

# Where to Find Information about Cambridgeshire County Council and our Services - (A guide to the Freedom of Information Act Publication Scheme)

## Foreword

Cambridgeshire County Council is committed to making information available to the public whenever possible. Since before the Freedom of Information Act (FOI) was implemented, the Council has made information available via its website, libraries, press releases and publications.

The Freedom of Information Act 2000 (FOI) formalises the process for accessing public information, and as a part of this all public bodies covered by the Act are required to have a publication scheme.

This Council has adopted the Information Commissioner's model scheme for 2009 onwards. This scheme can be found by following this [link](#) or a paper copy can be obtained by contacting the Council's [Information Governance Team](#).

To accompany the scheme we have produced this guide. The aim of the guide is to give more detail about the specific information we make available through the scheme, help you find it or to give details of whom you should contact to obtain a copy. It also indicates whether or not we make a charge for the information.

## How to use this guide

The Guide describes the types of information that are available under each class of information and gives examples of specific documents or publications that you can find about each subject. The guide does not provide a list of all the information we publish, rather it will direct you to the location that the type of information can be found. You will find links to our web pages, or our partner organisation's web pages and you will find contact details for obtaining copies of information.

The publication scheme identifies seven classes of information, they are:

1. [Who we are and what we do](#);
2. [What we spend and how we spend it](#);
3. [What our priorities are](#);
4. [How we make decisions](#);
5. [Our policies and procedures](#);
6. [Lists and Registers](#);
7. [Services provided by the Council](#).

If information included in the scheme is not published on our website, it will be made available to you normally within 5 working days of receipt of your request.

## **How much will the information cost?**

Most information available through the publication scheme will be free of charge. However, in some cases we do make a charge for our information / publications. This guide or our website will indicate whether there is a charge for the information and will direct you to our current fees.

If the information is published on our website but you require a paper copy, the Council may make a charge for copying / printing and postage, these charges will be in accordance with our FOI fees policy.

Access to the internet is provided free of charge at our libraries. You can request printed copies of our web pages at the library; however, a charge will be made for printing costs. Charges will be in accordance with the fees published by the library service.

## **Can you re-use the information we publish?**

You can use the information we publish and make available through the FOI and Environmental Information Regulations (EIR) process, for your own purposes in accordance with the copyright conditions. However, the Council is not always the holder of the copyright and anyone wishing to re-use any information obtained from us should determine whether any copyright restrictions exist prior to use.

We may also allow the re-use of our information for other purposes (including commercial use). This guide is also our register of information available for re-use and will indicate whether we make a charge for a re-use licence. It also provides details of who to contact if you wish to obtain a licence to re-use our information.

## **Can't find the information you want?**

If you can't find the information you want on our website or by using this guide you can make a FOI or EIR request. There are several ways to make such requests and we aim to respond to your request within the timescales of the legislation, (20 working days).

If you wish to make a request for information you can do so by completing a form and sending it to us, emailing us, submitting an online form, using our feedback system or simply by writing us a letter. Further information about access to information at Cambridgeshire can be found [here](#).

If you wish to make a request for information on our publication scheme, please use the contact details included in this document. When making the

request it is helpful if you state that you require information from the publication scheme.

## **How the Classes link to our website**

**Classes 1 to 4** – information in these classes can be found predominantly on our website in the category “Council and Democracy”.

[Class 1](#) – Who we are and what we do. – The Council and Democracy category includes sections on Council structure, democracy and decision making and how to find us.

[Class 2](#) – What we spend and how we spend it – Financial reports for the Council can be found in our section on Council Tax and Finance. You will also find further information about spending within the individual service pages and information about projects.

[Class 3](#) – What our priorities are. – Information about this can be found in the section about policies, plans and performance.

[Class 4](#) – How we make decisions. – The section on Democracy and Decision Making provides much of the information in this class and includes agendas and minutes of Council meetings.

[Class 5](#) – Our policies and procedures. – Corporate / strategic policies can be found under Council and Democracy, however each service publishes its own local policies for service practice and delivery. Our web search function can be used to locate specific policies and contact details are provided on the service web pages.

[Class 6](#) – Lists and Registers – Registers are maintained and published by the responsible service. In some cases registers are not published on the internet, however, details of how to obtain a copy or arrange to inspect the register are included on the service pages. Examples of the types of registers maintained can be found later in this document.

[Class 7](#) – Services provided by the Council – Our A-Z of services can be used to locate information about specific services. It also provides links to other services provided by other local authorities or health services.

Our Website is constantly updated with new and revised information. If you find a broken link please let us know by emailing [foi@cambridgeshire.gov.uk](mailto:foi@cambridgeshire.gov.uk).

## Class 1 – Who We Are and What We Do

### Organisational information, structures, locations and contacts

Ref	Information Available	Examples	Web address / links	Format	Frequency of Publication	Contact	Charges applied?	Availability for re-use (Copyright restrictions)
1.1	<b>Council constitution</b>		<a href="http://www2.cambridgeshire.gov.uk/db/council1.nsf/menus/constitution?OpenDocument">http://www2.cambridgeshire.gov.uk/db/council1.nsf/menus/constitution?OpenDocument</a>	WebPages Electronic documents	Updated as necessary	Democratic Services 0345 045 5200	Free	Yes Statement 1
1.2	<b>Council democratic structure</b>	Democratic arrangements Committee structure Membership of Committees	<a href="http://www.cambridgeshire.gov.uk/council/democracy/decisions/">http://www.cambridgeshire.gov.uk/council/democracy/decisions/</a>	Website.	Updated as necessary	Democratic Services 0345 045 5200	Free	Yes Statement 1
1.3	<b>Council directorate structure</b>	Council Office structure and service directorates	<a href="http://www.cambridgeshire.gov.uk/council/depts/">http://www.cambridgeshire.gov.uk/council/depts/</a>	Website. Paper copies of organisational structure charts on request		See contact details for each service A – Z of services <a href="http://www.cambridgeshire.gov.uk">www.cambridgeshire.gov.uk</a>	Free	
1.4	<b>Location and opening times of council properties</b>	Offices open to the public. Library locations and opening hours Contact Centre hours	<a href="http://www.cambridgeshire.gov.uk/council/offices/">http://www.cambridgeshire.gov.uk/council/offices/</a>	Website.		Cambridgeshire Direct Contact Centre 0345 045 5200	Free	Yes Statement 1
1.5	<b>Currently elected councillors' information and contact details</b>	Councillor names Councillor electoral divisions Political parties Election results Complaints	<a href="http://www.cambridgeshire.gov.uk/council/democracy/represents/">http://www.cambridgeshire.gov.uk/council/democracy/represents/</a>	Website.	4 years or following election Content is updated as necessary	Democratic Services  The Returning Officer 0345 045 5200	Free	
1.6	<b>Contact details for all customer-facing departments</b>	Service contact information A-Z of services publication <i>Link to office structure and A-z search facility and document</i>	<a href="http://www.cambridgeshire.gov.uk/contact.htm">http://www.cambridgeshire.gov.uk/contact.htm</a> <a href="http://search.cambridgeshire.gov.uk/kbroker/cambridgeshire/cambridgeshire/a2z/search.a2z?letter=a&amp;action=browseEntries&amp;servlet=search.lsim&amp;provider=1">http://search.cambridgeshire.gov.uk/kbroker/cambridgeshire/cambridgeshire/a2z/search.a2z?letter=a&amp;action=browseEntries&amp;servlet=search.lsim&amp;provider=1</a>	Website Electronic PDF document.		Cambridgeshire Direct Contact Centre 0345 045 5200	Free	Free

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (<a href="#">Copyright restrictions</a>)</b>
1.7	<b>Most recent election results</b>	Election results for County Council	<a href="http://www.cambridgeshire.gov.uk/council/democracy/elections/">http://www.cambridgeshire.gov.uk/council/democracy/elections/</a>	Website.	4 years or after each election	Democratic Services 0345 045 5200	Free	Yes Statement 1
1.8	<b>Relationships with other authorities</b>	A – Z of Council Services in Cambridgeshire  Community safety partnership Drug and Alcohol action team Cambridgeshire Horizons Local strategic partnerships	<a href="http://www.cambridgeshire.gov.uk/council/partnerships/">http://www.cambridgeshire.gov.uk/council/partnerships/</a>	Website.		Contacts can be found on partnership web pages	Free	

## Class 2 – What We Spend and How We Spend It

### Financial information about projected and actual income and expenditure, procurement, contracts and financial audit

Ref	Information Available	Examples	Web address / links	Format	Frequency of Publication	Contact	Charges applied?	Availability for re-use (Copyright restrictions)
2.1	Financial information about projected and actual income and expenditure, procurement, contracts and financial audit.	Council tax leaflet Integrated plan Statement of Accounts Government funding Reports to Audit and Accounts Committee	<a href="http://www.cambridgeshire.gov.uk/council/finance/spending/">http://www.cambridgeshire.gov.uk/council/finance/spending/</a> <a href="http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm">http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm</a> <a href="http://www.cambridgeshire.gov.uk/council/finance/spending/soa.htm">http://www.cambridgeshire.gov.uk/council/finance/spending/soa.htm</a>	Website electronic documents.		Policy and Diversity Team  Financial Strategy Team  0345 045 5200	Free	
2.2	Financial statements, budgets and variance reports	Integrated plan Budget plans Finance and performance reports	<a href="http://www.cambridgeshire.gov.uk/NR/rdonlyres/A58604E0-303F-4F6A-828B-EFB6986E14F6/0/CorporateBudgetBook2007_08.pdf">http://www.cambridgeshire.gov.uk/NR/rdonlyres/A58604E0-303F-4F6A-828B-EFB6986E14F6/0/CorporateBudgetBook2007_08.pdf</a>	Website electronic documents.		Policy and Diversity Team  Financial Strategy Team  0345 045 5200		
2.3	Capital programme	Capital strategy Capital funding Capital spending.	<a href="http://www.cambridgeshire.gov.uk/council/finance/spending/capital/">http://www.cambridgeshire.gov.uk/council/finance/spending/capital/</a>	Website Electronic documents		Financial Strategy Team  0345 045 5200	Free	
2.4	Spending reviews	Reports to Audit and Accounts Committee Cambridgeshire Vision publication	<a href="http://www.cambridgeshire.gov.uk/council/finance/">http://www.cambridgeshire.gov.uk/council/finance/</a> <a href="http://www.cambridgeshire.gov.uk/NR/rdonlyres/8707CA50-DEC9-4A7F-87E4-C8C103452C5D/0/CambridgeshireVision.pdf">http://www.cambridgeshire.gov.uk/NR/rdonlyres/8707CA50-DEC9-4A7F-87E4-C8C103452C5D/0/CambridgeshireVision.pdf</a>	Web pages Electronic documents Leaflet / publication		Policy and Diversity Team 0345 045 5200	Free	
2.5	Financial audit reports	Reports to Audit and Accounts Committee Statement of Accounts	<a href="http://www.cambridgeshire.gov.uk/council/finance/spending/soa.htm">http://www.cambridgeshire.gov.uk/council/finance/spending/soa.htm</a>	Electronic documents.		Internal Audit  Financial Strategy Team 0345 045 5200	Free	Yes Statement 1

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (Copyright restrictions)</b>
2.6	<b>The members' allowances scheme and the allowances paid under it to councillors each year</b>	Members allowances scheme Annual statement of accounts	<a href="http://www.cambridgeshire.gov.uk/council/democracy/represents/">http://www.cambridgeshire.gov.uk/council/democracy/represents/</a> <a href="http://www.cambridgeshire.gov.uk/council/finance/spending/stateacc.htm">http://www.cambridgeshire.gov.uk/council/finance/spending/stateacc.htm</a>	Website Electronic document	Updated annually or following adoption of revised scheme	Democratic services Financial Strategy Team 0345 045 5200	Free	Yes Statement 1
2.7	<b>Employee allowances and expenses</b>	Allowances and Expenses rates		Copies of policy and rates available on request		HR Policy Team 01223 699441	Free	Yes Statement 2
2.8	<b>Pay and grading structure</b>	APT& C Pay Grades Management Band Grades Senior Management Grades		Copies available on request		HR Policy Team	Free	Yes Statement 2
2.9	<b>Procurement procedures</b>	Standard contracts Selling to the Council Policy for payment of suppliers	<a href="http://www.cambridgeshire.gov.uk/business/selling/">http://www.cambridgeshire.gov.uk/business/selling/</a>	Website		Procurement and Contract Management Team 01223 715345	Free	Yes Statement 1
2.10	<b>Details of contracts currently being tendered</b>	Current contracts available	<a href="http://www.cambridgeshire.gov.uk/business/selling/opportunities/">http://www.cambridgeshire.gov.uk/business/selling/opportunities/</a>	Website		PCM Procurement and Contract Management Team 01223 715345	Free	Yes Statement 1
2.11	<b>List of contracts awarded and their value</b>	Contract Register.	<a href="http://www.cambridgeshire.gov.uk/business/selling/">http://www.cambridgeshire.gov.uk/business/selling/</a>	Excel spreadsheet		Procurement and Contract Management Team 01223 715345	Free	Yes Statement 1
2.12	<b>External auditor's report</b>	Audit of Accounts – reports to Audit and Accounts Committee 2008/9 Audit and Inspection plan	<a href="http://www2.cambridgeshire.gov.uk/d/b/council2.nsf/selector?OpenForm&amp;Seq=1#_RefreshKW_choosemeeting">http://www2.cambridgeshire.gov.uk/d/b/council2.nsf/selector?OpenForm&amp;Seq=1#_RefreshKW_choosemeeting</a> <a href="http://www2.cambridgeshire.gov.uk/d/b/council2.nsf/af8076762df199c5802">http://www2.cambridgeshire.gov.uk/d/b/council2.nsf/af8076762df199c5802</a>	Electronic Documents	Annual	Corporate Finance Manager 0345 045 5200		

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (Copyright restrictions)</b>
			<a href="https://www.cambridgeshire.gov.uk/foi/2010/56b14003ef043/0a09f25c465faec5802574cc0054d741/\$FILE/aac0809-4.pdf">56b14003ef043/0a09f25c465faec5802574cc0054d741/\$FILE/aac0809-4.pdf</a>					
<b>2.13</b>	<b>Financial statements for projects and events</b>	Some major projects will have web pages dedicated to reporting their progress. Including financial / budget statements.  Example: Guided bus  Where a project does not have web pages the information will be made available through the FOI / EIR process	<a href="http://www.cambridgeshire.gov.uk/transport/guided/">http://www.cambridgeshire.gov.uk/transport/guided/</a>	Various formats	Depending on project (usually quarterly)	Details on web pages or contact Information Governance Team  foi@cambridgeshire.gov.uk	Free	
<b>2.14</b>	<b>Internal financial regulations</b>	Scheme of financial management		Copies available on request		Financial Strategy Team  0345 045 5200		
<b>2.15</b>	<b>Funding for partnership arrangements</b>	City to City project SmartLIFE Local Area Agreement		Information available on request.		Innovations and partnerships service  01223 716296		

## Class 3 – What our priorities are.

### *Strategies and plans, performance indicators, audits, inspections and reviews.*

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (Copyright restrictions)</b>
3.1	<b>Annual reports</b>	Council Annual Report Internal Audit Annual Report Scrutiny Pensions Committee	<a href="http://www.cambridgeshire.gov.uk/council/finance/spending/stateacc.htm">http://www.cambridgeshire.gov.uk/council/finance/spending/stateacc.htm</a> <a href="http://www2.cambridgeshire.gov.uk/db/council2.nsf/index.htm">http://www2.cambridgeshire.gov.uk/db/council2.nsf/index.htm</a>	Website electronic documents		Contact will depend on service. Cambridgeshire Direct Contact Centre 0345 045 5200	Free	Yes Statement 1 Yes Statement 2
3.2	<b>Strategies and business plans for services provided by the council</b>	Integrated plan.  Service plans	<a href="http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm">http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm</a>	Website electronic document	Annual	Policy and Diversity Team 0345 045 5200  Service contacts on website or through Cambridgeshire Direct Contact Centre 0345 045 5200	Free	
3.3	<b>Best value local performance plan</b>	BVPI performance plan	<a href="http://www.cambridgeshire.gov.uk/NR/rdonlyres/20A95357-1E10-403B-8739-C0A1664B642B/0/BVPP20082009.pdf">http://www.cambridgeshire.gov.uk/NR/rdonlyres/20A95357-1E10-403B-8739-C0A1664B642B/0/BVPP20082009.pdf</a>	Website electronic document.	Annual	Policy and Diversity Team 0345 045 5200	Free	
3.4	<b>Internal and external organisation performance reviews</b>	Comprehensive performance assessment BVPI Best Value Reviews  Audit Commission website	<a href="http://www.cambridgeshire.gov.uk/council/policies/performance/">http://www.cambridgeshire.gov.uk/council/policies/performance/</a> <a href="http://www.cambridgeshire.gov.uk/council/policies/bv/Best+Value+Previous+Reviews.htm">http://www.cambridgeshire.gov.uk/council/policies/bv/Best+Value+Previous+Reviews.htm</a> <a href="http://www.audit-commission.gov.uk/">http://www.audit-commission.gov.uk/</a>	Website electronic documents	Various	Policy and Diversity Team 0345 045 5200		
3.5	<b>Strategies developed in partnership with other authorities</b>	Community Safety Cambridgeshire Horizons	<a href="http://www.cambridgeshire.gov.uk/council/partnerships/">http://www.cambridgeshire.gov.uk/council/partnerships/</a>	Website electronic documents	Various	Innovations and partnerships service  01223 716296		
3.6	<b>Economic development action plan</b>	Research and Growth Quality of Life Education and Training	<a href="http://www.cambridgeshire.gov.uk/business/economic/">http://www.cambridgeshire.gov.uk/business/economic/</a>	Website electronic documents	Various	Economic Development Unit		

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (Copyright restrictions)</b>
						01223 717662		
3.7	<b>Forward plan</b>	Democracy in Cambridgeshire- Forward Plan of Key Council	<a href="http://www2.cambridgeshire.gov.uk/db/council1.nsf/146c53b4ba1d19e7802566900052fb7b/389b9fc54703792f80256a64004ad0fe?OpenDocument">http://www2.cambridgeshire.gov.uk/db/council1.nsf/146c53b4ba1d19e7802566900052fb7b/389b9fc54703792f80256a64004ad0fe?OpenDocument</a>	Website electronic document	Monthly	Democratic Services Michelle Rowe 01223 699180	Free	Yes Statement 1
3.8	<b>Capital strategy</b>	Long-term capital strategy	<a href="http://www.cambridgeshire.gov.uk/council/property/Policies+and+Strategies.htm">http://www.cambridgeshire.gov.uk/council/property/Policies+and+Strategies.htm</a>  <a href="http://www.cambridgeshire.gov.uk/NR/rdonlyres/2773F0B4-911E-4697-9F39-9DB9AB9E3C9C/0/060802LongTermCapitalStrategyto2016publishedversionbinder.pdf">http://www.cambridgeshire.gov.uk/NR/rdonlyres/2773F0B4-911E-4697-9F39-9DB9AB9E3C9C/0/060802LongTermCapitalStrategyto2016publishedversionbinder.pdf</a>	Website electronic documents		Strategy and Estates  01223 699048	Free	
3.9	<b>Best value performance indicators</b>	BVPI performance plan Integrated Plan	<a href="http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm">http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm</a>	Website electronic documents		Policy and Diversity Team 0345 045 5200	Free	
3.10	<b>External auditor's reports on the best value performance plan and performance indicators</b>	Audit Commission reviews	<a href="http://www.cambridgeshire.gov.uk/council/policies/performance/">http://www.cambridgeshire.gov.uk/council/policies/performance/</a>  <a href="http://www.auditcommission.gov.uk">www.auditcommission.gov.uk</a>	Website electronic documents		Policy and Diversity Team 0345 045 5200		
3.11	<b>Comprehensive performance assessment</b>	Reports to members Audit Commission reports	<a href="http://www2.cambridgeshire.gov.uk/db/council2.nsf/selector?OpenForm">http://www2.cambridgeshire.gov.uk/db/council2.nsf/selector?OpenForm</a>  <a href="http://www.auditcommission.gov.uk">www.auditcommission.gov.uk</a>	Website electronic document. Paper copies available on request to Policy and Diversity Team		Policy and Diversity Team 0345 045 5200		

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (Copyright restrictions)</b>
3.12	<b>Inspection reports</b>	Inspection plan.  Reports are published by services and are presented to members	<a href="http://www2.cambridgeshire.gov.uk/db/council2.nsf/af8076762df199c580256b14003ef043/0a09f25c465faec5802574cc0054d741/\$FILE/aac0809-4.pdf">http://www2.cambridgeshire.gov.uk/db/council2.nsf/af8076762df199c580256b14003ef043/0a09f25c465faec5802574cc0054d741/\$FILE/aac0809-4.pdf</a>  <a href="http://www2.cambridgeshire.gov.uk/db/council2.nsf/index.htm">http://www2.cambridgeshire.gov.uk/db/council2.nsf/index.htm</a>		annual	Policy and Diversity Team 0345 045 5200		
3.13	<b>Local Area Agreements</b>	Cambridgeshire Together <ul style="list-style-type: none"> <li>• Managing Growth</li> <li>• Economic Prosperity</li> <li>• Environmental Sustainability</li> <li>• Equality and Inclusion</li> </ul>	<a href="http://www.cambridgeshire.gov.uk/council/partnerships/LAA/LAAtomwlod.htm">http://www.cambridgeshire.gov.uk/council/partnerships/LAA/LAAtomwlod.htm</a>	Website and downloadable documents.		Policy and Diversity Team 0345 045 5200	Free	
3.14	<b>Statistical information produced in accordance with the council's and departmental requirements</b>	Performance indicators specific to service delivery .		Information available on request		Policy and Diversity Team 0345 045 5200		
3.15	<b>Impact assessments</b>	Published by services.		Various	Various	Service contacts on web pages or Cambridgeshire Direct Contact Centre 0345 045 5200		
3.16	<b>Service standards</b>	Education  Social Care  Transport	<a href="http://www.cambridgeshire.gov.uk/education/about/policies/">http://www.cambridgeshire.gov.uk/education/about/policies/</a> <a href="http://www.cambridgeshire.gov.uk/social/about/">http://www.cambridgeshire.gov.uk/social/about/</a> <a href="http://www.cambridgeshire.gov.uk/transport/">http://www.cambridgeshire.gov.uk/transport/</a>  standards that you can expect from our services are published on the service web pages or can be obtained by contacting the relevant service	Various		Service contacts on web pages or Cambridgeshire Direct Contact Centre 0345 045 5200		
3.17	<b>Public service agreements</b>	Local Public Service Agreement	<a href="http://www.cambridgeshire.gov.uk/council/policies/performance/lpsa/">http://www.cambridgeshire.gov.uk/council/policies/performance/lpsa/</a>	Website	3 Years	Policy and Diversity Team 0345 045 5200	Free	

## Class 4 – How we make decisions

### *Decision-making processes and records of decisions*

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (<a href="#">Copyright restrictions</a>)</b>
4.1	<b>Timetable of council meetings</b>	Meeting dates for current financial year  Agendas and minutes from 1997	<a href="http://www.cambridgeshire.gov.uk/council/democracy">http://www.cambridgeshire.gov.uk/council/democracy</a>	Website and electronic documents	Monthly	Democratic Services 0345 045 5200	Free	Yes Statement 1
4.2	<b>Agendas, officers' reports, background papers and minutes of council committee, sub committee and standing forum meetings</b>	Agendas and minutes from 1997 to date	<a href="http://www2.cambridgeshire.gov.uk/db/council2.nsf/index.htm">http://www2.cambridgeshire.gov.uk/db/council2.nsf/index.htm</a>	Website and electronic documents.	Daily	Democratic Services 0345 045 5200	Free	Yes Statement 1
4.3	<b>Major policy proposals and decisions</b>	Forward plan  Cabinet agendas plan and minutes  Council agendas and minutes.	<a href="http://www.cambridgeshire.gov.uk/council/">http://www.cambridgeshire.gov.uk/council/</a>	Website and electronic documents.	Monthly	Democratic Services 0345 045 5200	Free	Yes Statement 1
4.4	<b>Facts and analyses of facts considered when framing major policies</b>	Consultation process	<a href="http://www.cambridgeshire.gov.uk/council/involved/">http://www.cambridgeshire.gov.uk/council/involved/</a>			The Research Group  01223 715300		
4.5	<b>Public consultations</b>	Current and past consultations	<a href="http://www.cambridgeshire.gov.uk/council/involved/">http://www.cambridgeshire.gov.uk/council/involved/</a>	Website		The Research Group  01223 715300	Free	

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (Copyright restrictions)</b>
4.6	Internal communications guidance, criteria used for decision making, internal instructions, manuals and guidelines	Democratic arrangements.  Corporate Communications  Internal Communications	<a href="http://www.cambridgeshire.gov.uk/council/democracy/decisions/">http://www.cambridgeshire.gov.uk/council/democracy/decisions/</a>  <a href="http://www.cambridgeshire.gov.uk/council/depts/ocs/human/press.htm">http://www.cambridgeshire.gov.uk/council/depts/ocs/human/press.htm</a>	Website and electronic documents		Democratic Services  Communications team  0345 045 5200	Free	Yes Statement 1

## Class 5 – Our Policies and Procedures

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

Ref	Information Available	Examples	Web address / links	Format	Frequency of Publication	Contact	Charges applied?	Availability for re-use (Copyright restrictions)
5.1	<b>Policies and procedures for conducting council business</b>	Code of Corporate Governance Member conduct How decisions are taken Democratic arrangements	<a href="http://www.cambridgeshire.gov.uk/council/democracy/">http://www.cambridgeshire.gov.uk/council/democracy/</a>	Website and electronic documents	Various	Democratic Services 0345 045 5200	Free	Yes Statement 1
5.2	<b>Policies and procedures for delivering our services</b>	Integrated plan Policy Framework  Service policies  Children's Services  Transport strategies and plans	<a href="http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm">http://www.cambridgeshire.gov.uk/council/policies/integratedplanandpolicyframework.htm</a>  Service delivery policy can be found on service pages. Links to examples are given below <a href="http://www.cambridgeshire.gov.uk/childrenyoungpeople/plans/">http://www.cambridgeshire.gov.uk/childrenyoungpeople/plans/</a>  <a href="http://www.cambridgeshire.gov.uk/transport/strategies/">http://www.cambridgeshire.gov.uk/transport/strategies/</a>	Website and electronic documents	Annual	Policy and Diversity Team 0345 045 5200  Cambridgeshire Direct Contact Centre  0345 045 5200		
5.3	<b>Policies and procedures about the recruitment and employment of staff</b>	Current Vacancies  Application process  Diversity Policy  Safeguarding policy	<a href="http://www.cambridgeshire.gov.uk/jobs/">http://www.cambridgeshire.gov.uk/jobs/</a>  <a href="http://www.jobincambs.com/page.aspx/31">http://www.jobincambs.com/page.aspx/31</a>  <a href="http://www.cambridgeshire.gov.uk/council/policies/equality/">http://www.cambridgeshire.gov.uk/council/policies/equality/</a>	Website and electronic documents		Cambridgeshire Direct Contact Centre 0345 045 5200	Free	
5.4	<b>Customer service</b>	Customer service charter  Contact Centre  Online services	<a href="http://www.cambridgeshire.gov.uk/council/customer/">http://www.cambridgeshire.gov.uk/council/customer/</a>  <a href="http://www.cambridgeshire.gov.uk/council/depts/ecsoffice/customer/">http://www.cambridgeshire.gov.uk/council/depts/ecsoffice/customer/</a>  <a href="http://www.cambridgeshire.gov.uk/do_it_online/savitt.htm">http://www.cambridgeshire.gov.uk/do_it_online/savitt.htm</a>	Website and electronic documents		Cambridgeshire Direct Contact Centre  0345 045 5200		

Ref	Information Available	Examples	Web address / links	Format	Frequency of Publication	Contact	Charges applied?	Availability for re-use (Copyright restrictions)
5.5	<b>Records management and personal data policies</b>	Records retention schedules Social Care  Information Governance. Access to information  Information Sharing toolkits  Employee record retention policy	<a href="http://www.cambridgeshire.gov.uk/NR/rdonlyres/CB13BCCD-E3A0-42F2-B1D3-2FC46340912D/0/general54.pdf">http://www.cambridgeshire.gov.uk/NR/rdonlyres/CB13BCCD-E3A0-42F2-B1D3-2FC46340912D/0/general54.pdf</a>  <a href="http://www.cambridgeshire.gov.uk/council/access/">http://www.cambridgeshire.gov.uk/council/access/</a>  <a href="http://www.cambridgeshire.gov.uk/NR/rdonlyres/CB13BCCD-E3A0-42F2-B1D3-2FC46340912D/0/general54.pdf">http://www.cambridgeshire.gov.uk/NR/rdonlyres/CB13BCCD-E3A0-42F2-B1D3-2FC46340912D/0/general54.pdf</a>  <a href="http://www.cambridgeshire.gov.uk/council/partnerships/change/sharing/">http://www.cambridgeshire.gov.uk/council/partnerships/change/sharing/</a>	Electronic copies available on request  Website and electronic documents          Electronic copies on request		Archives and Records 0345 045 5200  Information Governance Team  0345 045 5200  Information sharing and school improvement service 01480 355974  HR Policy Team 01223 699441	.	
5.6	<b>Charging regimes and policies</b>	Access to information fees policy  Registration Service  Social Care  Libraries	<a href="http://www.cambridgeshire.gov.uk/NR/rdonlyres/85BF4EEC-0B6E-4FB2-915D-64B1D76A7A57/0/FOIchargespolicy2.doc">http://www.cambridgeshire.gov.uk/NR/rdonlyres/85BF4EEC-0B6E-4FB2-915D-64B1D76A7A57/0/FOIchargespolicy2.doc</a>  <a href="http://www.cambridgeshire.gov.uk/community/bmd/fees/">http://www.cambridgeshire.gov.uk/community/bmd/fees/</a> <a href="http://www.cambridgeshire.gov.uk/social/accessing/Finass.htm">http://www.cambridgeshire.gov.uk/social/accessing/Finass.htm</a>  <a href="http://www.cambridgeshire.gov.uk/leisure/libraries/using/charges/">http://www.cambridgeshire.gov.uk/leisure/libraries/using/charges/</a>	Website and electronic documents.		Services publish fees policies relating to their service. For further information contact the services directly via Cambridgeshire Direct Contact Centre 0345 045 5200	Free	

## Class 6 – Lists and Registers

Ref	Information Available	Examples	Web address / links	Format	Frequency of Publication	Contact	Charges applied?	Availability for re-use (Copyright restrictions)
6.1	<b>Public registers and registers held as public records</b>	Councillor register of interests and register of gifts and hospitality  Community Risk Register  Cambridgeshire Archives	<a href="http://www2.cambridgeshire.gov.uk/db/council1.nsf/ea29215ea0a8a11780256b5d00377761/358a8900fa2034cb80256b9d0057c891?OpenDocument">http://www2.cambridgeshire.gov.uk/db/council1.nsf/ea29215ea0a8a11780256b5d00377761/358a8900fa2034cb80256b9d0057c891?OpenDocument</a>  <a href="http://www.cambridgeshire.gov.uk/policing/emt/legislation/part1/communityriskregister.htm">http://www.cambridgeshire.gov.uk/policing/emt/legislation/part1/communityriskregister.htm</a>  <a href="http://www.cambridgeshire.gov.uk/eisure/archives/">http://www.cambridgeshire.gov.uk/eisure/archives/</a>	Paper  Website  Website	Daily	Available for inspection during normal office hours - Democratic Services  Cambridgeshire Emergency Management Team  Archives and records team  0345 045 5200		
6.2	<b>Asset registers and information asset register</b>	Re-use of public sector information.  Capital Asset Register. (List of Council property interests)	<a href="http://www.cambridgeshire.gov.uk/council/property/estate/asset/">http://www.cambridgeshire.gov.uk/council/property/estate/asset/</a>	Electronic Documents  Website		Information Governance Team  Strategy and Estates 0345 045 5200	Free  Free	Yes Statement 1  Yes Statement 1
6.3	<b>Disclosure logs</b>	Freedom of Information requests	<a href="http://www.cambridgeshire.gov.uk/council/access/foi/FOI+requests+and+responses/">http://www.cambridgeshire.gov.uk/council/access/foi/FOI+requests+and+responses/</a>	Website		Information Governance Team 01223 699137	Free	
6.4	<b>Register of councillors' financial and other interests</b>	Details of how to get access to register.  Register of interests	<a href="http://www2.cambridgeshire.gov.uk/db/council1.nsf/ea29215ea0a8a11780256b5d00377761/358a8900fa2034cb80256b9d0057c891?OpenDocument">http://www2.cambridgeshire.gov.uk/db/council1.nsf/ea29215ea0a8a11780256b5d00377761/358a8900fa2034cb80256b9d0057c891?OpenDocument</a>	Website  Paper		Democratic Services 0345 045 5200	Free	Yes Statement 1  No

<b>Ref</b>	<b>Information Available</b>	<b>Examples</b>	<b>Web address / links</b>	<b>Format</b>	<b>Frequency of Publication</b>	<b>Contact</b>	<b>Charges applied?</b>	<b>Availability for re-use (Copyright restrictions)</b>
6.5	<b>Register of gifts and hospitality</b>	Councillors  Employees	<a href="http://www2.cambridgeshire.gov.uk/db/council1.nsf/ea29215ea0a8a11780256b5d00377761/358a8900fa2034cb80256b9d0057c891?OpenDocument">http://www2.cambridgeshire.gov.uk/db/council1.nsf/ea29215ea0a8a11780256b5d00377761/358a8900fa2034cb80256b9d0057c891?OpenDocument</a>	Website.  Paper  Paper		Democratic Services  Monitoring Officer 0345 045 5200	Free	Yes Statement 2
6.6	<b>Highways, licensing, planning, commons, footpaths etc</b>	Commons Registration  Definitive map  Highway Land Charges / Searches	<a href="http://www.cambridgeshire.gov.uk/environment/countryside/access/commons/">http://www.cambridgeshire.gov.uk/environment/countryside/access/commons/</a>  <a href="http://www.cambridgeshire.gov.uk/environment/countryside/definitive/background_definitive_map.htm">http://www.cambridgeshire.gov.uk/environment/countryside/definitive/background_definitive_map.htm</a>  <a href="http://www.cambridgeshire.gov.uk/transport/highwaylandcharges/">http://www.cambridgeshire.gov.uk/transport/highwaylandcharges/</a>	Paper		Asset Management 01223 715658	Yes	Yes Statement 3
6.7	<b>Register of electors</b>	Register of electors is available to view in Libraries. Copies of the edited register are available from the District Councils	<a href="http://www.cambridgeshire.gov.uk/leisure/libraries/reference/electoral_registers_in_libraries.htm">http://www.cambridgeshire.gov.uk/leisure/libraries/reference/electoral_registers_in_libraries.htm</a>	Paper for inspection		Libraries 0345 045 5225  District Councils – see contact details on website links		

## **Class 7 - Services Provided by the Council**

The Council provides many services and details can be found on our website [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) .

Detailed below are the categories of services and details of the sort of information we publish can be found on our website.

[Information for Businesses](#)

[Children Young People and Families](#)

[Community and Living](#)

[Education and Learning](#)

[Environment](#)

[Housing](#)

[Leisure and Culture](#)

[Policing and Public Safety](#)

[Social Care and Health](#)

[Transport and Streets](#)

Category	Service	Information / Service Examples	Fees	Re-Use
<b><u>Information for Businesses</u></b>	<u>Advice and Information</u>	Data Direct Business Travel Trade Waste Online Planning Applications (minerals, waste and reg. 3s) Licences and permits (Skips, scaffold, street works)	Yes	
	<u>Business Directory</u>	Directory of Commerce and Industry Employers data base and listings	Yes	Contact the Research Group for conditions of use
	<u>County Farms</u>	Publications include: - <ul style="list-style-type: none"> <li>• Policy and Objectives</li> <li>• Countryside access map</li> <li>• Newsletters</li> </ul>	Free	Yes Statement 1
	<u>Economic Development</u>	Location and Communication Quality of Life Prospects for Growth Education and Training Research and Development Key programmes		Contact the Economic Development Unit
	<u>Research</u>	Survey results		
	<u>Trading Standards</u>	Business Information Business services and advice	Yes. Please see our web pages or contact the Trading Standards team.	

Category	Service	Information / Service Examples	Fees	Re-Use
<b><u>Children Young People and Families</u></b>	<a href="#">Families information</a>	Early years Education Health Support for parents – <i>Directory of services for children and families in Cambridgeshire</i>		
	<a href="#">Partner Organisations Contact details and information</a>	Youthoria Purple Pigeon Guide to rough times Avoice4us 4us		
	<a href="#">Care Services</a>	Adoption Family Group meetings Fostering Special or additional needs Supported Lodgings Teenage Pregnancy Service Young Carers		
	<a href="#">Connexions</a>	Services for young people Leaflet for young people Guide for parents What next 2008/9		
	<a href="#">Child Protection</a>	Social Care for children Licensing Act 2003 – Child protection duties Child protection in action - Procedures		
	<a href="#">Children and Young People's Strategic Partnership</a>			

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Category	Service	Information / Service Examples	Fees	Re-Use
<a href="#"><u>Community and Living</u></a>	<a href="#"><u>Births, Marriages, Partnerships and Deaths</u></a>	Appointments Fees Certificates Camdex online records Citizenship ceremonies Nationality checking service	Fees apply for some services and publications – please see the current fees published on the website	
	<a href="#"><u>Community Information</u></a>	Libraries and reference information		
	<a href="#"><u>Cambridgeshire Community Portal</u></a>	<a href="http://www.cambridgeshire.net"><u>www.cambridgeshire.net</u></a>		
	<a href="#"><u>Consumer information and advice</u></a>	Trading standards		
	<a href="#"><u>Census 2001</u></a>			
	<a href="#"><u>Population and dwellings</u></a>	<ul style="list-style-type: none"> <li>• Population estimates</li> <li>• Dwelling estimates</li> <li>• Historic census figures</li> <li>• Cambridgeshire population and dwelling growth dynamic map</li> </ul>		
	<a href="#"><u>Deprivation</u></a>	<ul style="list-style-type: none"> <li>• Indices of deprevation2004</li> <li>• Indices of deprivation 2007</li> </ul>		
	<a href="#"><u>Regeneration</u></a>	Key programmes Fenland Links Grants to Voluntary Organisations Oxmoor		
	<a href="#"><u>Travellers</u></a>	Service provision Local Authority Traveller sites Policy and Law Traveller Liaison		
	<a href="#"><u>Ethnicity</u></a>	Demography Health Housing Economic Activity and Employment Older People		

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Category	Service	Information / Service Examples	Fees	Re-Use
<a href="#"><u>Education and Learning</u></a>	<a href="#"><u>Parents Carers and Children</u></a>	<ul style="list-style-type: none"> <li>• Child care and Early years</li> <li>• Starting school and School admissions / appeals</li> <li>• Welfare and Health</li> <li>• Learning and Teaching</li> <li>• Behaviour and Attendance – incl. home education</li> <li>• Special needs and Children with disabilities</li> <li>• School Meals</li> <li>• Help for school/college expenses</li> <li>• Getting to school /college</li> <li>• Support for parents and carers</li> <li>• Children in public care – Education support for looked after children</li> <li>• Race Equality and Diversity</li> </ul>		
	<a href="#"><u>Students and Young People</u></a>	Connexions Student Finance Youth Work Participation Grants to Voluntary Organisations		
	<a href="#"><u>Ours Schools and Colleges</u></a>	School details Complaints or Suggestions International Education Funding Major Planning Proposals Schools Performance Term Dates Access to school records		
	<a href="#"><u>Adult and Community Learning</u></a>	Adult Classes Places to learn Adults with Learning Difficulties and/or Disabilities		

Category	Service	Information / Service Examples	Fees	Re-Use
		Family Learning Family Literacy and Numeracy Learning Centres Professional Centre Services		
	<a href="#">Governors</a>	Governor Services How to Become a Governor		
	<a href="#">About Education in Cambridgeshire</a>	Building Schools for the Future LEA Performance Education Statistics Policies and Plans Services Supporting Education in Cambridgeshire		
	<a href="#">Libraries and Information</a>	Access Opening times Local History News and Events Reference and Information A-Z Library Services	Yes	

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Category	Service	Information / Service Examples	Fees	Re-Use
<a href="#"><u>Environment</u></a>	<a href="#"><u>Air Quality</u></a>	Air Quality Strategy Health Effects  Monitoring Data and Sites Air Pollutant Information Pollution This Week How can I help to reduce pollution		
	<a href="#"><u>Climate Change</u></a>	Understanding Climate Change Tackling Climate Change Businesses Schools and Community Groups		
	<a href="#"><u>Countryside and Wildlife</u></a>	Access Definitive Map and Statement Countryside Activities Countryside Code Northstowe Rights of Way Local Access Forum Nature Conservation and Wildlife		
	<a href="#"><u>Creating Sustainable Communities</u></a>	Cambridgeshire Horizons European Projects Major Housing Development in Cambridgeshire		
	<a href="#"><u>Energy</u></a>	Cambridgeshire Environment Report Climate Change and Environment Strategy		
	<a href="#"><u>Environmental Health and Animal Welfare</u></a>	Animal disease Control Livestock Performing Animals District / City Council Services		
	<a href="#"><u>Strategy and Monitoring</u></a>	Climate Change and Environmental Strategy Action Plan		
	<a href="#"><u>Planning</u></a>	Regional Planning Cambridgeshire and Peterborough Minerals and Waste Plan		

Category	Service	Information / Service Examples	Fees	Re-Use
		Hanley Grange Eco Town Planning Applications Plans for Development in Cambridgeshire Projects and Studies FLOWS – living with flood risk in a climate change.		
	<a href="#">Pollution and nuisance</a>	Contaminated Land Radioactive substances Graffiti (District / City services) Dog Fouling (District / City services)		
	<a href="#">Property</a>	Property Development Strategy and Estates Facilities Management Projects	Free	Yes Statement 1
	<a href="#">Sustainable Travel</a>	Travel for Work Travel Plans		
	<a href="#">Waste Management and Recycling</a>	A-Z of Waste Household Waste Recycling Centres/Facilities Campaigns and Education Hazardous Waste		
	<a href="#">Water</a>	Sustainable Drainage Ditches and Drains Drinking Water Flooding Pollution		

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Category	Service	Information / Service Examples	Fees	<a href="#">Re-Use</a>
<a href="#">Housing</a>	<a href="#">Housing Services in Cambridgeshire</a>	District / City Council Services		
	<a href="#">Finding Somewhere to Live</a>	Estate Agents in Cambridgeshire HousingNet UK Letting Agents in Cambridgeshire		
	<a href="#">Housing Research</a>	Domestic Violence, Homelessness and Housing House Price Housing Ex-Offenders Housing in Cambridgeshire, Peterborough and the Cambridge sub region Substance Abuse and Housing		

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Category	Service	Information / Service Examples	Fees	Re-Use
<b><u>Leisure and Culture</u></b>	<a href="#">Adult and Community Learning</a>	See <a href="#">Education</a> above		
	<a href="#">Archaeology</a>	Outreach and Learning Advice and Information Publications for sale	Yes	
	<a href="#">Archives</a>	About the service Advice for researchers Online Shop – Publications Archives catalogue Cambridgeshire Community Archives Network Conservation of archive documents Document holding Scanning bureau Online displays Special projects Visiting us	Yes	
	<a href="#">Arts</a>	Arts in education Arts funding, advice and information Specific art forms Arts across the County Arts and Health Arts facilities and equipment Find an artist act (arts in Cambs on tour) Cultural Olympiad Vital communities		
	<a href="#">Libraries</a>	See <a href="#">Education</a> above		
	<a href="#">Museums</a>	Cambridgeshire museums advisory partnership Cromwell museum – online catalogue Museum services Other museums in the County Support to museums	Yes	
	<a href="#">Sports</a>	Sports Development;		

Category	Service	Information / Service Examples	Fees	<a href="#">Re-Use</a>
		<ul style="list-style-type: none"> <li>• Disability</li> <li>• Sports Coaching</li> <li>• Funding</li> <li>• National governing bodies</li> <li>• Sport in education</li> <li>• Courses/ Events/ Clubs</li> <li>• Facilities</li> <li>• Newsletters and strategies</li> </ul>		
	<a href="#">Visitors</a>	Visit Cambridgeshire Tourist Information Centres		
	<a href="#">Youth Service</a>	About youth work What's on Snapshots Projects Recognising young people's achievements Websites for young people Getting information and advice Young people getting involved Young people having their say Our partners Working with schools Becoming a youth worker Youth work resource bases How you can support the youth service Youth Opportunity fund		

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Category	Service	Information / Service Examples	Fees	<a href="#">Re-Use</a>
<a href="#"><b>Policing and Public Safety</b></a>	<a href="#">Crime and Disorder</a>	Crime reduction Cambridgeshire Constabulary Drug and Alcohol Action Team Community Safety Partnership		
	<a href="#">Youth Offending Service</a>	About the Youth Offending Service Court Orders Parenting Services Prevention Services Restorative Justice & Victim Consultation Youth Justice Board		

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Category	Service	Information / Service Examples	Fees	Re-Use
<a href="#"><u>Social Care and Health</u></a>	<a href="#"><u>About Social Care in Cambridgeshire</u></a>	How social care is delivered Leaflets Staff procedures Plans protocols and strategies Structure charts Guidance Social care careers		
	<a href="#"><u>Adult Protection</u></a>	Vulnerable adults Case studies Guidance for partner agencies Annual reports Newsletters Training and Professional development		
	<a href="#"><u>Child Protection</u></a>	See <a href="#"><u>Children</u></a> and Families above		
	<a href="#"><u>Children and Families</u></a>	See <a href="#"><u>Children</u></a> and Families above		
	<a href="#"><u>Older People</u></a>	Integrated health and social care Older people's organisations Older peoples strategy Day care Homecare - including meals Involving older people Residential or nursing care FAQs		
	<a href="#"><u>Disabled People</u></a>	Disabled children and young people Disabled living centre Disabled adults Learning disabilities FAQs		
	<a href="#"><u>Sensory Impairment</u></a>	Blind Deaf Deaf-Blind – dual sensory loss		
	<a href="#"><u>Carers</u></a>	Support for Carers Carers Act Carers assessment Carers breaks		

Category	Service	Information / Service Examples	Fees	Re-Use
		Carers support managers Carers week Emergency respite scheme Young carers support		
	<a href="#">Accessing Social Care for Adults</a>	Assessing care needs Eligibility for services Care planning Financial assessment Advocacy – someone to help you express your views Welfare benefits FAQs		
	<a href="#">Health</a>	Health service partners		
	<a href="#">Health Research</a>	Disability Health inequalities Public health data sets Social care research		
	<a href="#">Quality Social Care</a>	Quality adult support services Service areas covered		
	<a href="#">Mental Capacity</a>	Mental Capacity Act: <ul style="list-style-type: none"> <li>• Research</li> <li>• Information for care homes</li> <li>• Training and E-learning</li> <li>• Supporting clients to manage finances</li> <li>• E-learning toolkit</li> </ul> FAQs		
	<a href="#">Supporting People</a>	Information for service users Inclusive forum Partnership working Information for providers Strategy Diversity Feedback Recent news		
	<a href="#">Local Involvement Network</a>	Local Authority contacts		

Category	Service	Information / Service Examples	Fees	<a href="#">Re-Use</a>
	(LINKs)	About LINKs Events Additional information		
	<a href="#">Self Directed Support Consultation</a>	Consultation Paper Policy Report to Cabinet		
	<a href="#">Transition – Child to Adult (social care)</a>	Planning Transitions team Education, training and work Access and eligibility Information and advice Social care services for adults		

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Category	Service	Information / Service Examples	Fees	Re-Use
<b><u>Transport and Streets</u></b>	<u><a href="#">A-Z</a></u>	List of transport and street services/information		
	<u><a href="#">About Transport and Streets</a></u>	Do it online <ul style="list-style-type: none"> <li>• Highways defect</li> <li>• Bridge culvert damage</li> <li>• Faulty street light</li> <li>• Right of way defect</li> </ul>		
	<u><a href="#">Bridges</a></u>	Bridge maintenance policy Bridge projects Reporting faults Retaining walls and highway structures		
	<u><a href="#">Bus Timetables and Information</a></u>	Timetable / route search Free bus service News items Night bus Survey Operators Park and Ride Schools and students Tickets		
	<u><a href="#">Cambridgeshire Highways</a></u>	FAQs		
	<u><a href="#">Guided Busway</a></u>	Timetables and tickets What is the guided busway What is happening now Local liaison forums Background information FAQs		
	<u><a href="#">Highway Development Control</a></u>	Cambridgeshire design guide S38 Application form S106 Application form		
	<u><a href="#">Licences and Permits</a></u>	See information for <u><a href="#">businesses</a></u>		
	<u><a href="#">Managing Traffic in Cambridgeshire</a></u>	Events Projects and consultations Speed information		

Category	Service	Information / Service Examples	Fees	Re-Use
		Signs, road markings and street names Heavy commercial vehicles Traffic management policy Housing estate road construction specification Network management Traffic Management Act Traffic regulation orders		
	<a href="#">Monitoring and Performance</a>	Best value performance indicators Best value review reports Network monitoring report		
	<a href="#">Roads and Path Maintenance</a>	Reporting a fault Responsibility for loss of damage Potholes and other defects Safety inspections Major re-surfacing Dropped kerbs Verges trees and hedges Weed control Mud and spillages on roads Water on roads Winter maintenance Signs and bollards		
	<a href="#">Road works</a>	Road works in Cambridgeshire Street works application forms Temporary road closures Other temporary traffic orders		
	<a href="#">Road Safety</a>	Strategies and reports Education, training and publicity Accidents Safer routes to school Road safety activities Road safety assessment methodologies School crossing patrols		
	<a href="#">Street Lighting and Traffic Signals</a>	Street lighting in Cambridgeshire Traffic Signals		

Category	Service	Information / Service Examples	Fees	Re-Use
		Street lighting specification Street lighting policy		
	<a href="#">Transport Projects and Consultations</a>	Cambridge City East Cambridgeshire Huntingdonshire South Cambridgeshire		
	<a href="#">Transport Strategies and Plans</a>	Tackling congestion in Cambridgeshire Local Transport Plan Market town strategies Centre of excellence Beacon project Cambridge access strategy Network service plan Accessibility planning Bus information strategy Bus strategy Cambridge area transport plans Highways policies Long-term transport strategy		
	<a href="#">Travel Options</a>	Buses Car journeys Community transport Concessions Cycling Journey planner Park and Ride People with disabilities Schools and students Senior citizens Taxis Transport developments Trains Walking		

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