
Format	P and W
Website Location	Homepage / Planning / Planning Service Standards
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Code of Conduct for Planning Matters
Format	P and W
Website Location	Homepage / Planning / Code of Conduct for Planning Matters
Charge	Free
Who to Contact?	Planning Policy
Contact E-Mail	planning.policy@rochford.gov.uk

Information Available	Major Planning Applications
Format	P and W
Website Location	Homepage / Planning / Planning Applications / Major Planning Applications
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	Building Control Service Standards
Format	P and W
Website Location	Homepage / Planning / Building Control
Charge	Free
Who to Contact?	Building Control
Contact E-Mail	building.control@rochford.gov.uk

Our policies and procedures

Information Available	Building Control Changes
Format	P and W
Website Location	Homepage / Planning / Building Control / Building Control Charges
Charge	Free
Who to Contact?	Building Control
Contact E-Mail	building.control@rochford.gov.uk

Information Available	Enforcement Policy
Format	P and W
Website Location	Homepage / Planning / Enforcement / Enforcement Policy
Charge	Free
Who to Contact?	Planning Enforcement
Contact E-Mail	planning.enforcement@rochford.gov.uk

Information Available	Traffic Management Act 2004, part 6; Enforcement Policy
Format	P and W
Website Location	Homepage / Parking and Travel / Parking / Traffic Management Act
Charge	Free
Who to Contact?	Parking and Transportation
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Hackney Carriage and Private Hire Licensing Enforcement Policy
Format	P and W
Website Location	Homepage / Parking and Travel / Taxis and Private Hire Vehicles / Hackney Carriage and Private Hire Licensing Enforcement Policy
Charge	Free
Who to Contact?	Transportation
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Street Cleansing Standards
Format	P and W
Website Location	Homepage / Environment / Street Cleansing / Street Cleansing Standards
Charge	Free
Who to Contact?	Street Scene Team
Contact E-Mail	customerservices@rochford.gov.uk

Our policies and procedures

Information Available	Animal Welfare Charter
Format	P and W
Website Location	Homepage / Environment / Animal Welfare / Animal Welfare Charter
Charge	Free
Who to Contact?	Environmental Health
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Environmental Policy
Format	P and W
Website Location	Homepage / Council and Democracy / Policies, Plans and Strategies / Environmental Policy
Charge	Free
Who to Contact?	Environmental Health
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Enforcement Policy – Environmental Services
Format	P and W
Website Location	Homepage / Business / Food Safety / Enforcement Policy
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Environmental Information Regulations
Format	P and W
Website Location	Homepage / Environment / Environmental Information Regulations
Charge	Free
Who to Contact?	Environmental Protection Unit
Contact E-Mail	Customer.care@rochford.gov.uk

Information Available	Health and Safety Service Plan
Format	P and W
Website Location	Homepage / Business / Health and Safety / Health and Safety Service Plan
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

Our policies and procedures

Information Available	Food Safety Service Plan
Format	P and W
Website Location	Homepage / Business / Food Safety / Food Safety Service Plan
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Statement of Licensing Policy – Licensing Act 2003
Format	P and W
Website Location	Homepage / Business / Licensing / Alcohol and Entertainment / Statement of Licensing Policy
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	licensing@rochford.gov.uk

Information Available	Statement of Licensing Policy – Gambling Act 2005
Format	P and W
Website Location	Homepage / Business / Licensing / Betting, Gaming and Lotteries / Statement of Licensing Policy
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	licensing@rochford.gov.uk

Information Available	Scrutiny Toolkit
Format	P and W
Website Location	Homepage / Council and Democracy / Overview and Scrutiny
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Lists and registers

Information Available	Register of Members Interests – This information will not be made available under the Freedom of Information Act 2000. It will be made available under the Local Government Act 2000.
Format	View in person, ,by appointment
Website Location	Not available on website
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Register of Gifts and Hospitality - This information will not be made available under the Freedom of Information Act 2000. It will be made available under the Local Government Act 2000.
Format	View in person, ,by appointment
Website Location	Not available on website
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Register of electors (edited or full) – This information will not be made available under the Freedom of Information Act 2000. It will be made available under the Representation of the People Act 2001.
Format	View in person for full register, P for edited register
Website Location	Not available on website
Charge	F and C*
Who to Contact?	Elections
Contact E-Mail	elections@rochford.gov.uk

Information Available	Weekly list of Planning Applications – This information will not be made available under the Freedom of Information Act 2000. Information in this area will be made available under the Town and Country Planning Act.
Format	P and W
Website Location	Homepage / Planning / Planning Applications / Weekly List of Planning Applications
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	Weekly Parish List of Planning Applications
Format	P and W
Website Location	Homepage / Planning / Planning Applications / Weekly Parish List of Planning Applications
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Lists and registers

Information Available	Monthly Applications Decisions Register
Format	P and W
Website Location	Homepage / Planning / Planning Applications / Monthly Applications Decisions Register
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	Planning Enforcement Registers
Format	P and W
Website Location	Homepage / Planning / Enforcement / Enforcement Registers
Charge	
Who to Contact?	Planning Enforcement
Contact E-Mail	planning.enforcement@rochford.gov.uk

Information Available	List of Persons holding hackney carriages or private hire licenses issued by the council
Format	Viewable by appointment
Website Location	Not available on website
Charge	Free
Who to Contact?	Transportation
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Health and Safety Notice Public Register (as under section 3, Environment and Safety Information Act 1988)
Format	P
Website Location	Not available on website
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Register of Food Business Establishments
Format	P
Website Location	Not available on website
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Food Hygiene Rating Scheme – Scores on the doors
Format	P and W
Website Location	Homepage / Business/Food Safety/Food Hygiene Rating Scheme
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

Lists and registers

Information Available	Register of Cooling Towers and Evaporative Condensers
Format	P and W
Website Location	Homepage / Business / Health and Safety / Cooling Towers
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Public Register of Authorised Processes and Scheduled Installation
Format	P and W
Website Location	Homepage / Environment / Pollution and Nuisance / Industrial Processes / Public Register of Authorised Processes and Scheduled Installations
Charge	Free
Who to Contact?	Environmental Protection Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Licensing Register
Format	P and W
Website Location	Homepage / Business / Licensing / Licensing Register
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	licensing@rochford.gov.uk

Information Available	Animal Welfare Licensing – consisting of Animal Boarding Establishments, Dog Breeders, Pet Shops, Riding Establishments, Zoos and Dangerous Wild Animals.
Format	P and W
Website Location	Homepage / Business / Licensing / Animal Welfare Licensing
Charge	Free
Who to Contact?	Animal Welfare
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Mutual Exchange List
Format	Viewable by appointment
Website Location	Not available on website
Charge	Free
Who to Contact?	Strategic Housing Unit
Contact E-Mail	HousingAllocations@rochford.gov.uk

Information Available	Register of caravan site licenses
Format	P
Website Location	Not available on website
Charge	Free
Who to Contact?	Strategic Housing Unit
Contact E-Mail	privatesectorhousing@rochford.gov.uk

Lists and registers

Information Available	Register of houses in multiple occupation
Format	P
Website Location	Not available on website
Charge	Free
Who to Contact?	Strategic Housing Unit
Contact E-Mail	privatesectorhousing@rochford.gov.uk

Information Available	Land Charges Register
Format	Viewable by appointment
Website Location	Not available on website
Charge	C*
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Burials Registers
Format	P
Website Location	Not available on website
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

The services we offer

Information Available	Your Council Services A-Z List
Format	P and W
Website Location	Homepage / A-Z of Services
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	A guide to meetings of the council, the Executive and Committees
Format	P and W
Website Location	Homepage / Council and Democracy / Council Agendas, Minutes and Reports
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Role of the Monitoring Officer
Format	P and W
Website Location	Homepage / Council and Democracy / Constitution / Constitution Part 2 item 12.03
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Rochford District Guide
Format	P and W
Website Location	Homepage / Leisure and Tourism / District Tour
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	New Resident Pack
Format	P and W
Website Location	Homepage / Community and People / I am a New Resident
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Job Vacancies
Format	P and W
Website Location	Homepage / Jobs and Careers
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

The services we offer

Information Available	Comments, Compliments and Complaints Form
Format	P and W
Website Location	Homepage / Online Services / Comments, Compliments and Complaints
Charge	Free
Who to Contact?	Information and Support Services
Contact E-Mail	customer.care@rochford.gov.uk

Information Available	Online Services: Apply For it, Ask Us, Find it, Pay For it, Report it, Say it
Format	W
Website Location	Homepage / Online Services
Charge	Free
Who to Contact?	Webmaster
Contact E-Mail	webmaster@rochford.gov.uk

Information Available	Media Releases
Format	P and W
Website Location	Homepage / News / District News
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Guide to Business Rates (NNDR)
Format	P and W
Website Location	Homepage / Business / Business Rates
Charge	Free
Who to Contact?	Revenues and Benefits
Contact E-Mail	revenues&benefits@rochford.gov.uk

Information Available	Rateable Value Search
Format	W
Website Location	Homepage / Business / Business Rates / Rateable Values Search
Charge	Free
Who to Contact?	Revenues and Benefits
Contact E-Mail	revenues&benefits@rochford.gov.uk

The services we offer

Information Available	Your Guide to Council Tax
Format	P and W
Website Location	Homepage / Council Tax and Benefits / Billing Information / A Guide to Your Council Tax
Charge	Free
Who to Contact?	Revenues and Benefits
Contact E-Mail	revenues&benefits@rochford.gov.uk

Information Available	Council Tax Information; action to take if someone dies, appeals procedure, attachment to earnings, banding appeals, charges and banding, council tax benefit, disabled persons reductions, discounts, exemptions, how to pay, who has to pay and consequences of non-payment.
Format	P and W
Website Location	Homepage / Council Tax and Benefits / Council Tax
Charge	Free
Who to Contact?	Revenues and Benefits
Contact E-Mail	revenues&benefits@rochford.gov.uk

Information Available	Benefit Fraud Guidance
Format	P and W
Website Location	Homepage / Council Tax and Benefits / Fraud
Charge	Free
Who to Contact?	Revenues and Benefits
Contact E-Mail	fraudteam@rochford.gov.uk

Information Available	Benefits Calculator
Format	W
Website Location	Homepage / Council Tax and Benefits / Benefits Calculator
Charge	Free
Who to Contact?	Revenues and Benefits
Contact E-Mail	revenues&benefits@rochford.gov.uk

Information Available	Housing Benefit Information; allowances, premiums and disregards, backdating, challenging decisions, changes in circumstances, civil partnerships, discretionary housing payments, claiming from overseas, savings, home visits, how to claim. Local Housing Allowance, non-dependants, overpayments, pre-tenancy and maximum rent, second adult rebate, self employed and students, verification framework, your tenant details.
Format	P and W
Website Location	Homepage / Council Tax and Benefits / Housing Benefit
Charge	Free
Who to Contact?	Revenues and Benefits
Contact E-Mail	Revenues&benefits@rochford.gov.uk

The services we offer

Information Available	Register to Vote
Format	P and W
Website Location	Homepage / Council and Democracy / Elections / How to Register to Vote
Charge	Free
Who to Contact?	Elections
Contact E-Mail	elections@rochford.gov.uk

Information Available	Election Results
Format	P and W
Website Location	Homepage / Council and Democracy / Elections / Election Results
Charge	Free
Who to Contact?	Elections
Contact E-Mail	elections@rochford.gov.uk

Information Available	Election Alarm Clock
Format	W
Website Location	Homepage / Council and Democracy / Elections / Election Alarm Clock
Charge	Free
Who to Contact?	Elections
Contact E-Mail	elections@rochford.gov.uk

Information Available	Business Directory
Format	P and W
Website Location	Homepage / Business / Business Directory
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Green Business Directory
Format	P and W
Website Location	Homepage / Business / Business Waste / Green Business Directory
Charge	Free
Who to Contact?	Street Scene Team
Contact E-Mail	customerservices@rochford.gov.uk

The services we offer

Information Available	Information on voluntary organization grants
Format	P and W
Website Location	Homepage / Community and People / Voluntary Organisations
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Information on Overview and Scrutiny
Format	P and W
Website Location	Homepage / Council and Democracy / Overview and Scrutiny
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	How to ask your question at an Area Committee
Format	P and W
Website Location	Homepage / Council and Democracy / Area Committees / How to ask your question at an Area Committee
Charge	Free
Who to Contact?	Member Services Team
Contact E-Mail	memberservices@rochford.gov.uk

Information Available	Speaking at the Development Control Committee
Format	P and W
Website Location	Homepage / Planning / Planning Applications / Speaking at the Development Control Committee
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	Complete Guide to the Planning Enforcement Service
Format	P and W
Website Location	Homepage / Planning / Enforcement / Complete Guide to the Planning Enforcement Service
Charge	Free
Who to Contact?	Planning Enforcement
Contact E-Mail	planning.enforcement@rochford.gov.uk

Information Available	'Public Access for Planning' service for planning applications
Format	W
Website Location	Homepage / Planning / Planning Applications
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

The services we offer

Information Available	Conservation Areas Guidance Note
Format	P and W
Website Location	Homepage / Planning / Environment / Conservation Areas
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	Listed Building in the Rochford District; all parishes
Format	P and W
Website Location	Homepage / Planning / Environment / Listed Buildings
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	Guidance Notes for owners of listed buildings
Format	P and W
Website Location	Homepage / Planning / Environment / Listed Buildings / Guidance Notes for Owners of Listed Buildings
Charge	Free
Who to Contact?	Planning Applications
Contact E-Mail	planning.applications@rochford.gov.uk

Information Available	Our Building Control Service; Exempt buildings, Full Plans Application, Building Notice Submissions, Regularisation Certificate, Building Control Charges, Site Inspections, Dangerous Structures, Frequently Asked Questions
Format	P and W
Website Location	Homepage / Planning / Building Control
Charge	Free
Who to Contact?	Building Control
Contact E-Mail	Building.control@rochford.gov.uk

Information Available	Information on food safety
Format	P and W
Website Location	Homepage / Business / Food Safety
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	customerservices@rochford.gov.uk

The services we offer

Information Available	Licensing Information; alcohol and entertainment, betting, gaming and lotteries, boot sales and mobile vendors, charitable collections, game dealers, motor salvage, pavement permissions, scrap metal, sex establishments, street trading.
Format	P and W
Website Location	Homepage / Business / Licensing
Charge	Free
Who to Contact?	Commercial Regulation and Licensing Unit
Contact E-Mail	licensing@rochford.gov.uk

Information Available	Public Conveniences Information
Format	P and W
Website Location	Homepage / Community and People / Public Conveniences
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Pesticides Ban – advice for gardeners
Format	P and W
Website Location	Homepage / Environment / Pesticides Ban
Charge	Free
Who to Contact?	Environmental Protection Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Information on Pest Control
Format	P and W
Website Location	Homepage / Environment / Pest Control
Charge	Free
Who to Contact?	Environmental Protection Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Pollution Information
Format	P and W
Website Location	Homepage / Environment / Pollution and Nuisance
Charge	Free
Who to Contact?	Environmental Protection Unit
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Your Guide to Recycling in Rochford
Format	P and W
Website Location	Homepage / Environment / Recycling
Charge	Free
Who to Contact?	Street Scene Team
Contact E-Mail	customerservices@rochford.gov.uk

The services we offer

Information Available	Recycling and Non-Recycling Collection Calendar
Format	P and W
Website Location	Homepage / Environment / Recycling / Kerbside Bin Collection Days
Charge	Free
Who to Contact?	Street Scene Team
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Recycling Bank Sites
Format	P and W
Website Location	Homepage / Environment / Recycling / Recycling Centres for Household Waste / Recycling Bank Sites
Charge	Free
Who to Contact?	Street Scene Team
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Street Cleansing Information
Format	P and W
Website Location	Homepage / Environment / Street Cleansing
Charge	Free
Who to Contact?	Street Scene Team
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Street Tree Planting
Format	P and W
Website Location	Homepage / Environment / Wildlife and Trees / Street Tree Planting
Charge	Free
Who to Contact?	Parks and Open Spaces Team
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Tree Preservation
Format	P and W
Website Location	Homepage / Environment / Wildlife and Trees / Tree Preservation
Charge	Free
Who to Contact?	Parks and Open Spaces Team
Contact E-Mail	customerservices@rochford.gov.uk

The services we offer

Information Available	Hedgerows Information
Format	P and W
Website Location	Homepage / Environment / Wildlife and Trees / Hedgerow Regulations
Charge	Free
Who to Contact?	Parks and Open Spaces Team
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Woodlands Book
Format	P
Website Location	Homepage / Leisure and Tourism / Woodlands, Parks and Open Spaces / Woodlands Book
Charge	Charge
Who to Contact?	Customer Services Team
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	District Parks Information
Format	P and W
Website Location	Homepage / Leisure and Tourism / Woodlands, Parks and Open Spaces / District Park Information
Charge	Free
Who to Contact?	Parks and Open Spaces Team
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Heritage Guide
Format	P
Website Location	Not available
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Official Guide
Format	P
Website Location	Not available
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

Information Available	Visitor's Guide
Format	P
Website Location	Not available on the website
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk

The services we offer

Information Available	Origins of Rochford and/or Rayleigh
Format	P
Website Location	Not available on the website
Charge	Charge
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Rochford District Matters
Format	P and W
Website Location	Homepage / News
Charge	Free
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Events Information
Format	P and W
Website Location	Homepage / Leisure and Tourism / Events and Attractions
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Holiday Activities
Format	P and W
Website Location	Homepage / Leisure and Tourism / Holiday Activities
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Clubs and Societies
Format	P and W
Website Location	Homepage / Leisure and Tourism / Clubs and Societies
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Leisure Centres
Format	P and W
Website Location	Homepage / Leisure and Tourism / Sports / Leisure Centres
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

The services we offer

Information Available	Active Rochford
Format	P and W
Website Location	Homepage / Leisure and Tourism / Sports / Active Rochford
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Facilities for Hire
Format	P and W
Website Location	Homepage / Leisure and Tourism / Facilities for Hire
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Halls for Hire
Format	W
Website Location	Homepage / Leisure and Tourism / Halls for Hire
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Old House Guide
Format	P
Website Location	Not available on the website
Charge	Charge
Who to Contact?	People and Policy Team
Contact E-Mail	PeopleandPolicyTeam@rochford.gov.uk

Information Available	Information on Rayleigh Windmill
Format	P and W
Website Location	Homepage / Leisure and Tourism / Events and Attractions / Rayleigh Windmill
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

Information Available	Weddings at the Windmill
Format	P and W
Website Location	Homepage / Leisure and Tourism / Events and Attractions / Weddings at the Windmill
Charge	Free
Who to Contact?	Leisure Team
Contact E-Mail	leisure@rochford.gov.uk

The services we offer

Information Available	Car Parks
Format	P and W
Website Location	Homepage / Parking and Travel / Parking
Charge	Free
Who to Contact?	Transportation Team
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Parking Dispensations
Format	P and W
Website Location	Homepage / Parking and Travel / Parking / Parking Dispensations
Charge	Free
Who to Contact?	Transportation Team
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Information on Parking Fines / Penalty Charge Notices
Format	P and W
Website Location	Homepage / Parking and Travel / Parking / Parking Fines
Charge	Free
Who to Contact?	Transportation Team
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Parking Permits
Format	P and W
Website Location	Homepage / Parking and Travel / Parking
Charge	Free
Who to Contact?	Transportation Team
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Bus Pass Information / Application
Format	P and W
Website Location	Homepage / Parking and Travel / Bus Passes
Charge	Free
Who to Contact?	Transportation Team
Contact E-Mail	transportation@rochford.gov.uk

Information Available	Information on Taxis and Private Hire Vehicles
Format	P and W
Website Location	Homepage / Parking and Travel / Taxis and Private Hire Vehicles
Charge	Free
Who to Contact?	Transportation Team
Contact E-Mail	transportation@rochford.gov.uk

The services we offer

Information Available	Cemeteries and Burials Leaflet
Format	P and W
Website Location	Homepage / Community and People / Births, Deaths and Bereavement / Cemeteries and Burials
Charge	Free
Who to Contact?	Customer Services
Contact E-Mail	customerservices@rochford.gov.uk