



**WEST LOTHIAN COUNCIL**

**GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION  
SCHEME 2013**

**May 2013**

**Data Label: Public**

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## 1.0 INTRODUCTION

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

West Lothian Council has adopted the **Model Publication Scheme 2013** produced by the Scottish Information Commissioner. The scheme has the Commissioner's approval until 31 May 2017.

You can see this scheme on our website at [www.westlothian.gov.uk](http://www.westlothian.gov.uk) or by contacting us at the address below.

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

We will also be pleased to advise you how to ask for information that we do not publish, or how to complain if you are dissatisfied with any aspect of this publication scheme.

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class.
- state what charges may be applied.
- explain how you can find the information easily.
- provide contact details for enquiries and to get help with accessing the information.
- explain how to request information we hold that has not been published.

### 1.1 Availability and formats

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

Most downloadable documents are in standard "Portable Downloadable Format" (.pdf) format. Information held on web pages can be printed using your own web browser's print function. Further information on accessibility and how to download a pdf viewer is on the **help** section of the council's website (<http://www.westlothian.gov.uk/help>)

## **1.2 Exempt information**

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication but we will explain why.

## **2.0 COPYRIGHT**

West Lothian Council holds the copyright for the vast majority of information in this publication scheme. All of this information can be copied or reproduced (but not reused - see below) without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The publication scheme may however contain information where the copyright holder is not West Lothian Council. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland: [www.oqps.gov.uk](http://www.oqps.gov.uk). The council can provide you with a copy of this information if you do not have internet access.

### **2.1 Re-Use of Public Sector Information**

Access to the information does not mean that copyright has been waived, nor does it give the recipient the right to re-use the information for a commercial purpose. If you intend to re-use information obtained from the scheme, and you are unsure whether you have the right to do so, you are advised to make a request to West Lothian Council to re-use the information. Your request will be considered under the Re-Use of Public Sector Information Regulations 2005 (RoPSI) for which a charge may be imposed. In the event that a charge is payable, you will be advised what this is and how it has been calculated. If you would like more information on the re-use of information, please contact:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

Guidance on the RoPSI regulations can also be found on the Office of Public Sector Information (OPSI) website at <http://www.opsi.gov.uk/advice/psi-regulations/index.htm>

### 3.0 CHARGES

Unless otherwise indicated, all information contained within our publication scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

Each class of information will clearly show if a charge may apply to information within that class. Unless otherwise stated in the 'Charges' column in section 13, the charges which apply will be based on the charging policy set out below. In the event that a payment is required for the information you want, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

We reserve the right to impose charges for providing information in paper copy or computer disc / alternative formats. West Lothian Council is mindful of its obligations under equality and anti-discrimination legislation when setting charges for alternative formats. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

<b>Reproduction costs</b>	
<i>Black and white copy</i>	<i>10p per A4 sheet</i>
<i>Colour copy</i>	<i>30p per A4 sheet</i>
<b>Alternative formats</b>	
<i>CD-ROM / DVD</i>	<i>£1 per disc</i>
<b>Postage</b>	
<i>Charged at the cost to the Council of sending the information by first class post</i>	

There are a small number of pre-printed publications for which West Lothian Council makes a charge e.g. *West Lothian Local Plan (£50)*. These publications will be charged according to how much it actually cost the Council to have them professionally printed.

For example, if West Lothian Council has produced a formal report, and it costs us £500 to print a stock of 100 reports, then the actual printing cost paid by the council is £5 per report. We therefore reserve the right to charge you up to £5 each for a copy of the report – plus actual postage costs, as charged by the Royal Mail – but no more than this.

Please note that, if you are interested in a large printed document, we can provide you with copies of selected relevant pages rather than charge you for a full printed copy of the document. The copying charges that would apply are as set out in the table above. Our staff can advise you.

If we make any charges for documents within our information classes which do not comply with this charging policy, these will be approved on a case by case basis by the Scottish Information Commissioner. We will publish the value and details of such charges on the council website.

This charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of production.

## 4.0 CLASSES OF INFORMATION

We publish information online that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years (where available).

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you may make a request to us for that information

<b>CLASS 1: <a href="#">ABOUT WEST LOTHIAN COUNCIL</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass1">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass1</a> ) Information about West Lothian Council who we are, where to find us, how to contact us, how we are managed and our external relations
<b>CLASS 2: <a href="#">HOW WE DELIVER OUR FUNCTIONS AND SERVICES</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass2">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass2</a> ) Information about our work, our strategy and policies for delivering functions and services and information for our service users.
<b>CLASS 3: <a href="#">HOW WE TAKE DECISIONS AND WHAT WE HAVE DECIDED</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass3">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass3</a> ) Information about the decisions we take, how we make decisions and how we involve others
<b>CLASS 4: <a href="#">WHAT WE SPEND AND HOW WE SPEND IT</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass4">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass4</a> ) Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent
<b>CLASS 5: <a href="#">HOW WE MANAGE OUR HUMAN, PHYSICAL AND INFORMATION RESOURCES</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass5">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass5</a> ) Information about how we manage the human, physical and information resources of West Lothian Council
<b>CLASS 6: <a href="#">HOW WE PROCURE GOODS AND SERVICES FROM EXTERNAL PROVIDERS</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass6">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass6</a> ) Information about how we procure goods and services, and our contracts with external providers
<b>CLASS 7: <a href="#">HOW WE ARE PERFORMING</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass7">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass7</a> ) Information about how we perform as an organisation, and how well we deliver our functions and services
<b>CLASS 8: <a href="#">OUR COMMERCIAL PUBLICATIONS</a></b>
<b>Class description:</b> ( <a href="http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass8">http://www.westlothian.gov.uk/media/downloadaddoc/1799499/2184509/pubschemeclclass8</a> ) Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

## 5.0 ACCESSING INFORMATION UNDER THE SCHEME

Information available under our publication scheme will normally be available through the routes described below. *Classes of Information* provides more details on the information available under the scheme, along with additional guidance, where relevant, on how the information falling within each 'class' may be accessed.

### 5.1 Online:

Most information listed in our publication scheme is available to download from our website. West Lothian Council's website ([www.westlothian.gov.uk](http://www.westlothian.gov.uk)) is based on the Scottish Navigation List, and is classified in a similar way – this should make it easier for scheme users to locate information relating to services, where it is available online. The website has an "[A to Z" list of services](http://www.westlothian.gov.uk/atoz-listing/)" (<http://www.westlothian.gov.uk/atoz-listing/>) and a [Site Map](http://www.westlothian.gov.uk/site-map/) (<http://www.westlothian.gov.uk/site-map/>) to assist users in locating web pages relating to individual services. A downloadable version of the site map is available by following this [link](http://www.westlothian.gov.uk/media/downloaddoc/1799499/2184509/pubschemelistservices). (<http://www.westlothian.gov.uk/media/downloaddoc/1799499/2184509/pubschemelistservices>)

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

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk) Telephone: 01506 280000

If the information you seek is listed in our publication scheme but is not published on our website, we will usually be able to send the information to you by email. When requesting information from us, please provide a telephone number so that we can contact you to clarify details, if necessary.

### 5.2 By phone:

Information can also be requested from us over the telephone. Please call **01506 280000** to request information available under this scheme.

### 5.3 By post:

Please address your request to:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF

When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see *Section 3: Our Charging Policy* for further information on fees). Please also include a telephone number so we can contact you to clarify any details, if necessary.

#### **5.4 Advice and assistance:**

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

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

who will be happy to help.

## **6.0 ACCESS TO INFORMATION NOT AVAILABLE UNDER THE SCHEME**

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a general right of access to the information we hold, subject to certain exemptions.

The Environmental Information (Scotland) Regulations 2004 (EIRs) provide a right of access to the environmental information we hold, and the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold about you. Again, these rights are subject to certain exceptions or exemptions.

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

#### **6.1 Pupil information:**

[http://www.ico.gov.uk/for\\_the\\_public/topic\\_specific\\_guides/schools/pupils\\_info.aspx](http://www.ico.gov.uk/for_the_public/topic_specific_guides/schools/pupils_info.aspx)

#### **6.2 Social work records:**

[http://www.ico.gov.uk/upload/documents/library/data\\_protection/practical\\_application/subject\\_access\\_-\\_right\\_of\\_access\\_to\\_social\\_services\\_records.pdf](http://www.ico.gov.uk/upload/documents/library/data_protection/practical_application/subject_access_-_right_of_access_to_social_services_records.pdf)

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

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

### **6.3 Charges for information which is not available under the scheme**

The current council policy is not to charge for information requests made under the Freedom of Information (Scotland) Act, the Environmental Information (Scotland) Regulations, Pupils' Educational Records (Scotland) Regulations, or Subject Access Requests under the Data Protection Act 1998. However, if this policy changes then the charging schedules set out below would apply.

The charges for information which **is** available under this scheme are set out under Section 3 – Our Charging Policy. If you submit a request to us for information which **is not** available under the scheme the charges will be based on the following calculations:

### **6.4 General information requests under FOISA:**

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, that calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

### **6.5 Charges for environmental information under the EIRs:**

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

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you. Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- The first £100 worth of information will be provided to you without charge.

Where information costs between £100 and £600 to provide you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, that calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

### **6.6 Charges for your own personal data under the DPA:**

Under the Data Protection Act 1998, an individual can request a copy of the information held about them. This is known as a Subject Access Request. Where you make a subject access request under the Data Protection Act we may impose a charge of up to £10. There is a 40 day statutory maximum period for responding to a Subject Access Request.

### **6.7 Charges for pupils educational records:**

Under the Pupils' Educational Records (Scotland) Regulations 2003, a parent or guardian has the right to access their child's educational record. A request must be made in a permanent form. There is no charge for inspection of an educational record but we may impose a fee to provide a copy. This will depend on the number of pages contained in the educational record. This may range from a maximum of £1 for 1-19 pages to a maximum of £50 for 500 or more pages. Requests under the Regulations from parents for information that is for the official educational record must receive a response within 15 school days. Unless the request is simply to see the official educational record, schools and authorities are entitled to receive any fee first. A form to make a request is available on our website at:

<http://www.westlothian.gov.uk/sitecontent/documentlist/educationpolicy/DataProtection>

### **6.8 Making a request for information:**

To make any request for information contact:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

## **7.0 OTHER INFORMATION**

There is a range of other information which is available from the Council which is not 'published' via the publication scheme. It cannot be requested under the scheme, but the council will still facilitate access to it. Reference to this information is included here to assist scheme users who might be interested in access to such information.

### **7.1 Information which is publicly accessible, but is not 'published'**

This covers information or material which is held by the Council but is not accessible via the publication scheme. It will not be included under the classes listed in Section 4.0.

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

Although these materials themselves are not described in the scheme, guides to archives and catalogues such as lists of content and guides to finding information **are** available via the publication scheme, and can be accessed in the classes found in Section 4.0.

Local examples include:

### **7.2 Archives**

The council archives include minutes, reports, building warrant registers, drawings, correspondence, school registers and logbooks. They relate to the current West Lothian Council as well as prior local authorities and the Livingston Development Corporation.

While inspection of historical information is free, there may be a charge for providing photocopies of a document. In addition, remote enquiries requiring specialist research by archive staff may attract a flat rate research fee. Details of charges are available on request.

### **7.3 Local History**

The council also holds a great deal of local history information. This includes a range of photographs, maps, newspapers and books relating to West Lothian's places and people.

For more information on how to access such information please contact:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

### **7.4 Local information provided by third parties**

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

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

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

Local information available from West Lothian Council includes:

- Details of local clubs, groups and organisations operating in, and around, the West Lothian area. This information is available on West Lothian Council's website: [www.westlothian.gov.uk/localgroup/](http://www.westlothian.gov.uk/localgroup/) simply select your town and category.
- Examples of types of information on local area, clubs and events include: arts and culture; beliefs and faiths; children; classes and education; community information; health and wellbeing; and sports and recreation - to find exactly what you're looking for. You can also have the results sent to your own e-mail address. Submit your own group's details by using the Group form.

You can access this information through the Council's website at [www.westlothian.gov.uk/localgroup/](http://www.westlothian.gov.uk/localgroup/) or [www.westlothian.gov.uk/events-list/](http://www.westlothian.gov.uk/events-list/) or by contacting:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston

West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

Please note that West Lothian Council is not responsible for the content of external websites recommended or referred to in these publications, or in any information provided via the Council by third parties.

### **7.5 'Added Value' information**

This covers information which is held by the Council but has to be analysed or packaged in some way in response to a specific enquiry for it. Such packaged information does not pre-exist the request and cannot be said to be 'published' – therefore it is not available via the publication scheme. The following are 4 examples of value added information:

### **7.6 Property Enquiry Certificates (PECs):**

While the some of the 'raw' information required to compile PECs is held in publicly available registers, and is therefore published (and can therefore be requested via the publication scheme), an individual PEC requires the extraction of, analysis and packaging of data in response to a specific request. Information about PECs (e.g. how to apply for a PEC) is published, however, and can be found in Class 2 - Housing or Planning and the environment. Enquiries for this information should be directed to:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

### **7.7 Analysis of the contents of public registers**

The contents of statutory public registers are available as indicated under the information classes in this scheme. However, where the Council performs any analysis of the contents of a register in response to an enquiry, the resulting information did not pre-exist the request and is therefore not included in the publication scheme.

Enquiries for this information should be directed to:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

### **7.8 Genealogy Services**

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

Enquiries for this information should be directed to:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

### **7.9 Archive or library searches**

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

Enquiries for information from West Lothian Council archive should be directed to:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

## **8.0 RECORDS MANAGEMENT**

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

To ensure that records are managed properly, the Council aims to conform to the Code of Practice on Records Management which has been issued by Ministers in accordance with Section 61 of the Freedom of Information (Scotland) Act 2002 and has adopted a Records Management Policy detailing how it intends to manage its records. This details

the Council's commitment to ensuring that records are accurate and reliable, can be retrieved easily and are kept for no longer than is absolutely necessary.

In accordance with the Public Records (Scotland) Act 2011, the council publishes a Records Management Plan that sets out the records management arrangements. This plan is published on the council website: [www.westlothian.gov.uk](http://www.westlothian.gov.uk)

For enquiries regarding records management, the council's Records Management Policy and Records Management Plan, please contact:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

### **8.1 Archived information**

Council records that are of historical interest or that have been identified for permanent preservation are transferred to the custody of the Council's Archives Service.

The contents of archives are not included in the publication scheme, although supporting information such as lists of content and guidance to finding information are. However, the contents of our archives are made accessible to the public and requests for access should be directed to:

Customer Services  
West Lothian Council  
West Lothian Civic Centre  
Howden South Road  
Livingston  
West Lothian  
EH54 6FF  
Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)  
Telephone: 01506 280000

The **Archives and Records Centre** is located at:

9 Dunlop Square  
Deans Industrial Estate  
Livingston  
EH54 8SB  
Phone: **01506 773770**  
E-mail: [archive@westlothian.org.uk](mailto:archive@westlothian.org.uk)  
**Website:** <http://www.westlothian.gov.uk/tourism/libservices/ices/ves/>

**Opening hours** - 9am to 12pm, and 2pm to 5pm Monday to Thursday; 9am to 12pm and 2pm to 4pm on Friday.

**Library and Heritage Services** have 14 community libraries across West Lothian. A list of our libraries, including contact details and opening hours can be found on our website (<http://www.westlothian.gov.uk/education/libservices/findalib/>).

If you are unable to access the internet please contact Customer Services (details above)

The **Local History Library** is located at :

County Buildings

High Street

Linlithgow

EH49 7EZ

Phone : **01506 282491**

E-mail : [sybil.cavanagh@westlothian.gov.uk](mailto:sybil.cavanagh@westlothian.gov.uk)

### **Opening hours**

Library Headquarters – Monday to Thursday 8.30am to 5pm and Fridays 8.30am to 4pm

Local History Library – is open one Saturday a month between 9am and 1pm

## **9.0 COMPLAINTS**

### **9.1 Complaints about the publication scheme**

Our aim is to make our publication scheme as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the publication scheme please contact us and we will try to resolve your complaint as quickly as possible. You can contact:

Customer Services

West Lothian Council

West Lothian Civic Centre

Howden South Road

Livingston

West Lothian

EH54 6FF

Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)

Telephone: 01506 280000

The council's complaints procedure can be accessed on the website:

<http://www.westlothian.gov.uk/media/downloadaddoc/1799465/makecomplaint>

Alternatively pick up a 'How to make a complaint' leaflet from any Customer Information Service office (CIS) or library. Once the form is complete, either post it (there is no need for a stamp) or drop it into your nearest CIS office. You can also speak to the staff there about your complaint.

Whatever method you choose to make your comments/complaints, the matter will be dealt with in the same way.

## **9.2 Appealing to the Scottish Information Commissioner**

You have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response.

These rights will apply only to publication scheme requests made in writing\* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

This same three-step right of appeal applies if you make written requests for information which is not included in the publication scheme, and are unhappy with the response you receive. Section 7.0 provides guidance on how to request information which is not available under the scheme.

The Commissioner's website has a guide to this three step process, and she operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. Her office can be contacted as follows:

### **Scottish Information Commissioner**

Kinburn Castle

Doubledykes Road

St Andrews

Fife

KY16 9DS

Tel: 01334 464610

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)