

# **ORKNEY ISLANDS COUNCIL**

## **FREEDOM OF INFORMATION PUBLICATION SCHEME**

### **GENERAL INFORMATION SECTION**

**DATED 22<sup>nd</sup> APRIL 2004**

## CONTENTS

<b>SECTION</b>	<b>PAGE</b>
Advice, Benefits and Emergencies	3 – 5
Business	5 – 6
Community, People and Living	7 – 8
Council and Democracy	8 – 10
Education	11 – 13
Environment	13 – 18
Health	19
Housing	19 – 20
Jobs and Careers	20 – 21
Leisure	21 – 23
News	24
Policies, Plans and Documents	24 – 37
Social Care	37 – 40
Transport and Streets	40 – 41

**CLASS – ADVICE, BENEFITS AND EMERGENCIES**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Accident at work</b>	<ul style="list-style-type: none"> <li>• Accident reporting</li> <li>• Accidents at work</li> <li>• Agricultural falls</li> <li>• All terrain vehicle safety</li> <li>• ASP (amnesiac shellfish poisoning)</li> <li>• Health and Safety – Orkney Islands Council Enforcement Policy</li> </ul>	<p>Published on the Council’s external website Paper copy available on request</p>
<b>Advice</b>	<ul style="list-style-type: none"> <li>• Consumer</li> <li>• Debt and money</li> <li>• Employment</li> <li>• Family law</li> <li>• Health</li> <li>• Housing</li> <li>• Immigration and nationality</li> <li>• Legal</li> <li>• Welfare rights</li> </ul>	<p>Published on the Council’s external website Paper copy available on request</p>
<b>Advice centres</b>	<ul style="list-style-type: none"> <li>• Call centre</li> <li>• Contact centre</li> <li>• Libraries</li> <li>• Local service centres</li> <li>• One stop shops</li> </ul>	<p>Published on the Council’s external website Paper copy available on request</p>

<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Attendance allowance</li> <li>• Council tax benefit</li> <li>• Disability living allowance</li> <li>• Help with health costs</li> <li>• Help with house repairs</li> <li>• Help with fuel bills</li> <li>• Housing benefit</li> <li>• Incapacity benefit</li> <li>• Income support</li> <li>• Invalid care allowance</li> <li>• Severe disablement allowance</li> <li>• Help with residential or nursing home fees</li> <li>• Travel concessions</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Careers service</b>	<ul style="list-style-type: none"> <li>• None listed</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Citizens Advice Bureau</b>	<ul style="list-style-type: none"> <li>• Citizens Advice Bureau</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Complaints</b>	<ul style="list-style-type: none"> <li>• Consumer complaints</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Debt</b>	<ul style="list-style-type: none"> <li>• Debt counselling</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Emergencies</b>	<ul style="list-style-type: none"> <li>• Alarms</li> <li>• Ambulance</li> <li>• Civic protection</li> <li>• Council services</li> <li>• Emergency planning</li> <li>• Phone numbers</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Floods</b>	<ul style="list-style-type: none"> <li>• Sandbags</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Nuisances</b>	<ul style="list-style-type: none"> <li>• Animals</li> <li>• Neighbours</li> <li>• Noise</li> <li>• Pest control</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Rates</b>	<ul style="list-style-type: none"> <li>• Non domestic rates</li> <li>• Non domestic rates – arrears</li> <li>• Non domestic rates – how to pay</li> <li>• Non domestic rates – reliefs and remissions</li> </ul>	Published on the Council’s external website Paper copy available on request
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**CLASS - BUSINESS**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Business advice</b>	<ul style="list-style-type: none"> <li>• Business Advice – Trading Standards</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Business development</b>	<ul style="list-style-type: none"> <li>• Promoting Orkney Products</li> <li>• Promoting Orkney Products – Orkney as Film Location</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Business grants</b>	<ul style="list-style-type: none"> <li>• Business Support – Aquaculture</li> <li>• Business Support – Farming</li> <li>• Business Support – Fishing</li> <li>• Business Support – Food Processing, Craft Industries</li> </ul> <p>Other Small Businesses</p> <ul style="list-style-type: none"> <li>• Business Support – Frequently Asked Questions</li> </ul> <p>Fund Assistance</p> <ul style="list-style-type: none"> <li>• Business Support – Island Hauliers Replacement Vehicles Scheme</li> <li>• Business Support – Publishing Grants</li> <li>• Business Support – Rural Shops</li> <li>• Business Support – Service Industries</li> <li>• Business Support – Sports &amp; Recreation</li> <li>• Grants – Reserve Fund Assistance</li> <li>• Reserve Fund Assistance</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Business support</b>	<ul style="list-style-type: none"> <li>• Business Start Up &amp; Expansion – Reserve Fund Assistance</li> <li>• Business Support – Tourism – Island of Orkney Brochure</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Chamber of Commerce</b>	<ul style="list-style-type: none"> <li>• Chamber of Commerce</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Commercial property</b>	<ul style="list-style-type: none"> <li>• Commercial Property</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Economic development</b>	<ul style="list-style-type: none"> <li>• Regeneration</li> </ul>	Published on the Council’s external website Paper copy available on request

<b>Industrial property</b>	<ul style="list-style-type: none"> <li>• Industrial Premises and Sites</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Licencing</b>	<ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Amusement Arcades</li> <li>• Betting Offices</li> <li>• Bingo</li> <li>• Caravans and Camping Sites</li> <li>• Civic Licensing</li> <li>• Entertainment</li> <li>• Gaming Machines</li> <li>• Hackney Carriages</li> <li>• Livestock Markets</li> <li>• Massage and Special Treatments</li> <li>• Minerals</li> <li>• Pet Shops</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Markets</b>	<ul style="list-style-type: none"> <li>• Farmers Market</li> <li>• Market Licence</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Permits</b>	<ul style="list-style-type: none"> <li>• Scaffolding</li> <li>• Skips</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Premises to let</b>	<ul style="list-style-type: none"> <li>• Premises to Let</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Shops</b>	<ul style="list-style-type: none"> <li>• Shops</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Youth enterprise</b>	<ul style="list-style-type: none"> <li>• Orkney Ink</li> <li>• Youth Enterprise – Kirkwall Grammar School</li> <li>• Youth Enterprise – Stromness</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS – COMMUNITY, PEOPLE AND LIVING**

SUB-CLASS	CATEGORIES	ACCESS AND AVAILABILITY
<b>Births, Deaths, Marriage Registration</b>	<ul style="list-style-type: none"> <li>• Registrars</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Burials</b>	<ul style="list-style-type: none"> <li>• Cemeteries</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Charity Events</b>	<ul style="list-style-type: none"> <li>• Charitable Organisations</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Clubs and Societies</b>	<ul style="list-style-type: none"> <li>• Charities</li> <li>• Voluntary Organisations</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Community Centres</b>	<ul style="list-style-type: none"> <li>• Community Centres</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Community Safety</b>	<ul style="list-style-type: none"> <li>• Community Safety</li> <li>• School Emergency Closures</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Community Services</b>	<ul style="list-style-type: none"> <li>• Community Planning</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Crime and Disorder</b>	<ul style="list-style-type: none"> <li>• Anti-Social Behaviour</li> <li>• CCTV</li> <li>• Crime Preventions</li> <li>• Victim Support</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Day Clubs</b>	<ul style="list-style-type: none"> <li>• Day Clubs</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Grants</b>	<ul style="list-style-type: none"> <li>• Lottery</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Harassment</b>	<ul style="list-style-type: none"> <li>• Neighbours</li> <li>• Racial</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Child Safety in the Home</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Life Events</b>	<ul style="list-style-type: none"> <li>• Life Events</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Life Saving</b>	<ul style="list-style-type: none"> <li>• Life Saving</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Maps</b>	<ul style="list-style-type: none"> <li>• Maps</li> </ul>	Published on the Council's external website

		Paper copy available on request
<b>Markets</b>	<ul style="list-style-type: none"> <li>• Market</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Police</b>	<ul style="list-style-type: none"> <li>• Police</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Voluntary Organisations</b>	<ul style="list-style-type: none"> <li>• Family Mediation</li> <li>• Orkney Talking Newspaper</li> <li>• Physically Handicapped Able Bodied Club (PHAB)</li> <li>• Special Needs Children and Parents Support Group (SNCPGS)</li> <li>• Voluntary Organisations</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Weddings</b>	<ul style="list-style-type: none"> <li>• Marriage Licence</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Young People</b>	<ul style="list-style-type: none"> <li>• Advice</li> <li>• Youth Offending Team</li> <li>• Working</li> <li>• Youth Services</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS – COUNCIL AND DEMOCRACY**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Adjacent Authorities</b>	<ul style="list-style-type: none"> <li>• Community Council Meetings 2004</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Best Value</b>	<ul style="list-style-type: none"> <li>• Best Value Performance Indicators</li> <li>• Performance Plan</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Census</b>	<ul style="list-style-type: none"> <li>• Census</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Central Government</b>	<ul style="list-style-type: none"> <li>• Central Government</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Committees</b>	<ul style="list-style-type: none"> <li>• Agendas</li> <li>• Meetings</li> <li>• Minutes</li> <li>• Membership</li> <li>• Papers</li> <li>• Reports</li> <li>• Representation</li> <li>• Scrutiny</li> <li>• Services</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Complaints</b>	<ul style="list-style-type: none"> <li>• Complaints – Department of Community Social Services</li> <li>• Complaints Procedure</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Council</b>	<ul style="list-style-type: none"> <li>• Composition Of</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Council Tax</b>	<ul style="list-style-type: none"> <li>• Council Tax</li> <li>• Council Tax – Application for Exemption</li> <li>• Council Tax – Application for Reduction for Disabilities</li> <li>• Council Tax – Arrears</li> <li>• Council Tax – Banding and Valuation</li> <li>• Council Tax – Change of Address</li> <li>• Council Tax – Change of Circumstances</li> <li>• Council Tax – Change of Ownership</li> <li>• Council Tax – Change of Tenancy</li> <li>• Council Tax – Discount Application Form</li> <li>• Council Tax – Discounts</li> <li>• Council Tax – Exemptions</li> <li>• Council Tax – How to Pay</li> <li>• Council Tax – Reduction for Disabilities</li> <li>• Council Tax – Who Pays</li> <li>• Council Tax Charges 1999/2000</li> <li>• Council Tax Charges 2000/01</li> <li>• Council Tax Charges 2001/02</li> <li>• Council Tax Charges 2002/03</li> <li>• Council Tax Charges 2003/04</li> <li>• Council Tax Charges 2004/05</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Councillors</b>	<ul style="list-style-type: none"> <li>• Surgeries</li> </ul>	Published on the Council's external website

	<ul style="list-style-type: none"><li>• Interests</li></ul>	Paper copy available on request
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<b>Departments</b>	<ul style="list-style-type: none"> <li>Information Services</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Elections</b>	<ul style="list-style-type: none"> <li>Electoral Boundaries</li> <li>Electoral Registration</li> <li>Electoral Services</li> <li>Postal Voting</li> <li>Proxy Votes</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Finances</b>	<ul style="list-style-type: none"> <li>Finance – General Statement of Accounts 2002-2003</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Harbours</b>	<ul style="list-style-type: none"> <li>Harbours</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Licences</b>	<ul style="list-style-type: none"> <li>Entertainment Licences</li> <li>Skip Licences</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Local Strategic Plan</b>	<ul style="list-style-type: none"> <li>Local Plan</li> <li>Orkney Local Plan</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Marches</b>	<ul style="list-style-type: none"> <li>Marches</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Members of European Parliament</b>	<ul style="list-style-type: none"> <li>European Members of Parliament – UK</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Members of Parliament</b>	<ul style="list-style-type: none"> <li>Members of Parliament</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Members of Scottish Parliament</b>	<ul style="list-style-type: none"> <li>Information</li> <li>Surgeries</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Parliamentary Boundaries</b>	<ul style="list-style-type: none"> <li>Parliamentary Boundaries</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Policy and Performance</b>	<ul style="list-style-type: none"> <li>Best Value</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Political Parties</b>	<ul style="list-style-type: none"> <li>Political Parties</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Population Statistics</b>	<ul style="list-style-type: none"> <li>Population</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Statistics</b>	<ul style="list-style-type: none"> <li>Population</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Trade Unions</b>	<ul style="list-style-type: none"> <li>Trade Unions</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS - EDUCATION**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Adult Education</b>	<ul style="list-style-type: none"> <li>• Adult Basic Education</li> <li>• Adult Education</li> <li>• Evening Classes</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Advisory Service</b>	<ul style="list-style-type: none"> <li>• Early Years Service</li> </ul>	Published on the Council's external website Paper copy available on request
<b>After School Clubs</b>	<ul style="list-style-type: none"> <li>• After School Clubs</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Awards</b>	<ul style="list-style-type: none"> <li>• Duke of Edinburgh Award Scheme</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Careers</b>	<ul style="list-style-type: none"> <li>• Careers Advice – Adults</li> <li>• Careers Information – Schools</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Colleges and Universities</b>	<ul style="list-style-type: none"> <li>• Six Form Colleges</li> <li>• Universities</li> <li>• Specialist Colleges</li> <li>• Tertiary Colleges</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Community Education</b>	<ul style="list-style-type: none"> <li>• Adult Guidance</li> <li>• Community Education</li> <li>• Community Learning Strategy</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Education Centres</b>	<ul style="list-style-type: none"> <li>• Dounby Centre</li> <li>• Grainshore Training Centre</li> <li>• Junior High Schools</li> <li>• New Community Schools</li> <li>• Outdoor Education</li> <li>• Skillseekers</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Education Standards</b>	<ul style="list-style-type: none"> <li>• Education Department – Service Improvement Plan</li> <li>• Record of Needs – Education</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Examinations</b>	<ul style="list-style-type: none"> <li>• Key Stage 2</li> <li>• GCSE</li> <li>• A and S Levels</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Grants</b>	<ul style="list-style-type: none"> <li>• Bursaries</li> <li>• Community Grants</li> <li>• Educational Grants</li> <li>• Footwear and Clothing Grants</li> <li>• Grants – Orkney Education Trust Awards</li> <li>• Grants – Travel Grants</li> <li>• Higher School Bursaries – FE Grants</li> <li>• School Uniform Grants</li> <li>• Talented Performers Grant</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Home Teaching</b>	<ul style="list-style-type: none"> <li>• Home Education</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Learning Difficulties</b>	<ul style="list-style-type: none"> <li>• Conditions and Disorders Affecting Learning</li> <li>• Learning Disabilities</li> <li>• Social, Emotional and Behavioural Difficulties</li> <li>• Special Educational Needs</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>National Grid for Learning</b>	<ul style="list-style-type: none"> <li>• National Grid for Learning (NGFL)</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Pre-School</b>	<ul style="list-style-type: none"> <li>• Creche</li> <li>• Early Years Development</li> <li>• Play Groups</li> <li>• Play Schemes</li> <li>• Play Programmes</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Scholarship and Trust Funds</b>	<ul style="list-style-type: none"> <li>• Scholarships and Trust Funds</li> </ul>	Published on the Council’s external website Paper copy available on request

<b>Schools</b>	<ul style="list-style-type: none"> <li>• Admissions</li> <li>• Attendance</li> <li>• Buildings</li> <li>• Bullying</li> <li>• Clothing Grants</li> <li>• Crossing Patrols</li> <li>• Educational Development Behaviour Centre</li> <li>• Exclusion</li> <li>• Free Milk</li> <li>• Free School Meals</li> <li>• Independent Schools</li> <li>• Inspections</li> <li>• Nursery Schools</li> <li>• Primary Schools</li> <li>• Pupil Support Service</li> <li>• Religious Schools</li> <li>• Secondary Schools</li> <li>• Transport</li> <li>• School Board</li> <li>• Calendars</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Students</b>	<ul style="list-style-type: none"> <li>• Awards</li> <li>• Student Grants</li> <li>• Loans and Fees</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Training</b>	<ul style="list-style-type: none"> <li>• Music Instruction</li> <li>• Orkney Training Group</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Work Based Learning</b>	<ul style="list-style-type: none"> <li>• Worked Based Learning</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS - ENVIRONMENT**

SUB-CLASS	CATEGORIES	ACCESS AND AVAILABILITY
<b>Abandoned Vehicles</b>	<ul style="list-style-type: none"> <li>• Abandoned Vehicles</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Advertisements – display of</b>	<ul style="list-style-type: none"> <li>• Advertisement (Control Of)</li> <li>• Display Signs</li> <li>• Signs</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Agenda 21</b>	<ul style="list-style-type: none"> <li>• Environmental Partnership – Orkney</li> <li>• Environmental Strategy &amp; Action Plan – Orkney</li> <li>• Orkney Environmental Strategy and Action Plan</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Agri Food Supply</b>	<ul style="list-style-type: none"> <li>• Algal Blooms</li> <li>• Aquaculture</li> <li>• Butchers Licensing</li> <li>• Licences – Butchers Premises</li> <li>• Registration – Food Premises</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Air Quality</b>	<ul style="list-style-type: none"> <li>• Air Pollution</li> <li>• Air Quality Monitoring</li> <li>• Air Quality Update Screening and Assessment</li> <li>• Benzene Monitoring</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Animals</b>	<ul style="list-style-type: none"> <li>• Animal Nuisances</li> <li>• Animal Welfare</li> <li>• Cruelty</li> <li>• Dangerous or Wild</li> <li>• Dead Animals</li> <li>• Dogs</li> <li>• Farm Animals</li> <li>• Performing Animals</li> <li>• Rabies</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Asbestos</b>	<ul style="list-style-type: none"> <li>• Asbestos</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Beaches</b>	<ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Safety</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Bonfires</b>	<ul style="list-style-type: none"> <li>• Bonfires</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Buildings</b>	<ul style="list-style-type: none"> <li>• Alterations</li> <li>• Design</li> <li>• Extensions</li> </ul>	Published on the Council’s external website Paper copy available on request

<b>Conservation</b>	<ul style="list-style-type: none"> <li>• Archaeology</li> <li>• Archaeological Sites and Monuments</li> <li>• Areas of Outstanding National Beauty</li> <li>• Coast Protection</li> <li>• Conservation Areas</li> <li>• Historic Buildings</li> <li>• Biodiversity</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Contaminated Land</b>	<ul style="list-style-type: none"> <li>• Contaminated Land</li> <li>• Land Contamination</li> <li>• Redevelopment of Contaminated Land</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Demolition</b>	<ul style="list-style-type: none"> <li>• Design Guide</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Draining and Sewerage</b>	<ul style="list-style-type: none"> <li>• Blocked Drains</li> <li>• Cesspools and Septic Tanks</li> <li>• Effluent</li> <li>• Sewers</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Energy</b>	<ul style="list-style-type: none"> <li>• Conservation</li> <li>• Efficiency</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Environmental Health</b>	<ul style="list-style-type: none"> <li>• Air Quality</li> <li>• Food Hygiene</li> <li>• Hygiene Inspections</li> <li>• Infectious Diseases</li> <li>• Noise</li> <li>• Pests</li> <li>• Pollution</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Food</b>	<ul style="list-style-type: none"> <li>• Food Hygiene</li> <li>• Food Labelling</li> <li>• Mobile Snack Bars</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Graffiti Removal</b>	<ul style="list-style-type: none"> <li>• Graffiti</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Grass Cutting</b>	<ul style="list-style-type: none"> <li>• Grass Cutting</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Grounds Maintenance</b>	<ul style="list-style-type: none"> <li>• Grounds Maintenance</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Hazardous Substances</b>	<ul style="list-style-type: none"> <li>• Radioactive Material</li> </ul>	Published on the Council's external website

		Paper copy available on request
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Dairy Farms</li> <li>• Dogs – Toxocariasis</li> <li>• Events – safety</li> <li>• Health and Safety – Council Staff and Departments</li> <li>• Health and Safety at Home</li> <li>• Health and Safety at Work – Agricultural Falls</li> <li>• Health and Safety at Work – All Terrain Vehicle Safety</li> <li>• Health and Safety at Work – Local Advice</li> <li>• Health and Safety Executive</li> <li>• Health and Safety, Council Enforcement Policy</li> <li>• Injuries at Work</li> <li>• Occupational Health and Safety</li> <li>• Safety at Sports Grounds</li> <li>• Workplace Safety &amp; Health</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Inspections</b>	<ul style="list-style-type: none"> <li>• Hygiene &amp; Safety</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Land</b>	<ul style="list-style-type: none"> <li>• Council Land</li> <li>• Land Charges</li> <li>• Land Fill</li> <li>• Land Registry</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Listed Buildings</b>	<ul style="list-style-type: none"> <li>• Listed Building Consent</li> <li>• Listed Building Repair</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Litter</b>	<ul style="list-style-type: none"> <li>• Litter Bins</li> <li>• Litter Complaints</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Local Development Plans</b>	<ul style="list-style-type: none"> <li>• Townscape Studies</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Morturies</b>	<ul style="list-style-type: none"> <li>• Morturies</li> </ul>	Published on the Council’s external website Paper copy available on request

<b>Pest Control</b>	<ul style="list-style-type: none"> <li>• Ants</li> <li>• Bed Bugs</li> <li>• Bees</li> <li>• Beetles</li> <li>• Cockroaches</li> <li>• Fleas</li> <li>• Fumigation</li> <li>• Insects</li> <li>• Lice</li> <li>• Mice</li> <li>• Rats</li> <li>• Wasps</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Advice</li> <li>• Appeals</li> <li>• Applications</li> <li>• Change of Use</li> <li>• Compulsory Purchase Orders</li> <li>• Conveyancing</li> <li>• Enforcement</li> <li>• Unitary Development Plan</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Pollution</b>	<ul style="list-style-type: none"> <li>• Air</li> <li>• Chemical</li> <li>• Control</li> <li>• Land</li> <li>• Smoke Control</li> <li>• Sulphur Dioxide Monitoring</li> <li>• Water</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Recycling</b>	<ul style="list-style-type: none"> <li>• Recycling</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Rubbish Collection</b>	<ul style="list-style-type: none"> <li>• Dustbins</li> <li>• Bulky Waste</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Skips</b>	<ul style="list-style-type: none"> <li>• Skips</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Toxic Substances</b>	<ul style="list-style-type: none"> <li>• Lead</li> </ul>	Published on the Council's external website Paper copy available on request



<b>Trading Standards</b>	<ul style="list-style-type: none"> <li>• Calibration Service</li> <li>• Catering</li> <li>• Consumer Advice</li> <li>• Counterfeiting</li> <li>• Description of Goods</li> <li>• Doorstep Sales Persons</li> <li>• Ear Piercing</li> <li>• Fair Trading</li> <li>• Fake Goods</li> <li>• Fraud</li> <li>• Food Hawkers</li> <li>• Garages</li> <li>• Hairdressers</li> <li>• Hallmarking</li> <li>• Hawkers</li> <li>• Liquid Petroleum Gas</li> <li>• Misleading Advertising</li> <li>• Money Lenders</li> <li>• Raffles</li> <li>• Street Trading</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Trees</b>	<ul style="list-style-type: none"> <li>• Trees Conservation</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Waste</b>	<ul style="list-style-type: none"> <li>• Busines</li> <li>• Clinical</li> <li>• Dangerous</li> <li>• Garden</li> <li>• Household</li> <li>• Poisonous</li> <li>• Trade</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Water</b>	<ul style="list-style-type: none"> <li>• Drinking Water</li> <li>• Water Meters</li> <li>• Water Safety</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Weight and Measures</b>	<ul style="list-style-type: none"> <li>• Weights and Measures</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS - HEALTH**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Aids/HIV</b>	<ul style="list-style-type: none"> <li>• Aids/HIV</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Drugs Action</b>	<ul style="list-style-type: none"> <li>• Drugs in Schools</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Infectious Diseases</b>	<ul style="list-style-type: none"> <li>• Infection Control</li> <li>• Infectious Diseases</li> <li>• Zoonoses</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Smoking</b>	<ul style="list-style-type: none"> <li>• Health Promotions – Smoking</li> <li>• Smooking (Quitting)</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS - HOUSING**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Allocations</b>	<ul style="list-style-type: none"> <li>• Allocations Policy</li> <li>• Public Meetings</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Conversions</b>	<ul style="list-style-type: none"> <li>• Loft Conversions</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Council Housing</b>	<ul style="list-style-type: none"> <li>• Council House Rents – How to Pay</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Empty Properties</b>	<ul style="list-style-type: none"> <li>• Empty Property</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Garages</b>	<ul style="list-style-type: none"> <li>• Garages</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Home Improvement Grants</b>	<ul style="list-style-type: none"> <li>• Grants – Heritage</li> <li>• Town Scheme Housing Grants</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Homelessness</b>	<ul style="list-style-type: none"> <li>• Homelessness</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Houses in multi-occupancy (hmo)</b>	<ul style="list-style-type: none"> <li>• Houses in Multiple Occupation</li> <li>• Licences – Houses in Multiple Occupation</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Housing Associations and</b>	<ul style="list-style-type: none"> <li>• Orkney Housing Association Limited</li> </ul>	Published on the Council's external website

<b>Co-operatives</b>		Paper copy available on request
<b>Housing Offices</b>	<ul style="list-style-type: none"> <li>Housing Division – General Information</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Insulation</b>	<ul style="list-style-type: none"> <li>Insulation</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Mortgages with the Council</b>	<ul style="list-style-type: none"> <li>Mortgages with the Council</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Postcode Allocation</b>	<ul style="list-style-type: none"> <li>Postcodes</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Private Sector Housing</b>	<ul style="list-style-type: none"> <li>Housing, Private Sector, Standards and Enforcement</li> <li>Private Sector Housing Advice and Enforcement</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Properties for Sale/Rent</b>	<ul style="list-style-type: none"> <li>Finding a Place to Rent</li> <li>Properties for Sale/Rent</li> <li>Solicitors</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Rent</b>	<ul style="list-style-type: none"> <li>Arrears</li> <li>Paying</li> <li>Rent Officer Service</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Repairs</b>	<ul style="list-style-type: none"> <li>Damp</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Safety</b>	<ul style="list-style-type: none"> <li>Asbestos</li> <li>Gas</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Shared Ownership</b>	<ul style="list-style-type: none"> <li>Shared Ownership</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Smoke Alarms</b>	<ul style="list-style-type: none"> <li>Smoke Alarms</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Tenants</b>	<ul style="list-style-type: none"> <li>Tenants an Residents Groups</li> <li>Tenants Participation</li> </ul>	Published on the Council’s external website Paper copy available on request
<b>Waiting List</b>	<ul style="list-style-type: none"> <li>Waiting List</li> <li>Housing</li> </ul>	Published on the Council’s external website Paper copy available on request

**CLASS – JOBS AND CAREERS**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Careers Advice</b>	<ul style="list-style-type: none"> <li>Retirement</li> </ul>	Published on the Council’s external website

		Paper copy available on request
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<b>Job Centres</b>	<ul style="list-style-type: none"> <li>• Job Centres</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Unemployment</b>	<ul style="list-style-type: none"> <li>• Unemployment</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Vacancies</b>	<ul style="list-style-type: none"> <li>• Vacancies</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Works Experience</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS - LEISURE**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Accommodation</b>	<ul style="list-style-type: none"> <li>• Bed and Breakfast</li> <li>• Hotels</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Allotments</b>	<ul style="list-style-type: none"> <li>• Allotments</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Archives</b>	<ul style="list-style-type: none"> <li>• Diocesan Records</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Arts</b>	<ul style="list-style-type: none"> <li>• Galleries</li> <li>• Development</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Boats</b>	<ul style="list-style-type: none"> <li>• Boats</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Camp Sites</b>	<ul style="list-style-type: none"> <li>• Caravan Parks</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Children's Activities</b>	<ul style="list-style-type: none"> <li>• Out of Schools Activities – Holidays – Easter</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Cinemas</b>	<ul style="list-style-type: none"> <li>• Cinemas</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Clubs and Societies</b>	<ul style="list-style-type: none"> <li>• Boys Brigade</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Countryside</b>	<ul style="list-style-type: none"> <li>• Country Parks</li> <li>• Countryside Management</li> <li>• Countryside and Nature Conservation</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Dance</b>	<ul style="list-style-type: none"> <li>• Tea Dances</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Drama</b>	<ul style="list-style-type: none"> <li>• Drama</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Entertainment</b>	<ul style="list-style-type: none"> <li>• Youth Entertainment</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Firework Displays</b>	<ul style="list-style-type: none"> <li>• Firework Safety Code</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Fishing</b>	<ul style="list-style-type: none"> <li>• Fishing Permits</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Gardens</b>	<ul style="list-style-type: none"> <li>• Private Gardens</li> <li>• Public Gardens</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Golf Courses</b>	<ul style="list-style-type: none"> <li>• Golf Courses</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Gyms</b>	<ul style="list-style-type: none"> <li>• Gyms</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Halls for Hire</b>	<ul style="list-style-type: none"> <li>• Halls for Hire</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Heritage</b>	<ul style="list-style-type: none"> <li>• Historic buildings</li> <li>• Historic monuments</li> <li>• Historical records</li> <li>• Historic sites</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Leisure Centres</b>	<ul style="list-style-type: none"> <li>• Leisure Centres</li> <li>• Pickaquoy Centre</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Libraries</b>	<ul style="list-style-type: none"> <li>• Branch Libraries</li> <li>• Mobile Libraries</li> <li>• Reference Libraries</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Local History</b>	<ul style="list-style-type: none"> <li>• Local History</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Marinas</b>	<ul style="list-style-type: none"> <li>• Marinas</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Museums</b>	<ul style="list-style-type: none"> <li>• Corrigan Farm Museum</li> <li>• Kirbuster Museum</li> <li>• Museums</li> <li>• Orkney Museum</li> <li>• Orkneyinga Saga Centre</li> <li>• Rousay Heritage Centre</li> <li>• Scapa Flow Visitor Centre and Museum</li> <li>• Stromness Museum</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Parks</b>	<ul style="list-style-type: none"> <li>• Arboriculture</li> <li>• Open Spaces</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Playgrounds</b>	<ul style="list-style-type: none"> <li>• Adventure Playgrounds</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Sailing</b>	<ul style="list-style-type: none"> <li>• Sailing</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Sports</b>	<ul style="list-style-type: none"> <li>• Grants</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Sports Pitches</b>	<ul style="list-style-type: none"> <li>• Cricket</li> <li>• Football</li> <li>• Hockey</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Swimming</b>	<ul style="list-style-type: none"> <li>• Swimblock</li> <li>• Swimming Pool Opening Times – Kirkwall</li> <li>• Swimming Pool Opening Times – Special Events</li> <li>• Swimming Pool Opening Times – Stromness</li> <li>• Swimming Pool Prices</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Theatres</b>	<ul style="list-style-type: none"> <li>• Theatres</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Tourism</b>	<ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Tourist Board</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Youth Clubs</b>	<ul style="list-style-type: none"> <li>• Youth Clubs</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Zoos</b>	<ul style="list-style-type: none"> <li>• Orkney Marine-Life Aquarium</li> <li>• Zoos – General Information</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS - NEWS**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Press Enquiries</b>	<ul style="list-style-type: none"> <li>• Press Enquiries</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Publications</b>	<ul style="list-style-type: none"> <li>• Abuse – Alcohol</li> <li>• Abuse – Drugs</li> <li>• Abuse – Substance</li> </ul>	Published on the Council's external website Paper copy available on request

**CLASS – POLICIES, PLANS AND DOCUMENTS**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Council Wide (Administration)</b>	<ul style="list-style-type: none"> <li>• The Amended Scheme for Orkney Community Councils 1994</li> <li>• The Constitution of Orkney Islands Council</li> <li>• The Scheme of Administration and Delegation</li> <li>• The Scheme of Appointments of Officers</li> <li>• The Scheme of Delegation to Officers</li> <li>• The Standing Orders of Orkney Islands Council</li> </ul>	Paper copy of all of the documents listed is available on request
<b>Council Wide (Corporate)</b>	<ul style="list-style-type: none"> <li>• A Vision For Orkney – The Council's Corporate Plan</li> <li>• Children's Services Plan</li> <li>• Community Care Plan 2003/2006 (Draft)</li> <li>• Joint Health Improvement Plan</li> <li>• Local Housing Strategy Consultation</li> <li>• Orkney 2020 Community Plan</li> <li>• Orkney Arts Strategy 2003 – 2006</li> <li>• Orkney Local Plan</li> <li>• Orkney Transport Timetable Winter 2003/2004</li> <li>• Performance Indicators 2002/2003</li> <li>• Race Equality Scheme Consultation</li> <li>• Report to Members on the 2002/2003 Audit</li> </ul>	With the exception of the Children's Services Plan, all of the documents listed have been published on the Council's external website  Paper copy of all of the documents listed is available on request

<p><b>Council Wide (Emergency Planning)</b></p>	<ul style="list-style-type: none"> <li>• Major Emergency Procedure</li> </ul>	<p>Paper copy of the Major Emergency Procedure is available on request.</p> <p>The Council holds a number of national and partner agency policies which may be made available if requested in writing in terms of Section 1 of the Freedom of Information (Scotland) Act 2002.</p>
<p><b>Council Wide (Information Services)</b></p>	<ul style="list-style-type: none"> <li>• Procurement Notices</li> </ul>	<p>Paper copy of all of the documents listed is available on request</p>
<p><b>Council Wide (Legal Services)</b></p>	<ul style="list-style-type: none"> <li>• Procedures for road traffic orders specified by statute</li> </ul>	<p>Paper copy of all of the documents listed is available on request</p>
<p><b>Council Wide (Personnel Services)</b></p>	<ul style="list-style-type: none"> <li>• Adoption Policy</li> <li>• Best Value Consultation Process Procedures</li> <li>• Bullying and Harrasment Policy</li> <li>• Code of Conduct for Employees</li> <li>• Covert Surveillance Policy</li> <li>• Disability Etiquette Guidelines</li> <li>• Disability Policy</li> <li>• Disciplinary Procedure</li> <li>• Diversity Policy</li> <li>• Drugs and Alcohol Misuse Policy</li> <li>• Flexible Working</li> <li>• Grievance Procedure</li> <li>• Health and Safety Policy</li> <li>• Induction Procedure</li> <li>• Job Sharing</li> <li>• Maternity Leave</li> <li>• Parental Leave</li> <li>• Paternity Leave</li> <li>• Procedure for Consideration of Complaints Procedure</li> <li>• Procedure for Reporting Concerns at Work</li> <li>• Recruitment and Selection Procedure</li> <li>• Redundancy Procedure</li> <li>• Re-grading Applications Procedure</li> <li>• Resettlement Allowances Scheme</li> </ul>	<p>Paper copy of all of the documents listed is available on request</p> <p>Paper copy of all of the documents listed is available on request</p>



	<ul style="list-style-type: none"> <li>• Visitors</li> </ul>	
<b>Community Social Services (Children and Families Section)</b>	<ul style="list-style-type: none"> <li>• Assessment and Case Management for Children and Families</li> <li>• Child Protection</li> <li>• Residential Accommodation for Looked After Children</li> </ul>	Paper copy is available on request
<b>Community Social Services (Community Care Section)</b>	<ul style="list-style-type: none"> <li>• Assessment and Care Management</li> <li>• Occupational Therapy</li> </ul>	Paper copy is available on request
<b>Community Social Services (Criminal Justice)</b>	<ul style="list-style-type: none"> <li>• Community Service</li> <li>• Diversion from Prosecution</li> <li>• Probation</li> <li>• Supervised Attendance</li> </ul>	Paper copy is available on request
<b>Community Social Services (Departmental)</b>	<ul style="list-style-type: none"> <li>• Community Social Services Resource Directory</li> <li>• Food Safety</li> <li>• Health and Safety</li> <li>• Infection Reporting and Control</li> <li>• Managing Challenging Behaviour</li> <li>• Moving and Handling</li> <li>• Reporting Concerns at Work</li> <li>• Representations and Complaints</li> <li>• Serious Incident Reporting</li> <li>• Supervision</li> <li>• Transport Services</li> </ul>	<p>The Community Social Services Resource Directory is published on the Council's external website</p> <p>Paper copy is available on request</p>
<b>Community Social Services (Staff Training and Development)</b>	<ul style="list-style-type: none"> <li>• Staff Training and Development</li> <li>• SVQ Centre</li> </ul>	Paper copy is available on request
<b>Development and Protective Services (Development)</b>	<ul style="list-style-type: none"> <li>• Archaeology Strategy</li> <li>• Food and Drink Industry Strategy</li> <li>• Jewellery Strategy</li> <li>• Policies for Financial Assistance from the Reserve Fund</li> <li>• Policies for Sale of Industrial Sites and Land</li> <li>• Tourism Strategy</li> </ul>	Paper copy is available on request
<b>Development and</b>	<ul style="list-style-type: none"> <li>• 16 policies associated with the Framework Agreement on Local</li> </ul>	Paper copy is available on request

<p><b>Protective Services (Environmental Health)</b></p>	<p>Authority Food Law Enforcement</p> <ul style="list-style-type: none"> <li>• A number of public registers</li> <li>• Air Quality Strategy</li> <li>• Contaminated Land strategy</li> <li>• EH Service Plans</li> <li>• Large number of plans associated with Health Protection /Emergency Response</li> <li>• Policies associated with Health and Safety at Work enforcement</li> <li>• Policies on financial assistance from the Reserve Fund</li> <li>• Policies regarding sale of industrial properties and sites</li> </ul>	
<p><b>Development and Protective Services (Heritage)</b></p>	<ul style="list-style-type: none"> <li>• Collections Management Policy, based on national model through Museums Registration, taken to Council every 5 years</li> <li>• Heritage Development Plan – adopted by Council, currently at 2002-2005 – which sets out our aims, future aspirations, current functions and responsibilities</li> <li>• Museums Registration – a national framework which controls many areas of our operation</li> <li>• Policy on allocating Archaeology Fund, including adoption by Council of <i>Minimum Standards for Transfer of Archaeological Assemblages</i> – a national (Scottish) framework</li> <li>• Policy on displaying artefacts near to their place of provenance, based on certain conditions of security, environmental control and access being met at a local level</li> <li>• Policy on employment of Islands Archaeologist through Service Level Agreement with Orkney Archaeological Trust</li> <li>• Policy on running of Barony Mills, Birsay, as visitor centre in summer, working mill in winter, through Service Level Agreement with Birsay Heritage Trust</li> <li>• St Magnus Cathedral – policy on use of the organ by students</li> <li>• St Magnus Cathedral – policy on operation of upper floors tours</li> </ul>	<p>Paper copy is available on request</p>

<p><b>Development and Protective Services (Planning, Transport and Environment)</b></p>	<ul style="list-style-type: none"> <li>• Access Strategy and Core Path Plan</li> <li>• Biodiversity Area Action Plans</li> <li>• Biodiversity Habitat Action Plans</li> <li>• Biodiversity Species Action Plans</li> <li>• Environment strategy and Action Plan</li> <li>• Fish Farming Framework Plan</li> <li>• Kirkwall Conservation Area Appraisal</li> <li>• Local Transport Strategy</li> <li>• Minerals Strategy</li> <li>• Policies for Determination of Planning Applications, as embodied in the Structure and Local Plans</li> <li>• Policies for Heritage Grants</li> <li>• Renewable Energy Strategy</li> <li>• Stromness Conservation Area Appraisal</li> <li>• Woodlands Strategy</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Development and Protective Services (Trading Standards)</b></p>	<ul style="list-style-type: none"> <li>• Food Law Enforcement Policies</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Education and Recreation Services (Community Education)</b></p>	<ul style="list-style-type: none"> <li>• Adult literacy and Numeracy Plan</li> <li>• Community Learning Strategy (under review)</li> <li>• Community Profiles</li> <li>• Community Schools Operational Handbook</li> <li>• Letting Charges Booklet</li> </ul>	<p>Paper copy of all of the documents listed is available on request</p>

<p><b>Education and Recreation Services (Departmental)</b></p>	<ul style="list-style-type: none"> <li>• Bursaries</li> <li>• Education Service Improvement Plan</li> <li>• Equal Opportunities</li> <li>• Guidelines for CPD Planning</li> <li>• Health &amp; Safety (draft - for consultation)</li> <li>• Leave of Absence (under review)</li> <li>• Race Equality</li> <li>• Standards &amp; Quality Reports</li> <li>• Travel Grants</li> </ul>	<p>The Education Service Improvement Plan is published on the Council's external website</p> <p>Paper copy of all of the documents listed is available on request</p>
<p><b>Education and Recreation Services (Recreation )</b></p>	<ul style="list-style-type: none"> <li>• Health &amp; Safety for Orkney Swimming Pools</li> <li>• Policies and Procedures for the Development and Maintenance of Play Areas</li> <li>• Provision for Fitness Suites</li> </ul>	<p>Paper copy of all of the documents listed is available on request</p>
<p><b>Education and Recreation Services (Schools and other Educational Establishments)</b></p>	<ul style="list-style-type: none"> <li>• Accessibility Strategy</li> <li>• Autistic Spectrum Disorders - An Introduction for parents</li> <li>• Autistic Spectrum Disorders - An Introduction for professionals</li> <li>• Accidents/Incidents Reporting</li> <li>• Admission to Primary Schools</li> <li>• Attendance</li> <li>• Best Value Review – Primary &amp; Secondary Education</li> <li>• Bullying - Guidelines for Action Against Bullying in Educational Establishments</li> <li>• Bad Weather Procedures</li> <li>• Building an Equipment Repair and Maintenance</li> <li>• Careers Provision in Orkney</li> <li>• Child Protection guidelines</li> <li>• Control of Animals in Educational Establishments</li> <li>• Control of Substances Hazardous to Health</li> <li>• Copyright</li> <li>• Curriculum and Examinations</li> <li>• Devolved School Management</li> <li>• Drug Education Policy Framework (Draft - for consultation)</li> <li>• Exclusions from School</li> <li>• Excursions (under review)</li> </ul>	<p>The Orkney Schools Ethos Survey is published on the Council's external website</p> <p>Paper copy of all of the documents listed is available on request</p>

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|  | <ul style="list-style-type: none"> <li>• Expressive Arts Provision, Management of</li> <li>• Education Vehicles</li> <li>• Educational Equipment</li> <li>• Educational Premises</li> <li>• Electrical Safety in Education Establishments</li> <li>• Emergencies</li> <li>• Emergency Medical Attention for Pupils</li> <li>• Employment of Children</li> <li>• Excursions</li> <li>• Fire Safety</li> <li>• First Aid Regulations and Provision</li> <li>• Foreign Language Assistants</li> <li>• Fund-raising Activities</li> <li>• Family Policy Procedures - Teaching Staff (draft - for consultation)</li> <li>• Guidance</li> <li>• Head Lice</li> <li>• ICT strategy</li> <li>• Information to Parents</li> <li>• In-service Training</li> <li>• Insurance Policies and Cover</li> <li>• Itinerant Teacher Policy Handbook</li> <li>• Job Sharing - Teaching Staff</li> <li>• Leaving School</li> <li>• Managing the Educational Outcomes of Pupils Looked After by the Authority (Draft for Consultation)</li> <li>• Managing Incidents of Substance Abuse in Schools and Educational Establishments</li> <li>• Mathematics 5-14</li> <li>• Medicine, administration of</li> <li>• Monitoring &amp; Evaluation</li> <li>• Medical and Dental Inspections of Pupils</li> <li>• Orkney Schools Instrumental Service - Information for Parents</li> <li>• Orkney Schools Ethos Survey</li> <li>• Outdoor Education</li> <li>• Pre-School Education (School-based) Policy</li> <li>• Pre-School Enrolment – Information for Parents</li> </ul> |  |
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	<ul style="list-style-type: none"> <li>• Policy on the allocation of Support for Learning Assistants</li> <li>• Performances by Children</li> <li>• Placing Requests</li> <li>• Playgroups</li> <li>• Quality Assurance</li> <li>• Recruitment &amp; Selection of Teaching Staff</li> <li>• Religious Education and Religious Observance</li> <li>• Starting Primary One – Information for Parents</li> <li>• School Development Planning</li> <li>• School Security</li> <li>• Staff Review &amp; Development - Teaching Staff</li> <li>• Support for Learning</li> <li>• School Boards</li> <li>• Supervision Requirements on School Grounds</li> <li>• Support for pupils absent through long-term illness</li> <li>• The Service for Children with an Autistic Spectrum Disorder</li> <li>• The Psychological Service - operational protocols and guidelines</li> <li>• The Service for Hearing Impaired Children</li> <li>• The Service for Children with Visual Impairments</li> <li>• The Service for Pre-school Children with Additional Support Needs</li> <li>• The Service for Positive Behaviour Management Support</li> <li>• Transfer to Secondary Schools</li> <li>• Truancy/Indiscipline</li> <li>• Volunteer Assistants in Schools</li> <li>• Work Experience</li> </ul>	
<b>Finance (Accountancy)</b>	<ul style="list-style-type: none"> <li>• Annual Accounts</li> <li>• Members expenses</li> <li>• Revenue Estimates</li> </ul>	Paper copy is available on request
<b>Finance (Departmental)</b>	<ul style="list-style-type: none"> <li>• Financial Regulations and Contract Regulations for Building, Engineering and Associated Works (Approved by council 10<sup>th</sup> July 2001)</li> </ul>	Paper copy is available on request
<b>Finance (Internal Audit)</b>	<ul style="list-style-type: none"> <li>• Internal Audit Terms of Reference</li> </ul>	Paper copy is available on request

<p><b>Finance (Revenues)</b></p>	<ul style="list-style-type: none"> <li>• Applying for Benefit and Rent Arrears Leaflet</li> <li>• Council Tax Bill Guidance Notes</li> <li>• Landlord Benefit Leaflet</li> <li>• NDR Bill Guidance Notes</li> <li>• Pre-tenancy Determination Leaflet</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Harbours (Departmental)</b></p>	<ul style="list-style-type: none"> <li>• Active and Passage Towage</li> <li>• Conservancy</li> <li>• General Bunkering</li> <li>• Health and Safety (Harbours)</li> <li>• Maintenance and inspection of Aids to Navigation</li> <li>• Performance monitoring</li> <li>• Risk Assessment</li> <li>• Staff Appraisal</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Harbours (General Harbours)</b></p>	<ul style="list-style-type: none"> <li>• Commercial Diving Operations</li> <li>• Port Control and Vessel Traffic Management</li> <li>• Port Marine Safety Code Statement of Commitment</li> <li>• Port Waste Management Plan</li> <li>• Recreational Diving</li> <li>• Recreational users</li> <li>• Regulation of Harbour Works</li> <li>• Safety Management System</li> <li>• Standard Operating Procedures</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Harbours (Marine Environmental Services)</b></p>	<ul style="list-style-type: none"> <li>• Ballast water discharge within Harbour Limits</li> <li>• Emergency Preparedness and Response (including Pollution prevention)</li> <li>• Environmental Policy</li> <li>• Wrecks and Salvage (within harbour areas)</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Harbours (Oil Port Operation)</b></p>	<ul style="list-style-type: none"> <li>• Harbour Craft and Workboats</li> <li>• Harbour Patrols</li> <li>• Ship to Ship Transfers including bunkering</li> </ul>	<p>Paper copy is available on request</p>

<b>Harbours (Pilotage)</b>	<ul style="list-style-type: none"><li>• Compulsory Pilotage</li><li>• Pilotage Directions and Regulations</li><li>• Pilot examinations</li><li>• Pilotage Exemption Certificates</li><li>• Port Passage Planning and Guidance</li><li>• Safety of Navigation within Harbour Areas</li></ul>	Paper copy is available on request
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<p><b>Housing (Corporate)</b></p>	<ul style="list-style-type: none"> <li>• Joint Discharge Protocol</li> <li>• Sex Offender Protocol</li> <li>• Staff Safety/Dealing with Difficult Clients</li> <li>• Throughcare/Aftercare Protocol</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Housing (Departmental - Strategies, Surveys, Newsletters and Leaflets)</b></p>	<ul style="list-style-type: none"> <li>• Anti-Social Behaviour Strategy</li> <li>• Fuel Poverty Strategy 2004- 2009</li> <li>• HECA Progress Report</li> <li>• Homelessness Newsletter, (quarterly February, May, August &amp; November)</li> <li>• Homelessness Strategy 2003-2005</li> <li>• Housing Needs Survey 2002</li> <li>• Housing News, (quarterly March, June, September &amp; December)</li> <li>• Local Housing Strategy 2004 –2009</li> <li>• Strategy Development</li> <li>• Tenant Participation Strategy</li> </ul>	<p>Housing News and Survey have been published on the Council’s external website Paper copy is available on request</p>
<p><b>Housing (Homelessness)</b></p>	<ul style="list-style-type: none"> <li>• Appeals Process</li> <li>• Application for Furniture Grant</li> <li>• Applications for Rent Deposit Assistance</li> <li>• Hospital Discharge</li> <li>• Interim Tenancy Termination</li> <li>• Leasing Interim Accommodation</li> <li>• Quarterly Returns to the Scottish Office</li> <li>• Receiving and Processing a Homeless Application</li> <li>• Referral to External Agencies</li> <li>• Referral to Home Support team</li> <li>• Single Shared Assessment Referral</li> </ul>	<p>Paper copy is available on request</p>
<p><b>Housing (Housing Management Policies and Procedures)</b></p>	<ul style="list-style-type: none"> <li>• Abandonment</li> <li>• Aids and Adaptations</li> <li>• Anti Social Behaviour, (Housing Division)</li> <li>• Assignment</li> <li>• Caravan Leases (Crafty Site)</li> <li>• Domestic Pets</li> </ul>	<p>Paper copy is available on request</p>

	<ul style="list-style-type: none"> <li>• Empty Houses (Voids Policy)</li> <li>• Forced Entry</li> <li>• Funding of Residents Groups</li> <li>• Garage Allocation</li> <li>• Garden and Close Maintenance</li> <li>• Housing Allocations</li> <li>• Houses occupied by non-tenants</li> <li>• Lodgers</li> <li>• Medical and Social Need Priority</li> <li>• Mutual Exchange</li> <li>• Rent Arrears</li> <li>• Sheds and Garage Plots</li> <li>• Special Permissions</li> <li>• Sub-letting</li> <li>• Tenancy Breaches</li> <li>• Tenant Participation</li> </ul>	Paper copy is available on request
<b>Technical Services (Airfields)</b>	<ul style="list-style-type: none"> <li>• Management and Maintenance of Island Airfields</li> </ul>	Paper copy is available on request
<b>Technical Services (Building Cleaning)</b>	<ul style="list-style-type: none"> <li>• Procure and manage building cleaning</li> </ul>	Paper copy is available on request
<b>Technical Services (Burial Grounds)</b>	<ul style="list-style-type: none"> <li>• Maintenance of Burial Grounds</li> </ul>	Paper copy is available on request
<b>Technical Services (Corporate Property)</b>	<ul style="list-style-type: none"> <li>• Identification, Reallocation and Disposal of Property Deemed Surplus to Requirements</li> <li>• Manage, procure and dispose of corporate land and property</li> </ul>	Paper copy is available on request
<b>Technical Services (Departmental)</b>	<ul style="list-style-type: none"> <li>• Business Plans</li> <li>• Coast Protection</li> <li>• Co-ordination of the Council's involvement in Orkney's fairs, galas and civic/twinning events</li> <li>• Health and Safety Policy</li> <li>• Maintenance of Piers</li> <li>• Prioritisation of Maintenance works on a Corporate Basis</li> </ul>	Paper copy is available on request

	<ul style="list-style-type: none"> <li>• Provide engineering consultancy</li> <li>• Road Safety Policy</li> <li>• Winter Maintenance Policy</li> </ul>	
<b>Technical Services (Grounds Maintenance)</b>	<ul style="list-style-type: none"> <li>• Procure and manage grounds maintenance</li> </ul>	Paper copy is available on request
<b>Technical Services (Roads Maintenance)</b>	<ul style="list-style-type: none"> <li>• Management and maintenance of roads and car parks</li> <li>• Roads Authority policies</li> </ul>	Paper copy is available on request
<b>Technical Services (Traffic Management)</b>	<ul style="list-style-type: none"> <li>• Traffic Management and Road Safety</li> </ul>	Paper copy is available on request
<b>Technical Services (Waste Management)</b>	<ul style="list-style-type: none"> <li>• Area Waste Plan for Waste Management</li> <li>• Waste Authority policies</li> </ul>	Paper copy is available on request

**CLASS – SOCIAL CARE**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Abuse</b>	<ul style="list-style-type: none"> <li>• Alcohol</li> <li>• Drugs</li> <li>• Substance</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Access – Disabled</b>	<ul style="list-style-type: none"> <li>• RADAR Keys</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Adoption and Fostering</b>	<ul style="list-style-type: none"> <li>• Adoption and Fostering</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Alarms</b>	<ul style="list-style-type: none"> <li>• Elderly and Disabled</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Assessment of Care Needs</b>	<ul style="list-style-type: none"> <li>• Community Care Assessment and Care Management</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Asylum Seekers</b>	<ul style="list-style-type: none"> <li>• Asylum Seekers</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Bereavement</b>	<ul style="list-style-type: none"> <li>• Bereavement</li> <li>• Bereavement CRUSE</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Blindness and Visual Impairment</b>	<ul style="list-style-type: none"> <li>• Community Care for People with Sensory Impairment</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Blue Badge Scheme</b>	<ul style="list-style-type: none"> <li>• Blue Badge Scheme</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Care Needs</b>	<ul style="list-style-type: none"> <li>• Crossroads</li> <li>• Orkney Carers</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Carer Support</b>	<ul style="list-style-type: none"> <li>• Carer Support General Information</li> <li>• Carer Support Group</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Child Protection</b>	<ul style="list-style-type: none"> <li>• Children at Risk</li> <li>• Children in Need</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Childminders</b>	<ul style="list-style-type: none"> <li>• Childminders</li> <li>• Registered Childminders</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Children's Homes</b>	<ul style="list-style-type: none"> <li>• Camoran Resource Centre</li> <li>• Children's Homes</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Choosing a Residential Home</b>	<ul style="list-style-type: none"> <li>• Community Social Services Resources Directory</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Community Services</b>	<ul style="list-style-type: none"> <li>• Community Care</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Day Care</b>	<ul style="list-style-type: none"> <li>• Day Care for Elders</li> <li>• Day Centres</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Deaf Services</b>	<ul style="list-style-type: none"> <li>• Deaf Services</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Dial-a-Bus</b>	<ul style="list-style-type: none"> <li>• Dial-a-Bus</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Disability</b>	<ul style="list-style-type: none"> <li>• Disability Access</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Domestic Violence</b>	<ul style="list-style-type: none"> <li>• Samaritans</li> <li>• Victim Support Orkney</li> <li>• Women's Aid Orkney</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Domiciliary Care in the Home</b>	<ul style="list-style-type: none"> <li>• Community Care Home Care</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Family Support</b>	<ul style="list-style-type: none"> <li>• Children and Families – Services</li> <li>• Family Support Information</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Fostering</b>	<ul style="list-style-type: none"> <li>• Fostering</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Health</b>	<ul style="list-style-type: none"> <li>• Orkney Health Board – Telephone Directory</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Home Care Services</b>	<ul style="list-style-type: none"> <li>• Home Help</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Meals on Wheels</b>	<ul style="list-style-type: none"> <li>• Meals on Wheels</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>• Mental Health Services</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Parenting</b>	<ul style="list-style-type: none"> <li>• Parenting</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Residential Accommodation</b>	<ul style="list-style-type: none"> <li>• Andersquoy Sheltered Housing</li> <li>• Aurrida House</li> <li>• Hoy and Walls Health and Social Care Centre</li> <li>• Lambaness Sheltered Housing</li> <li>• Private Care Homes</li> <li>• Raes Close Sheltered Housing</li> <li>• Scarva Taing</li> <li>• St Peter's House</li> <li>• St Rognvald House</li> <li>• Sunnybrae Very Sheltered Housing</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Respite Care</b>	<ul style="list-style-type: none"> <li>• Respite Care</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Sensory Impairment</b>	<ul style="list-style-type: none"> <li>• People with a Hearing Problem</li> <li>• People with Sight Problems</li> <li>• Rehabilitation Officer</li> <li>• Sensory Impairment</li> <li>• Services for Children who are Hearing Impaired</li> <li>• Services for Children who are Visually Impaired</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Visual Impairment</b>	<ul style="list-style-type: none"> <li>• Visual Impairment</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Warden Call</b>	<ul style="list-style-type: none"> <li>• Warden Call</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Welfare Rights</b>	<ul style="list-style-type: none"> <li>• Welfare Rights</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Winter Fuel Allowance</b>	<ul style="list-style-type: none"> <li>• Winter Fuel Allowance</li> </ul>	Published on the Council's external website Paper copy available on request
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**CLASS – TRANSPORT AND STREETS**

<b>SUB-CLASS</b>	<b>CATEGORIES</b>	<b>ACCESS AND AVAILABILITY</b>
<b>Concessionary Rates</b>	<ul style="list-style-type: none"> <li>• Bus Passes</li> <li>• Travel Concessions</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Cycling</b>	<ul style="list-style-type: none"> <li>• Proficiency</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Gritting</b>	<ul style="list-style-type: none"> <li>• Gritting</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Icy Roads</b>	<ul style="list-style-type: none"> <li>• Icy Roads</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Motorcycle Training</b>	<ul style="list-style-type: none"> <li>• Bikewise Motorcycle Training</li> <li>• Compulsory Basic Training – Motor Cycles</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Parking</b>	<ul style="list-style-type: none"> <li>• Car Parking Badges</li> <li>• Car Parks</li> <li>• Controlled Parking Zones</li> <li>• Parking Fines</li> <li>• Residents Parking</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Potholes</b>	<ul style="list-style-type: none"> <li>• Potholes</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Public Conveniences</b>	<ul style="list-style-type: none"> <li>• Public Conveniences</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Public Rights of Way</b>	<ul style="list-style-type: none"> <li>• Adopted Highways</li> <li>• Adopted Roads</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Public Transport</b>	<ul style="list-style-type: none"> <li>• Buses</li> </ul>	Published on the Council's external website Paper copy available on request

<b>Roads</b>	<ul style="list-style-type: none"> <li>• Building</li> <li>• Cleaning</li> <li>• Maintenance</li> <li>• Road Works</li> <li>• Safety</li> <li>• Signs</li> <li>• Unadopted</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Snow Clearance</b>	<ul style="list-style-type: none"> <li>• Snow Clearance</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Street Lighting</b>	<ul style="list-style-type: none"> <li>• Street Lighting</li> <li>• Street Lighting Faults</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Travel Enquiries</b>	<ul style="list-style-type: none"> <li>• Ferries</li> <li>• Orkney Transport Timetable Winter 2003/2004</li> <li>• Trains</li> <li>• Travel Agent</li> </ul>	Published on the Council's external website Paper copy available on request
<b>Zebra Crossings</b>	<ul style="list-style-type: none"> <li>• Zebra Crossings</li> </ul>	Published on the Council's external website Paper copy available on request