

Douglas City Council Guide to information
In line with Parish and Community Council Model

Key

Black Available (on website or hard copy)

1. Who we are and what we do

• Council Constitution

The Council's Constitution

• Council democratic structure

Information about the function and process of meetings (Council Meetings, Executive and other Committees)

Information about decision-making and scrutiny

• Council Department structure

Names of the various departments within the Council, plus contact details for the Chief Executive and Chief Officers

• Location and opening times of Council properties

Information about locations, opening times and contact details of the Council's centers /buildings, which are there to enable the public to access Council services

• Currently elected Councilors' information and contact details

Currently elected Councilors including membership of committees, address (unless opted out), telephone number, email contact and Register of Interests

• Contact details for all customer-facing departments

Telephone numbers for customer contacts

• Most recent election results

• Relationships with other authorities

Information for example about the Isle of Man Constabulary; the Department for Environment, Food and Agriculture (DEFA); the Department of Infrastructure; Suez Website, Recycle Now and Cruse Bereavement Care Isle of Man.

2. What we spend and how we spend it

- **Financial statements, budgets and variance reports**

The Council's Statement of Accounts

- **Capital Programme**

In the Budget Book, including Asset Management Plan

- **Spending reviews**

The Council's Statement of Accounts and Committee Reports

- **Financial audit reports**

- **The members' allowances scheme and the allowances paid under it to Councilors' each year**

The allowances members are entitled to claim, and the amount each member received in expenses.

- **Details of contracts currently being tendered**

Procurement policies and guidance

Contracts currently available for public tender

- **Auditor's reports**

Part of the Council's Statement of Accounts

- **Financial statements for projects and events**

Part of the Council's Statement of Accounts

- **Internal financial regulations**

Financial regulations under the Council's Standing Orders, as contained in the Council's Constitution

3. What Our Priorities Are And How Are We Doing

- **Corporate Plan**

The Corporate Plan and Budget Statement.

- **Strategies and business plans for services provided by the Council**

In the Budget Book

- **Strategies developed in partnership with other authorities**

Housing Strategy and 10-year plan in partnership with Department of Infrastructure

- **Capital strategy**

In the Budget Book

- **Auditor's reports**

In the Council's Annual Statement of Accounts

- **Local Area Agreements**

Twinning Agreements, Climate Change, SLA's

- Statistical information produced in accordance with the Council's and departmental requirements

For example, information about population and employment

- **Impact assessments**

Executive Reports containing Impact Assessments (such as Equality Impact Assessments).

- **Service standards**

Customer Charter and Service Standards

4. How we make decisions

- **Timetable of Council meetings**

Council and Committee Meeting dates for the current and previous year

- **Agendas, officers' reports, background papers and minutes of Council**

Public information on the Council's decision Minutes excluding exempt from disclosure.

- **Major policy proposals and decisions**

Information on The Council's Forward Plan and via public information on the Council's decision Minutes excluding exempt from disclosure

- **Facts and analyses of facts considered when framing major policies**

Information on The Council's Forward Plan and via public information on the Council's decision Minutes excluding exempt from disclosure.

- **Public consultations**

Consultation papers or information, any summary of the responses and the outcome of the consultation exercise.

5. Our policies and procedures

- **Policies and procedures for conducting Council business**

The Council's Constitution and Standing Orders including delegated authority to officers.
Code of Conduct.

- **Policies and procedures for delivering our services**

For example, Customer Charter and Equality and Diversity Policy

- **Policies and procedures about the recruitment and employment of staff**

For example, employment information, current vacancies, Recruitment Policy, Equality and Diversity Policy, Human Resources Policy, Health and Safety Policy.

- **Customer service**

Complaints policy, policy for handling requests for information, data sharing and CCTV usage policy.

- **Records management and personal data policies**

For example, Data Protection Policy and Records Management Policy.

- **Charging regimes and policies**

For example, Licensing Fees and Charges, Building Control Charges and Service Charges for Council Tenants.

6. Lists and Registers

These may be available for inspection only.

- **Public registers and registers held as public records**

For example, the Register of Electors, Register of Premises/Land and Register of Street Vending.

- **Asset registers and information asset register**

- **Register of Councilors' financial and other interests**

Register of Members' Interests in accordance with the Local Government Act 1985 [Section 12 & 13]

- **Register of gifts and hospitality**

For Council officers at Assistant Director's level and above.

- **Register of electors**

The Register of Electors and information about the Register and where it can be inspected.

7. Services provided by the Council

Details of all the Council's Services can be found by searching on the website.

- **Regulatory and licensing responsibilities**

For example, Street Traders

- **Services for local businesses**

Refer to DfE.

- **Services for other organisations**

For example, student groups, youth groups and club activities held in the Library

- **Services for members of the public**

Details of all the Council's Services can be found on the Council's website. You can use the Search facility to find information.

- **Services for which the Council is entitled to recover a fee, together with those fees**

For example, Building Control Charges, Service and Charges for Council Tenants.

- **Information for visitors to the area, leisure information, events, museums, libraries and archive collections**

Information about the local area

- **Leaflets, booklets and newsletters**

Various leaflets and Council publications available in Council offices, libraries etc.

- **Advice and guidance**

For example, advice on debts and benefits, consumer advice, affordable housing

- **Media releases**

Press statements and releases.

- **Election Information**

For example, election results, forthcoming elections and voting procedures