

SEVENOAKS DISTRICT COUNCIL GUIDE TO INFORMATION

SEVENOAKS DISTRICT

The District Council serves a population of more than 111,000 people and covers an area of West Kent of approximately 142 sq. miles. The main towns in the District are Sevenoaks, Swanley and Edenbridge, and there are numerous villages and settlements. The M25, M20 and M26 motorways go through the District giving excellent communication links with the rest of the country. There is a regular rail service from Sevenoaks to London, Charing Cross.

FUNCTIONS OF THE COUNCIL

There are three levels of government - county, district and town/parish all of whom provide public services to Sevenoaks District residents.

ABOUT THE COUNTY COUNCIL

Kent County Council provides services over the whole of Kent. Its main services include:

Education	Youth Services	Careers Service
Libraries	Trading standards	Control of animal diseases
Social Services	Consumer protection	Registration of Births Deaths and Marriages
Health Services	Gypsy site management	Leisure and sports amenities
Strategic Planning	Countryside management	Emergency planning
Coroners	Economic development	Archives
Highways and transport planning	Probation service	Public analysts
Street lighting	Arts and entertainments	Footpaths and bridleways
Waste Disposal and management	Community safety	Parks and open spaces

More information on Kent County Council can be found on their website www.kent.gov.uk or by contacting Kent County Council on 01622 671411 or e-mail county-hall@kent.gov.uk.

ABOUT TOWN AND PARISH COUNCILS

Sevenoaks District includes three town and 27 parish councils. They have a varying number of councillors. A typical town or parish council provides or maintains a range of important community assets. These may include allotments, common land, woodland, burial grounds, play areas, tennis courts and other sports facilities, museums, litter bins, seats, car parks, ponds, crime prevention schemes and emergency planning teams. Town and parish councils are consulted by the District Council about all planning applications affecting their areas. As Local Planning Authority the District Council must take into account any comments they make. To find out how to contact

your town or parish council contact the Committee Services Team on 01732 227165 or e-mail committee.services@sevenoaks.gov.uk.

ABOUT THE DISTRICT COUNCIL

Sevenoaks District Council decision-making is mainly the responsibility of a Cabinet that includes the Leader of the Council and seven Members who are each responsible for a Portfolio. However, important decisions such as the budget, setting Council Tax or approving major policies, are considered by all Councillors. The majority of the Council meetings are open to the public, who have the right to see the agenda papers, attend and, in certain circumstances, speak at these meetings.

Main services provided by the District Council include:

Local Land Charge Searches	Leisure centres (managed by Sencio Community Leisure)	Grants to voluntary organisations and parish councils
Gypsy and Traveller site management	Bus and train passes for the elderly/disabled	Taxi, Liquor and Gambling Licensing
Pollution control	Council Tax collection	Emergency planning
Dog warden	Housing Benefit	Arts and entertainment
Refuse collection	Housing	Sports and recreation
Recycling	Energy conservation	Licensing of markets
Street cleansing	Public Conveniences	Control of street trading
Planning	Environmental Health	Food hygiene
Building control	Community information	Elections
Car parking	Tourism	Community safety

HOW DO I OBTAIN INFORMATION?

The Guide is intended to be a directory of the “classes”, categories and sub-categories of information routinely available to the public and how to obtain further information. It is not a list of all the publications produced or held by the Council. The classes of information have been closely based on the layout of the Council’s website www.sevenoaks.gov.uk. A significant amount of information is available on the Council’s website including Council publications. If you do not have access to the internet or the information is not available through our website, you can telephone the main **Council Offices, Argyle Road, Sevenoaks Kent TN13 1HG on 01732 227000** or for **text telephones only 01732 227480**.

The Council has a local office in Swanley. The contact details are as follows:

Swanley Local Office
 Swanley Library & Information Centre
 London Road
 Swanley, BR8 7AE

Telephone: 01322 614660
 e-mail: swanleylocaloffice@sevenoaks.gov.uk

Sevenoaks District Council's leisure facilities are now managed by Sevenoaks Leisure Limited (Sencio). The management of the Holly Bush Bowls Centre and White Oak Indoor Bowls Centre have been transferred to independent organisations. Contact details are as follows:

Sevenoaks Leisure Centre, Buckhurst Lane, Sevenoaks, Kent. TN13 1LW
Tel: 01732 470700

White Oak Sports Centre, Hilda May Avenue, Swanley, Kent. BR8 7BT
Tel: 01322 662188

Edenbridge Sports Centre, Stangrove Park, Edenbridge, Kent. TN8 5LU
Tel: 01732 865665

Wilderness Sports Centre, Seal Hollow Road, Sevenoaks, Kent. TN13 3SL
Tel: 01732 451437

Holly Bush Bowls Centre, Holly Bush Close, Sevenoaks, Kent. TN13 3UX
Tel: 01732 451889

White Oak Indoor Bowls Centre, Garrolds Close, Swanley, Kent. BR8 7BT
Tel: 01732 665571

Holly Bush Lodge, Holly Bush Close, Sevenoaks, Kent. TN13 3UX
Tel: 01732 458158

Lullingstone Park Golf Course, Park Gate Road, Chelsfield, Nr. Orpington, Kent. BR6 7PX
Tel: 01959 533793

Lullingstone Park Visitor Centre
Kingfisher Bridge, Castle Road,
Eynsford, Kent. DA4 0JF
Tel: 01322 865995

WHERE CAN I FIND THIS GUIDE?

This Guide is available on the Council's website and at the Council's main offices. The Scheme and all published documents are available in the first language of the District - namely English. If you have any difficulty with English and/or with access or require large print or otherwise require particular assistance, please contact the Council's Communications and Consultation Manager (01732 227414).

The District Council has commissioned a service called *Language Line* that interprets the Council's publications over the telephone into another language. All future Council publications will include information about the service and information is available on the Council's website.

All documents prepared by the Council take into account the Council's responsibilities under equalities legislation and the Council's Comprehensive Equality Policy.

WILL I BE CHARGED FOR THE INFORMATION?

The majority of information produced by the Council is available free of charge. All publications on the website may be downloaded free of charge. Payment for

documents for which a charge is made will normally be requested in advance and details about how to pay will be supplied when you request the information. A charging policy under the Freedom of Information Act is in operation and can be viewed by using this link: [FOI Charging Policy](#)

The District Council endeavours to keep charges to a minimum. Certain Planning Information, Environmental Health Information and Land Charge Search Information is subject to a charge, outside of the Freedom of Information Charging Policy

EXEMPT INFORMATION

Some of the material contained within a class may be derived from documents which the Council considers contains exempt information as defined in the Freedom of Information Act or that the Council is prohibited from releasing by other legislation. Where this occurs the material will indicate that information has been withheld and explain what exemption has been applied and why.

Information which the Council is likely to refrain from publishing includes:

- Personnel records;
- Records that contain Personal Data or Sensitive Personal Data as defined by the Data Protection Act 1998;
- Records relating to legal proceedings, court summons, etc; and
- Contract information regarding commercially-sensitive material, tenders and contract documents.

The above examples are by no means an exhaustive list, however they provide an indication of what might be exempt from publication. Where requested information is exempt, the Council will provide a full and detailed explanation of the reasons for the exemption being applied as well as informing the applicant about their rights of appeal to the Council and to the Information Commissioner.

RE-USE OF PUBLIC SECTOR INFORMATION

The supply of documents to you by Sevenoaks District Council under the Freedom of Information Act does not give you a right to re-use them in a way that would infringe the Council's copyright by making copies, publishing and issuing copies to the public or to any other person.

The Council may choose to allow re-use under licence, imposing conditions on the re use of the information to ensure it is not used in a manner inconsistent with its copyright and the Council may also decide to charge a re-use fee.

All documents that are listed within this scheme or the Council's website and can be downloaded from such website (with the exception of those documents where charges apply) may be available for re-use on the terms of a Licence to Reproduce Public Sector Information.

If you intend to re-use the material for commercial gain then you must write to the relevant Department or author of the material concerned, giving full details of your proposed use of the material, including whether you intend to publish and sell the material as part of your product. You will be advised of any charge for such use to be paid in these circumstances and the terms of a specific licence for re-use of information for commercial gain/ purposes will be agreed.

Where any third party copyright material is identified you will need to obtain permission from the copyright holder concerned.

WHO IS RESPONSIBLE FOR THE GUIDE

The Corporate Resources Director has overall responsibility for the Guide on behalf of the District Council. If you have any questions about the Guide or wish to provide feedback, such as improvements that could be made, please contact the Information Co-ordinator on (01732) 227241. The Council welcomes suggestions for additional information that could be included and your suggestions as to how the publications themselves might be improved.

WHAT IF I AM NOT SATISFIED?

If you are not satisfied with the way the District Council has handled your request, any fee charged for the information, or the reasons given for refusing to provide certain information, you have the right of appeal. In the first instance, you should exhaust the Council's complaints procedure before contacting the Commissioner.

If you would like information regarding the Council's complaints procedure you should contact the Council's Complaints Co-ordinator on (01732) 227125 or e mail: feedback@sevenoaks.gov.uk or alternatively you can look on the Council's website www.sevenoaks.gov.uk.

If, having followed the Council's complaints procedure, you are still not satisfied, you may refer your complaint to the Information Commissioner, who is completely independent of the Council, by writing to the following address:

The Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire.
SK9 5AF

**SEVENOAKS DISTRICT COUNCIL
GUIDE TO INFORMATION**

Business Area	Description
Business	The section provides information and advice for local businesses, details of business rates how to do business with the Council, licensing, land charges and trading standards.
Community and Living	The section deals with life events and all matters affecting the community including equality issues.
Council, democracy and local services	The section gives information on how the Council operates, responsibilities of other public authorities, local democracy and voting, Council Tax and benefits, the Council's website and Council budgets..
Health care and Education	Education, health and social care services in the District by a variety of agencies including Kent County Council, trusts and voluntary organisations
Environment	The District Council offers a variety of services to the surroundings and the environment in general.
Housing	The section provides information on all aspects of housing.
Jobs and Careers	The section provides detail of jobs available at the District Council, local job centres and links for advice on careers.
Leisure and Culture	The section gives information about leisure, tourism, sports and the arts.
Public Safety	The section deals with community safety and emergency planning.
Transport and Streets	Details of highways matters, parking enforcement and parking exemptions, traffic schemes, Council-operated car parks, national bus permits, taxi licensing and public transport.
Sevenoaks District	Information about Sevenoaks District.
Online Services	This section gives details of how to make a payment using an on-line form or other on-line facilities.

INFORMATION AVAILABLE

Categories identified by an asterisk contain information that cannot currently be obtained from the Council's website.

CLASS 1: BUSINESS

Categories:

- Business funding support and advice
- Business property
- Business Rates
- Online access for Business Rates
- Search for Rateable Value within the District
- Chambers of Commerce and business contacts
- Doing business with the Council
- Fairground - permission to operate on land
- Health and safety
- Licensing

Sub- Categories:

- Alcohol and entertainment licensing
- Animal licensing
- Statement of Licensing Policy
- Food licensing and registration
- Gambling licences
- Leisure licences
- Nursing agency licences
- Personal treatment licences
- Public weighbridge licences
- Retail and commercial licences and registration
- Taxis and licenses
- Voluntary minibus licences
- Local Land Charges
- Markets
- Sevenoaks District Business Directory
- Smokefree legislation
- Trading standards
- West Kent Area Investment Framework
- West Kent Partnership

CLASS 2: COMMUNITY & LIVING

Categories:

- Childcare and nurseries
- Citizens Advice Bureaux
- Community events
- Community grants
- Disabled access guide (DisabledGo)
- Equality
 - Sub- Categories:
 - Race equality
 - Disability equality
 - Gender equality
 - Further information
- Life events
 - Sub- Categories:
 - Births
 - Consumer debt
 - Deaths
 - Domestic violence
 - Employment terms and conditions
 - Legal proceedings
 - Marriage and civil partnerships
 - Records and archives
- Services for older people
- Residents' associations
- Setting up a community website
- Sevenoaks District Community Plan
 - Sub- Category:
 - The Sevenoaks District Community Planning Partnership
- Tracing families
- UK funding opportunities for community groups

- Volunteering
 - Sub- Categories:
 - Volunteer centres
 - Voluntary sector compact
 - Voluntary organisations

CLASS 3: COUNCIL DEMOCRACY & LOCAL SERVICES

Categories:

- Councillors and decision-making
 - Sub- Categories:
 - Your District Councillors
 - How the Council takes decisions
 - Cabinet, Performance and Governance Committee and Select Committee agendas and minutes
 - Council meetings
 - The Council's constitution
 - Register of Members' Interests *

- About the Council
 - Sub- Categories:
 - Communications Team
 - Council Chaiman
 - Council services
 - Council vision
 - Customer standards
 - Data Protection Act
 - Document charging policy *
 - Freedom of Information Act
 - Holiday opening times
 - Major consultations
 - Organisational structure
 - Public notices
 - Making a complaint
 - Compliments and suggestions
 - General infomation request
 - Surveillance policy
 - Sevenoaks District Residents' Panel
 - In Shape – the Council's newspaper

- Elections and voting
 - Sub- Categories:
 - Local elections 2007
 - Electoral registration and elections
 - Swanley Town and Hextable Parish Election Details
 - Download forms
 - Review of Polling Districts, Polling Places and Polling Stations

- Legislation *
 - Byelaws and Orders - Various byelaws and orders can be inspected at the Council's Offices

- Council Tax and benefits
 - Sub- Categories:
 - Council Tax
 - Benefits
 - Online access for Council Tax, Business Rates and Landlords

- Council performance
 - Sub- Categories:
 - How we measure and manage performance
 - Performance management system
 - Corporate Performance Plans
 - Best Value reviews/Internal Service Inspections (ISIs)
 - Comprehensive Performance Assessment (CPA)
 - Latest performance information online
 - Performance management links
 - Annual Reports
 - Best Value User Satisfaction Survey results

- Democracy and public services
 - Sub- Categories:
 - Local democracy
 - Local government services

- Receive text message updates
- About this website

- Council budgets and spending
 - Sub- Categories:
 - Council finance
 - The Council's Statement of Accounts
 - Summary of accounts consultation

CLASS 4: EDUCATION, HEALTH and SOCIAL CARE

Categories:

- Health
 - Sub- Categories:
 - An overview of local health services
 - Local NHS Trusts
 - Healthy Edenbridge Project
 - Healthy Swanley Project
 - Health walks
 - Hospitals
 - Infectious diseases
 - Nursing homes
 - Local hospices
 - Useful contacts, links and helplines
 - Sevenoaks District Healthy Lifestyles Project
- Social care
 - Sub- Categories:
 - Information for people with special needs
 - Social services
- Education

CLASS 5: ENVIRONMENT

Categories:

- Animal welfare
 - Sub- Categories:
 - Local vets
 - Dog Control Service
- Building control

Sub- Categories:

- Submitting an application
- Building Control Fees
- Site Inspections
- Building Control Enforcement
- Advice & Guidance
- Reporting Dangerous Structures
- Disability Discrimination
- Party Wall Act
- Links & Useful Information
- Contact Building Control

- Energy conservation
- Food safety

Sub- Categories:

- Food production and quality
- Training courses
- Starting a food business
- Registering a new food business
- Avian flu
- Report a food complaint
- Scores on the Doors

- High Hedges
- Invasive plants
- Noise Action Week 2007
- Parks and open spaces
- Pests and nuisance

Sub- Categories:

- How the Council can help you
- Pest control
- Bonfires
- Fireworks
- Noise nuisance
- Nuisance complaints
- Light Nuisance
- Biosolids

- Planning

Sub- Categories:

- Advert Control
- Contact Planning
- Design and Conservation
- Development Control Committee
- Do I need planning permission?
- How your applications are decided
- Links & Other Useful Information
- Major developments in Sevenoaks District
- Mobile Phone & Telecommunications
- Planning Appeals
- Planning Application Forms & Fees
- Planning Enforcement
- Planning Offices
- Planning Services Online
- Plans & Policies: Current Consultations, National Plans and Policies, Regional Plans and Policies, Current Local Plans and Policies, Review of Local Plans and Policies, Local Development Framework and Minerals and Waste Development Framework
- Plots of land in the Green Belt
- Report a planning breach online
- Submitting a Planning Application
- Trees
- Types of Planning Application
- Weekly Planning Application List
- Pollution
 - Sub- Categories:
 - Radon
 - Asbestos
 - Air quality - Management and Monitoring
 - Contaminated land
- Public toilets
- Rubbish, waste and recycling
 - Sub- Categories:
 - Refuse and recycling collection service
 - Refuse, recycling and garden waste collection times
 - Bank holiday refuse collection arrangements
 - Saturday refuse collection times

- Assisted refuse collection
 - Clinical waste
 - Trade or business waste collections
 - Slim Your Bin
 - Recycling in Sevenoaks District
 - Recycling services
 - Kerbside recycling for households
 - Kerbside collection of recyclable white goods
 - Home composting
 - Garden Waste Collection Service
 - Sevenoaks District Council's recycling sites
 - 'The Tip' - Kent County Council Household Waste Recycling Centres
 - Real nappies
 - Fly tipping
 - Kent Waste Forum
 - Contact Refuse and Recycling Services
 - Cesspool & Septic Tank Emptying
- Sandbags and road salt
 - Sevenoaks District Rural Forum
 - Street care and cleaning
 - Sub- Categories:
 - Abandoned vehicles
 - Street cleaning
 - Sewers and drains - responsible parties
 - Sustainable development
 - Sub- Categories:
 - What is Sustainable Development?
 - The Council's approach to sustainability
 - What's happened so far in Sevenoaks District?
 - Initiatives in Sevenoaks District
 - What you can do to help
 - Water efficiency
 - Weather
 - Unwanted Vehicles
 - Environmental Health Top Tips

CLASS 6: HOUSING

Categories:

- Finding a place to live
- Information for landlords
- Housing Strategy 2003
- Domestic abuse housing strategy and information
- Affordable Housing
- Housing improvement and repairs
- Multiple occupancy homes
- Mobile home parks
- Properties in disrepair
- Empty properties
- Traveller sites and unauthorised encampments
- Enforcement policies
- Housing associations
- Housing services contact details
- Useful contacts
- Getting Help and Support

CLASS 7: JOBS and CAREERS

Categories:

- Working for Sevenoaks District Council
 - Sub- Categories:
 - Latest job vacancies
 - Benefits of working for the Council
 - Investor in People status
 - Best Councils to work for award
 - Equal opportunities
 - Work experience placements with the Council
- Local job centres
- Careers

CLASS 8: LEISURE and CULTURE

Categories:

- Arts development
- Cultural activities
- Countryside
- Leisure facilities
- Libraries
- Local history
- Museums
- Kino Sevenoaks
- Sports development
- Sports clubs
- Tourism
- Young People

Sub- Categories:

- 8 to 12s project
- Youthmail
- In the Zone 2007
- Events for Young People
- Young person's complaint form
- SNAP Club nights for Young People
- Community Safety Information for Young People
- Contact the Youth Development Section
- Subsidised Minibus Trips for Youth Groups
- Sevenoaks District Play Strategy
- Youth Opportunities and Youth Capital Fund
- Young People's Action Plan

CLASS 9: PUBLIC SAFETY

Categories:

- Community safety

Sub- Categories:

- The work of the Community Safety Partnership
- How are we doing?
- Crime statistics

- How to report a crime
- Reporting graffiti
- Advice about mini-motorbikes
- Getting involved and helpful information
- CCTV
- Partnership information
- Anti-Social Behaviour
- Community safety contacts
- Domestic Abuse
- Helpful Tips for Graffiti Removal
- Police Community Support Officers
- KCC Community Wardens
- Power Project
- Neighbourhood Management
- Partnerships & Communities Together (PACT)
- Police Surgeries
- North Kent Crime Prevention Panel
- Emergency planning
- Flooding
- Emergency contacts

CLASS 10: TRANSPORT and STREETS

Categories:

- Bad weather conditions
- Blue Badge scheme
- National bus permits
- Highways
- Kent Car Share
- Minibus service
- MOTs
- Public transport
- Street naming and numbering
- Parking
 - Sub- Categories:
 - Car parks
 - Penalty Charge Notices

- On street car parking
- Parking enforcement
- Parking commercial or large vehicles on-street
- Parking permits, vouchers and waivers
- Parking restrictions
- Parking management - yellow lines

CLASS 11: SEVENOAKS DISTRICT

Categories:

- About Sevenoaks District
- Events and what's on
- Local internet access
- Moving to the District
- Neighbouring authorities
- Places of worship
- Sevenoaks District in numbers
- Town twinning
- War memorials

CLASS 12: ONLINE SERVICES

Categories:

- Online payments
- Online forms
- Online facilities