

## PART 2

### SECTION A      COUNCIL-WIDE INFORMATION

| <b>CLASS 1 : A to Z OF COUNCIL SERVICES</b>      |   |
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| Description:                                     | An alphabetical A to Z index of Council services with contact telephone numbers.  |
| Availability:                                    | - Website<br>- Council Offices and Wrexham Reference Library<br>- by phone – 01978 292014   |
| Cost:  | None  |
| <b>COMMUNITY INFORMATION</b>                     |   |
| <b>CLASS 2 : CARE CALL</b>                       |   |
| Description:                                     | This class comprises information about the Council’s Care Call service which provides 24 hour emergency cover for the elderly, people with disabilities and the terminally ill.   |
| Availability:                                    | - Website<br>- Council offices and Wrexham Reference Library<br>- by phone – 01978 367900   |
| Cost:  | None  |
| <b>CLASS 3 : CLOSE CIRCUIT TELEVISION (CCTV)</b> |   |
| Description:                                     | This class comprises general background information about CCTV including frequently asked questions. It excludes general access to footage from CCTV cameras. (Individuals have rights of access under the Data Protection legislation).  |
| Availability:                                    | - Website<br>- by phone – 01978 292089  |
| Cost:  | None  |
| <b>CLASS 4 : HELPING WITH LIFE EVENTS</b>        |   |
| Description:                                     | This class comprises information about life events including birth, marriage and bereavement.   |
| Availability:                                    | - Website<br>- Register Office<br>- Cemeteries Superintendent – 01978 263159<br>- Pentrebychan Crematorium – 01978 842104/840068  |
| Cost:  | None  |
| <b>CLASS 5 : COUNCIL BUSINESS</b>                |   |
| Description:                                     | This class comprises:<br>(i) Council and Committee agendas, reports and minutes excluding items falling within Part 1 of Schedule 12A of the Local Government Act 1972 as amended;<br>(ii) the schedule of meetings of the Council and its Committees specifying the date, time and venue; and<br>(iii) the forward work programme setting out a schedule of items to be considered at future Committee meetings. |
| Availability:                                    | (i) & (ii) Website (excluding Council & Committee reports) and for inspection at the Guildhall and Wrexham Reference Library<br>(iii) Website<br>- by phone – 01978 292235  |
| Cost:  | Range of charges-please enquire for details   |

| <b>CLASS 6 : COMMENTS &amp; COMPLAINTS PROCEDURE</b> |   |
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| Description:   | The Council's formal comments and complaints procedure. |
| Availability:  | - Council offices                                       |
| Cost:  | None  |

| <b>CLASS 7 : COUNCIL CONSTITUTION</b> |  |
|---------------------------------------|--|
| Description:                          | The Constitution sets out how the Council operates, how decisions are made, and the procedures, codes of practice and protocols that govern the way its business is conducted. The Constitution comprises 7 parts: Summary & Explanation; Articles of the Constitution; Responsibility for Functions; Rules of Procedure; Codes & Protocols; Members' Allowance Scheme and Management Structure. |
| Availability:                         | - for inspection at the Guildhall and Wrexham Reference Library<br>- Website<br>- by phone – 01978 292235  |
| Cost:                                 | Range of charges-please enquire for details  |

| <b>CLASS 8 : COUNCIL FINANCES</b> |   |
|-----------------------------------|---|
| Description:                      | This class comprises:<br>(i) the Annual Statement of Accounts 2001/02 and succeeding financial years upon completion of the external audit;<br>(ii) Annual budget summary 2003/04 and successive years; and<br>(iii) Annual budget book 2002/03 and successive years. |
| Availability:                     | (i) Website, for inspection at Lambpit Street offices and Wrexham Reference Library, by phone 01978 292704<br>(ii) Website<br>(iii) for inspection at Wrexham Reference Library   |
| Cost:                             | Range of charges-please enquire for details   |

| <b>CLASS 9 : COUNCIL NEWS</b> |   |
|-------------------------------|---|
| Description:                  | This class comprises:<br>(i) Press Releases issued by the Council<br>(ii) "Connect" the Council's bi-annual magazine for residents;<br>(iii) the Official Guide to the county borough including information and advertisements from local organisations and businesses. |
| Availability:                 | - Website<br>- Wrexham Reference Library<br>- by phone – 01978 292014   |
| Cost:                         | None  |

| <b>CLASS 10 : COUNCIL PERFORMANCE</b>                 |   |
|---|---|
| Description:  | This class comprises:<br>(i) the Improvement (Best Value Performance) Plan setting out information about areas we intend to improve and how well we have performed over the past 12 months;<br>(ii) the Response to the Audit of the Improvement Plan detailing our response and action plan to deal with issues raised by external auditors;<br>(iii) the Annual Audit Letter<br>(iv) published inspection reports about our services produced by Audit Commission Wales, Estyn, Social Services Inspectorate Wales and the Benefits Fraud Inspectorate. |
| Availability:   | (i) and (ii) Website, for inspection at the Guildhall and Wrexham Reference Library<br>(iii) Website<br>(iv) Wrexham Reference Library and via website links to the Inspectorates' sites<br>- by phone – 01978 292253   |
| Cost:   | None  |
| <b>CLASS 11 : COUNCIL POLICY FRAMEWORK</b>            |   |
| Description:  | This class comprises the plans and strategies covered by the policy framework as defined in the Council Constitution including the Children's Services Plan, Education Strategic Plan, Social Care Plan and Welsh Language Scheme.  |
| Availability:   | Website<br>Wrexham Reference Library<br>- by phone – 01978 292253   |
| Cost:   | Range of charges-please enquire for details   |
| <b>CLASS 12 : E GOVERNMENT</b>                        |   |
| Description:  | The interim Implementing E Government Statement setting out the Council's plans for modernising service delivery through new technology.  |
| Availability:   | - Website<br>- by phone – 01978 292300  |
| Cost:   | None  |
| <b>CLASS 13 : EQUAL OPPORTUNITIES</b>                 |   |
| Description:  | The Council's Equal Opportunities Policy and Corporate Equality Plan (Race) Equality Scheme.  |
| Availability:   | - Website<br>- for inspection at the Guildhall and Wrexham Reference Library<br>- by phone – 01978 292012   |
| Cost:   | None  |
| <b>CLASS 14 : INFORMATION ABOUT LOCAL COUNCILLORS</b> |   |
| Description:  | This class comprises:<br>(i) name and contact details of current Councillors by ward;<br>(ii) membership of Committees and appointments by the Council to other bodies;<br>(iii) the Register of Members Interests; and   |

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|               | (iv) the records of annual payments of allowances to each member and their attendances at meetings (available for inspection after year end) and of members' annual travel and subsistence payments (inspection upon request at all reasonable times). |
| Availability: | (i) and (ii) Website, for inspection at Guildhall and Wrexham Reference Library, by phone 01978 292235<br>(iii) available for inspection at Guildhall<br>(iv) available for inspection on request, 01978 292750  |
| Cost:         | None   |

#### **CLASS 15 : INFORMATION FOR JOB SEEKERS**

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|---------------|--|
| Description:  | This class consists of information about current vacancies with the Council, job related information, eg job descriptions and person specifications and how to apply, plus information about working at the Council. |
| Availability: | - Website<br>- by phone - 01978 292012<br>- by e mail – <a href="mailto:corporatepersonnel@wrexham.gov.uk">corporatepersonnel@wrexham.gov.uk</a>   |
| Cost:         | None   |

### **B COUNCIL SERVICES**

#### **BUSINESS – GENERAL**

##### **CLASS 16 : BUSINESS & INDUSTRY**

|               |   |
|---------------|---|
| Description:  | This class comprises information covering business support and advice, grants and financial assistance, transport and communications, premises, work-based training, and, includes an online Business Directory search facility on the website. |
| Availability: | - Website<br>- by phone – 01978 366366<br>- by e mail – <a href="mailto:business@wrexham.gov.uk">business@wrexham.gov.uk</a><br>- the Business Directory is also available in hard copy or CD-Rom on request                                    |
| Cost:         | Range of charges-please enquire for details   |

##### **CLASS 17 : BUSINESSLINE**

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|---------------|--|
| Description:  | Businessline is a business information service based in Wrexham Library providing information for businesses and individuals. The service provides access to information in a range of mediums including directories, leaflets, databases etc. |
| Availability: | - Wrexham Library<br>- by phone – 01978 292092<br>- by e mail – <a href="mailto:businessline@wrexham.gov.uk">businessline@wrexham.gov.uk</a>   |
| Cost:         | None   |

##### **CLASS 18 : BUSINESS RATES**

|               |  |
|---------------|--|
| Description:  | Advisory information about business rates including how they are calculated, how to appeal, rateable value of business properties and relief available for charities.      |
| Availability: | - Website (annual information)<br>- advisory information despatched with Business Rates demands<br>- for inspection at Lambpit Street offices<br>- by phone – 01978 292030 |

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| Cost:   | None  |
| <b>CHILDREN &amp; YOUNG PEOPLE</b>              |   |
| <b>CLASS 19 : CHILDREN'S INFORMATION BUREAU</b> |   |
| Description:                                    | This class comprises information available from the Children's Information Bureau including information on parenting and childcare, childminders, day nurseries, playgroups and out of school clubs.  |
| Availability:                                   | - the Bureau is located at Wrexham Library<br>- Website<br>- by phone – 24 hour helpline - 01978 312058   |
| Cost:   | None  |
| <b>CLASS 20 : STRYTWISE</b>                     |   |
| Description:                                    | This class comprises a section on the Council's website for young people aged 11-18 providing information, advice, contacts and useful links covering to a wide range of young people's issues.   |
| Availability:                                   | - Website   |
| Cost:   | None  |
| <b>CLASS 21 : SURE START</b>                    |   |
| Description:                                    | This class comprises information about the Sure Start programme that provides support for 0-3 year old children and their parents. The programme is run by a partnership between the local authority, health services and voluntary organisations. Work is currently focused on 4 areas within the county borough (Caia Park, Plas Madoc & Cefn Mawr, Brynteg & Southsea, Gwersyllt). |
| Availability:                                   | - Website<br>- by phone – 01978 297553  |
| Cost:   | None  |
| <b>CLASS 22 : YOUTH OFFENDING SERVICE</b>       |   |
| Description:                                    | This class comprises information about the composition of the Youth Offending Service, its role and details of the initiatives run by the service. (The Youth Justice Plan is available under Class 11).  |
| Availability:                                   | - Website   |
| Cost:   | None  |
| <b>CLASS 23 : YOUTH SERVICE</b>                 |   |
| Description:                                    | This class comprises information about the Youth and Community Service including details of youth club activities and youth programmes and projects.  |
| Availability:                                   | - Wrexham Info Shop, 2 North Arcade, Chester Street<br>- by phone – 01978 297571 or 358900<br>- by e mail – <a href="mailto:infoshop@wrexham.gov.uk">infoshop@wrexham.gov.uk</a>  |
| Cost:   | None  |
| <b>CLASS 24: COUNCIL TAX</b>                    |   |
| Description:                                    | General information about Council Tax including what it is, property banding, payment options, appeals, benefits, reliefs and discounts and contact details.  |
| Availability:                                   | - Website   |

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|   | - information & advisory leaflets despatched with Council Tax demands<br>- by phone – 01978 292032 (Benefits) or 292031 (Enquiries)<br>- by e mail – counciltax@wrexham.gov.uk   |
| Cost:   | None   |
| <b>EDUCATION</b>                                  |  |
| <b>CLASS 25 : CHILD WELFARE</b>                   |  |
| Description:                                      | This class consists of information about the child health service, child protection, discipline, education welfare benefit, home tuition and special educational needs.  |
| Availability:                                     | - Website<br>- by phone – 01978 297401<br>- by e mail – education@wrexham.gov.uk   |
| Cost:   | None   |
| <b>CLASS 26 : GENERAL INFORMATION FOR PARENTS</b> |  |
| Description:                                      | A Parent’s Guide to Education Services in Wrexham 2002/03 and successive years. This covers wide-ranging information about schools including school holiday dates, admissions and transfers, public examinations and a list of primary, secondary and special schools. |
| Availability:                                     | - Website<br>- Wrexham Reference Library<br>- by phone – 01978 297401<br>- by e mail – education@wrexham.gov.uk  |
| Cost:   | Range of charges-please enquire for details  |
| <b>CLASS 27 : NURSERY SCHOOLS</b>                 |  |
| Description:                                      | This class comprises the Council’s policy on Nursery Education and guide for parents/guardians dealing with the most frequently asked questions about nursery education.   |
| Availability:                                     | - Website<br>- by phone – 01978 297401<br>- by e mail – education@wrexham.gov.uk   |
| Cost:   | None   |
| <b>CLASS 28: SCHOOLS DATABASE</b>                 |  |
| Description:                                      | This comprises the schools database with an online search facility enabling access to selected information about individual schools. (Details of schools are also available under Class 26 - “General Information for Parents”).                                       |
| Availability:                                     | - Website  |
| Cost:   | None   |
| <b>CLASS 29 : SCHOOL FINANCIAL INFORMATION</b>    |  |
| Description:                                      | This comprises the Section 52 Budget Statement, Section 52 Outturn Statement and financing scheme for schools setting out the financial relationship between the LEA and maintained schools.   |
| Availability:                                     | - by phone – 01978 297402<br>- Wrexham Reference Library   |
| Cost:   | None   |
| <b>CLASS 30 : SCHOOL GOVERNORS</b>                |  |
| Description:                                      | This consists of general information about the role of governors,  |

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|   | who to contact if interested in becoming a governor.   |
| Availability:                                       | - Website<br>- by phone – 01978 297401<br>- by e mail – education@wrexham.gov.uk   |
| Cost:   | None   |
| <b>CLASS 31: SCHOOL TRANSPORT</b>                   |  |
| Description:  | This class comprises information about school transport including the Council’s policy and eligibility criteria.   |
| Availability:                                       | - Website<br>- by phone – 01978 297401<br>- by e mail – education@wrexham.gov.uk   |
| Cost:   | None   |
| <b>CLASS 32 : WELSH EDUCATION SCHEME</b>            |  |
| Description:  | This class comprises the Local Education Authority’s plan dealing with provision for Welsh medium and bilingual education in the county borough.   |
| Availability:                                       | - for inspection at Ty Henblas and Wrexham Reference Library<br>- by phone – 01978 297511  |
| Cost:   | None   |
| <b>ELECTIONS</b>                                    |  |
| <b>CLASS 33 : ELECTORAL REGISTERS &amp; NOTICES</b> |  |
| Description:  | This class comprises the full and edited versions of the Electoral Register, Notice of Alteration –Register of Electors (list of monthly claims under rolling registration), Register of Overseas Electors, election results and election notices.         |
| Availability:                                       | - for inspection at Council offices (Tel 01978 292020)   |
| Cost:   | Range of charges-please enquire for details  |
| <b>ENVIRONMENTAL SERVICES</b>                       |  |
| <b>CLASS 34 : ENVIRONMENTAL PROTECTION</b>          |  |
| Description:  | This class covers general information about air quality issues including pollution prevention and control, contaminated land, and advise for businesses about their environmental performance. It includes Wrexham’s Strategy for Sustainable Development. |
| Availability:                                       | - Website<br>- by phone – 01978 297028<br>- by e mail – environmental@wrexham.gov.uk   |
| Cost:   | None   |
| <b>CLASS 35 : FOOD SAFETY</b>                       |  |
| Description:  | This class comprises information about food hygiene (training and awards), food safety advice for businesses, advice regarding food poisoning infections, food sampling, food safety inspections and food law enforcement.                                 |
| Availability:                                       | - Website<br>- by phone – 01978 292040<br>- by e mail – environmental@wrexham.gov.uk   |
| Cost:   | None   |
| <b>CLASS 36 : HEALTH &amp; SAFETY AT WORK</b>       |  |
| Description:  | This class covers:   |

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|   | (i) general information about the Health and Safety service provided by the Public Protection Department including a series of Advice Sheets covering topics such as Safety Policies, Risk Assessment and Manual Handling.<br>(ii) guidance for organisers of public events produced jointly with North Wales police, ambulance and fire services detailing organisers' responsibilities in organising public events. |
| Availability:   | (i) Website, by phone – 01978 292040, by e mail <a href="mailto:environmental@wrexham.gov.uk">environmental@wrexham.gov.uk</a><br>(ii) Wrexham Reference Library, by phone – 01978 292135   |
| Cost:   | None  |
| <b>CLASS 37 : LICENSING</b>                                   |   |
| Description:  | This class covers guidance notes and information relating to the licences issued by the Council. (A wide range of licence application forms is available via the website).  |
| Availability:   | - Website<br>- general enquiries by phone - 01978 292040<br>- private hire & hackney licence issues – 01978 722900  |
| Cost:   | Range of charges-please enquire for details   |
| <b>CLASS 38 : PUBLIC HEALTH (including Pest control)</b>      |   |
| Description:  | This class provides information about amenity wardens, the dog warden service, pest control, statutory nuisance (eg noise, smells, smoke), drainage problems (private drains, sewers or septic tanks) and private water supplies.   |
| Availability:   | - Website<br>- Crown Buildings, Chester Street<br>- by phone – 01978 292040<br>- by e mail – <a href="mailto:environmental@wrexham.gov.uk">environmental@wrexham.gov.uk</a>   |
| Cost:   | None  |
| <b>CLASS 39 : REFUSE COLLECTION, DISPOSAL &amp; RECYCLING</b> |   |
| Description:  | This class covers information about the refuse collection service including details of collection days and Bank Holiday arrangements, use of wheeled bins, the Council's trial recycling scheme (Recycle with Michael), and, waste collection and disposal.   |
| Availability:   | - Website<br>- by phone – 01978 292044<br>- by e mail – <a href="mailto:wastemanagement@wrexham.gov.uk">wastemanagement@wrexham.gov.uk</a>  |
| Cost:   | None  |
| <b>CLASS 40 : TRADING STANDARDS</b>                           |   |
| Description:  | This class covers information and advice for consumers and businesses including consumer rights & remedies, a fair trading environment, weights & measures, the proof of age scheme and trader advice leaflets dealing with legal compliance issues.  |
| Availability:   | - Website<br>- Consumer advice – by phone 01978 292045, by e mail <a href="mailto:consumeradvice@wrexham.gov.uk">consumeradvice@wrexham.gov.uk</a><br>- Law enforcement & business advice – by phone 01978 296060, by e mail <a href="mailto:trading.standards@wrexham.gov.uk">trading.standards@wrexham.gov.uk</a>   |
| Cost:   | None  |

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| <b>CLASS 41 : FIGHTING FRAUD</b> |   |
| Description:                     | This class comprises:<br>(i) the Council’s Anti Fraud and Corruption Strategy;<br>(ii) Sanctions Policy for external fraud; and<br>(iii) advice and publicity on how to report fraud. |
| Availability:                    | (i) and (ii) Website and Wrexham Reference Library<br>(iii) Website<br>- by phone – 01978 292730  |
| Cost:                            | None  |

## **HOUSING (public & private)**

### **CLASS 42 : APPLYING FOR HOUSING**

|               |  |
|---------------|--|
| Description:  | This class comprises general information about applying for Council housing covering how to apply, allocation and offers, choice of area, furnished tenancies, sheltered accommodation and contact details for Local Estate Offices. |
| Availability: | - Website<br>- by phone – 01978 292915<br>- by e mail – <a href="mailto:housing@wrexham.gov.uk">housing@wrexham.gov.uk</a><br>- Local Estate Offices   |
| Cost:         | None   |

### **CLASS 43: HOUSING BENEFITS**

|               |   |
|---------------|---|
| Description:  | Advisory information about housing benefits for potential claimants and claimants, including how to appeal against benefit decisions, changes in circumstances and explanatory leaflets regarding the Verification Framework. |
| Availability: | - Website<br>- by phone – 01978 292032 (Private Properties) or 292033 (Council Properties)<br>- by e mail – <a href="mailto:housingbenefits@wrexham.gov.uk">housingbenefits@wrexham.gov.uk</a>                                |
| Cost:         | None  |

### **CLASS 44 : HOUSING POLICIES, STRATEGIES & PLANS**

|               |   |
|---------------|---|
| Description:  | This class comprises housing related policies, strategies and plans including:<br>(i) Houses in Multiple Occupation Strategy, and, Empty Homes Strategy for the Private Sector<br>(ii) Homelessness Strategy, Local Housing Strategy and the Supporting People Plan |
| Availability: | (i) Website, for inspection at Crown Buildings, by phone 01978 297011<br>(ii) These documents are currently being drafted. Available by end of 2003 on website, by phone – 01978 292915   |
| Cost:         | None  |

### **CLASS 45 : TENANTS INFORMATION**

|               |  |
|---------------|--|
| Description:  | This class covers information for Council tenants including “Housing Hotline” the biannual newsletter for tenants, advice on looking after your home, your Tenancy Agreement, energy efficiency advice and how to deal with anti-social behaviour. |
| Availability: | - Website<br>- copies of the “Tenants Handbook” & other leaflets available   |

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|       | by phone 01978 292915 or from Local Estate Offices |
| Cost: | None   |

## **LEISURE & TOURISM**

### **CLASS 46 : COUNTRYSIDE SERVICES**

|               |  |
|---------------|--|
| Description:  | This class covers general information about the Countryside Service including the Countryside Strategy and Country Parks, environmental education and events, and, details of other parks and their facilities.  |
| Availability: | - Website<br>- Wrexham Reference Library<br>- Countryside Service/Country Parks – by phone - 01978 356074, by e mail <a href="mailto:countryparks@wrexham.gov.uk">countryparks@wrexham.gov.uk</a><br>- Other Parks – by phone 01978 292040, by e mail <a href="mailto:environmental@wrexham.gov.uk">environmental@wrexham.gov.uk</a> |
| Cost:         | None   |

### **CLASS 47 : CULTURE & HERITAGE**

|               |   |
|---------------|---|
| Description:  | This class covers general information about the Archaeology Service, Local Studies & Archives, Museums, Twinning, Wrexham’s heritage and related events.                  |
| Availability: | - Website<br>- by phone – 01978 317979 (for Archaeology), 317973 (for Local Studies), 292683 (for Twinning) or 317970/museum@wrexham.gov.uk (for Wrexham Museums Service) |
| Cost:         | Range of charges-please enquire for details   |

### **CLASS 48 : LIBRARY & INFORMATION SERVICES**

|               |   |
|---------------|---|
| Description:  | This class covers general information about the Library and Information Service including the Library Plan, details of libraries’ opening hours, the facilities and services provided, charges, and information about lifelong learning service including the locations of the open learning centres. |
| Availability: | - Website<br>- by phone – 01978 292090<br>- by e mail – <a href="mailto:library@wrexham.gov.uk">library@wrexham.gov.uk</a>  |
| Cost:         | Range of charges-please enquire for details   |

### **CLASS 49 : SPORTS & LEISURE**

|               |  |
|---------------|--|
| Description:  | This class comprises information about sports development and sports and leisure facilities. The website provides an online sporting search facility giving access to information about sporting activities in the county borough by area, sport, venue, club or a combination of these 4 factors. |
| Availability: | - Website<br>- by phone – 01978 297410 for hard copy of Sports & Leisure Guide<br>- see - “A to Z of Council Services” for phone numbers/e mail addresses for individual facilities  |
| Cost:         | None   |

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|---------------------------|---|
| <b>CLASS 50 : TOURISM</b> |   |
| Description:              | This class covers information about events and activities, accommodation, and places to visit locally and throughout North East Wales.  |
| Availability:             | - Website<br>- Tourist Information Centre, Lambpit Street, by phone 01978 292015 or by e mail <a href="mailto:tic@wrexham.gov.uk">tic@wrexham.gov.uk</a><br>- virtual tour of Wrexham on CD-Rom |
| Cost:                     | Generally free. Charge for CD-Rom   |

## **PLANNING**

### **CLASS 51 : BUILDING CONTROL**

|               |   |
|---------------|---|
| Description:  | This class comprises information and advice about: applications for Building Regulations; site inspections of construction works; Street Naming and Numbering of new housing, commercial and industrial developments; and, charges for the use of the Building Control Service. |
| Availability: | - Website<br>- Lambpit Street<br>- by phone – 01978 292050<br>- by e mail – <a href="mailto:planning@wrexham.gov.uk">planning@wrexham.gov.uk</a>  |
| Cost:         | Range of charges-please enquire for details   |

### **CLASS 52 : BUILDING GRANTS**

|               |   |
|---------------|---|
| Description:  | This class provides information about grant aid such as house renovation grants and disabled access grants, and, the process for applying for grants including policy, timescales and advice. |
| Availability: | - Website<br>- by phone – 01978 292050<br>- by e mail – <a href="mailto:planning@wrexham.gov.uk">planning@wrexham.gov.uk</a>  |
| Cost:         | None  |

### **CLASS 53 : PLANNING CONTROL**

|               |   |
|---------------|---|
| Description:  | This class covers information about planning and planning applications including advice on whether you need planning permission, details of current planning applications and frequently asked questions. |
| Availability: | - Website<br>- by phone – 01978 292017<br>- by e mail – <a href="mailto:planning@wrexham.gov.uk">planning@wrexham.gov.uk</a>  |
| Cost:         | None  |

### **CLASS 54 : PLANNING ENVIRONMENT**

|               |  |
|---------------|--|
| Description:  | This class provides information and advice on the protection and enhancement of historic and listed buildings, structures, parks, conservation areas and the natural environment, and includes the Wrexham Biodiversity Action Plan. |
| Availability: | - Website<br>- by phone – 01978 292019<br>- by e mail – <a href="mailto:planning@wrexham.gov.uk">planning@wrexham.gov.uk</a> or <a href="mailto:biodiversity@wrexham.gov.uk">biodiversity@wrexham.gov.uk</a>                         |
| Cost:         | Range of charges-please enquire for details  |

| <b>CLASS 55 : PLANNING POLICY</b> |   |
|-----------------------------------|---|
| Description:                      | This class provides information about the Unitary Development Plan and statutory development plans which specify policies for land use in Wrexham, and also includes statistics & forecasting and, local planning guidance notes. |
| Availability:                     | - Website<br>- by phone – 01978 292013<br>- by e mail – <a href="mailto:planning@wrexham.gov.uk">planning@wrexham.gov.uk</a>  |
| Cost:                             | Range of charges-please enquire for details   |

**REGISTERS & APPROVED PROVIDER LISTS**

**CLASS 56 : REGISTERS**

|               |   |
|---------------|---|
| Description:  | This class comprises the following registers held by the Council:<br>- Local Land Charges Register and Common Land Register.<br>(ii) Authorised Industrial Processes Public Register, Register of Waste Management Licences, Radioactive Substances Register, Public Register – Food Registration, Register of Names of Private Hire Drivers, Register of Private Water Suppliers, Register of Houses in Multiple Occupation, Stray Dog Register. |
| Availability: | - for inspection at the Guildhall<br>(ii) for inspection at Crown Buildings, Chester Road   |
| Cost:         | Range of charges-please enquire for details   |

**CLASS 57 : APPROVED LISTS**

|               |  |
|---------------|--|
| Description:  | This class comprises the following approved lists held by the Council:<br>- Approved Premises (civil weddings).<br>(ii) Approved Provider Lists for: residential & nursing homes in Wrexham County Borough, residential & nursing homes outside Wrexham County Borough, domicilliary care, day care. |
| Availability: | - for inspection at Guildhall and Register Office<br>(ii) for inspection at Wrexham Reference Library and Council Offices  |
| Cost:         | None   |

**CLASS 58 : ROADS & TRANSPORT**

|               |   |
|---------------|---|
| Description:  | This class provides general information about roads and public transport including: bus timetables; eligibility for free travel; details of car parks (including maps); road safety; programme of roadworks; weekly bulletin of road closures; and, how to report faults about roads, pavements or street lighting. |
| Availability: | - Website<br>- Bus timetable enquiries – 01978 266166<br>- Car Parks – 01978 292042<br>- Road Closures & Highway Defects – 01978 291770<br>- Road Safety Advice – 01978 297138  |
| Cost:         | Range of charges-please enquire for details   |

| <b>SOCIAL SERVICES</b>   |  |
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| <b>CLASS 59 : ADOPTION</b>   |  |
| Description:   | This class comprises information about adoption including who can adopt, becoming an adopter, the approval process and what happens once approved.   |
| Availability:  | - Website<br>- by phone – 01978 267136 or 0800 7830618<br>- by e mail – adoption@wrexham.gov.uk  |
| Cost:  | None   |
| <b>CLASS 60 : ADULT SERVICES - GENERAL</b>                                       |  |
| Description:   | This class covers information on adults services issues including the protection of vulnerable adults, moving into a Care Home, eligibility criteria for continuing health care, and, policies for people with physical disabilities or sensory impairment.  |
| Availability:  | - Council offices at Guildhall, Lambpit Street, 3-5 & 7-9 Grosvenor Road, and High Street, Ruabon<br>- by phone – 01978 267000   |
| Cost:  | None   |
| <b>CLASS 61 : ASSESSMENT FRAMEWORK FOR CHILDREN IN NEED &amp; THEIR FAMILIES</b> |  |
| Description:   | This class comprises a document explaining the Welsh Assembly Government’s “Assessment Framework” and a series of explanatory leaflets for children, young people, parents, carers and professionals.  |
| Availability:  | - Website<br>- Council offices at Guildhall, Lambpit Street, 3-5 & 7-9 Grosvenor Road, and High Street, Ruabon<br>- by phone – 01978 267000  |
| Cost:  | None   |
| <b>CLASS 62 : CHILDREN’S SERVICES - GENERAL</b>                                  |  |
| Description:   | This class covers information on child safety and child protection issues including child protection investigations, transitional issues for those moving from child to adult services, co-ordinated services for families with disabled children, and, a guide to the children’s complaints procedure*. |
| Availability:  | - Council offices at Guildhall, Lambpit Street, 3-5 & 7-9 Grosvenor Road, and High Street, Ruabon<br>- by phone – 01978 267000<br>* - Website, by phone 01978 292968 (Representation & Complaints Officer)   |
| Cost:  | None   |
| <b>CLASS 63 : DEPARTMENTAL COMPLAINTS PROCEDURE</b>                              |  |
| Description:   | This comprises “Are you happy with the Services you receive from Social Services”, a guide to the Social Service complaints procedure.   |
| Availability:  | - Website<br>- Council offices at Guildhall, Lambpit Street, 3-5 & 7-9 Grosvenor Road, and High Street, Ruabon and Libraries   |

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|  | - by phone – 01978 267000   |
| Cost:  | None  |
| <b>CLASS 64 : FOSTERING</b>                    |   |
| Description:                                   | This class comprises information about fostering and how to become a foster carer.  |
| Availability:                                  | - Website<br>- by phone – Recruitment Officer - 0800 7830618<br>- by e mail – <a href="mailto:fostering@wrexham.gov.uk">fostering@wrexham.gov.uk</a>      |
| Cost:  | None  |
| <b>CLASS 65 : SERVICE INFORMATION LEAFLETS</b> |   |
| Description:                                   | This class comprises a range of leaflets providing information about services and how to access them.   |
| Availability:                                  | - Website<br>- Council offices at Guildhall, Lambpit Street, 3-5 & 7-9 Grosvenor Road, and High Street, Ruabon and Libraries<br>- by phone – 01978 267000 |
| Cost:  | None  |
| Minicom numbers:                               | Central Locality Office – 01978 261173<br>North Locality Office – 01978 356623<br>South Locality Office – 01978 813701                                    |

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| <b>CLASS 66 : FREEDOM OF INFORMATION</b> |  |
| Description:                             | This class contains information and leaflets about the Freedom of Information Act 2000.  |
| Availability:                            | - Website<br>- Wrexham Reference Library<br>- Council Offices<br>- by phone - 01978 317976<br>- by e-mail – <a href="mailto:foi@wrexham.gov.uk">foi@wrexham.gov.uk</a> |
| Cost:                                    | None   |