

Home Office Freedom of Information Publication Scheme

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Our Publication Scheme is available in audiotape, large print and the Welsh language on the Home Office website at www.homeoffice.gov.uk or from the Home Office, Direct Communications Unit, 7th Floor Open Plan Suite, 50 Queen Anne's Gate, London SW1H 9AT .

Home Office Freedom of Information Publication Scheme

FREEDOM OF INFORMATION ACT 2000

THE HOME OFFICE PUBLICATION SCHEME

Welcome to the Home Office Publication Scheme. The Aim of the scheme is to explain what information the Home Office makes available to the public and where possible provide an easy method of accessing this information.

This Publication Scheme is established in accordance with Section 19 of the Act.

Part 1: Introduction

In accordance with Section 19 of the Freedom of Information Act 2000, the Home Office, like all other public bodies, has undertaken to adopt and maintain a scheme for the publication of information. The Publication Scheme provides details of what information is already made available by the Home Office and what may be available in the future. It also outlines how to identify and ask for further information. In this context, "publication" simply means, "to make publicly available".

The Information Commissioner has approved our scheme and we are committed to monitor and regularly update it in accordance with the Information Commissioner's guidance.. An electronic version of the scheme is available on the Home Office website at www.homeoffice.gov.uk. The Publication Scheme can also be provided in paper, Braille and Welsh upon request to:

Larissa Cesar
Information Access Team
Record Management Service
Rm 155 Home Office
50 Queen Anne's Gate
London SW1H 9AT

email: info.access@homeoffice.gsi.gov.uk

Purpose and aims of the Home Office

The Home Office Publication Scheme has been designed to help you find out how we carry out the purpose and aims of the Department. The Department's overall aim is to work with individuals and communities to build a safe, just and tolerant society and to deliver policies and responsibilities fairly, effectively and efficiently. To achieve this purpose, we aim to:

- Reduce crime and the fear of crime.
- Reduce organised and international crime.
- Ensure the effective delivery of justice.
- Deliver effective custodial and community sentences to reduce re-offending and

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protect the public.

- Reduce the availability and abuse of drugs.
- Regulate entry to and settlement in the United Kingdom.
- Support strong and active communities in which people of all races and backgrounds are valued and participate on equal terms.

Home Office Organisation

Details of the Home Office organisation can be found at www.homeoffice.gov.uk

The Home Office has four Executive Agencies:

- HM Prison Service
Cleland House
Page St
London SW1P 4LN
Tel: 020 7217 2661
- Forensic Science Service
Tel: 020 7230 6700
- UK Passport Service
Globe House
89 Eccleston Square
London SW1V 1PN
Tel: 0870 521 0410
- Criminal Records Bureau
Customer Services
CRB
PO Box 110
Liverpool L3 6ZZ
Tel: 0870 90 90 811

Purpose and structure of the Publication Scheme

The Publication Scheme provides a route map so you can find information held by the Department in its directorates and Agencies, quickly and easily. Accordingly, the scheme provides contact points throughout its structure.

The scheme specifies:

- the classes of information we publish or intend to publish
- the manner in which information in each class is or is intended to be published
- whether the material is or is intended to be available free of charge or on payment
- whether material in each class is available in Welsh

Home Office Freedom of Information Publication Scheme

The Home Office has always sought to be as open as possible, in accordance with the Freedom of Information Act 2000 copies of which are available free of charge from:

Department for Constitutional Affairs
Information Rights Division
MWB Business Exchange
10 Greycoat Place
London SW1P 1SB

www.dca.gov.uk

Sometimes, information may not be provided and the reasons will be given in each instance. Documents may be edited where, in the view of the Department, particular information should not be disclosed because of confidentiality, unwarranted invasion of privacy, commercial sensitivity or other specified grounds, including the public interest.

The purpose of this Publication Scheme is to make information available before you need to ask for it.

Responsibility for the Home Office Publication Scheme

The Director of Home Office Corporate Development and Services Directorate of Horseferry House, Dean Ryle Street, London SW1P 2AW, has overall responsibility for the Home Office Publication Scheme.

The person responsible for maintaining the Publication Scheme on a daily basis is:

Larissa Cesar
Information Access Team
Record Management Service
Rm 155 Home Office
50 Queen Anne's Gate
London SW1H 9AT

email: info.access@homeoffice.gsi.gov.uk

Freedom of Information Act

The Freedom of Information Act (FOI Act) received Royal Assent on 30 November 2000. It creates a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. The Home Office is a public authority under the Act and is therefore bound by its provisions. The general right of access will be introduced in January 2005.

The Department for Constitutional Affairs leads on policy related to the Act and under

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Sections 45 and 46 has published Codes of Practice for public authorities on compliance and records management.

www.dca.gov.uk

The Information Commissioner has a duty to promote best practice under the Act and to ensure compliance. The Commissioner's address is:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5 AF

Enquiry Line: 01625 545745

www.informationcommissioner.gov.uk

Subject only to certain prescribed conditions and the exemptions set out in Sections 21 to 44 in Part II of the FOI Act, the public will have a statutory right:

- to be told whether the Home Office holds information of the description specified in the request; and if so;
- to have that information disclosed.

The Home Office is committed to the principles of openness embodied in the Act and will release information to the greatest extent possible, consistent with the public interest. The Home Office will also comply with the Codes of Practice that have been issued under Sections 45 and 46.

Copyright

The Home Office is a Crown body and the information we produce is subject to Crown copyright, which is administered by Her Majesty's Stationery Office. The material listed in this Publication Scheme is Crown copyright unless stated otherwise. The copyright in some of the material in this Publication Scheme has been waived (but not the Royal Arms or Departmental or Agency logos), meaning you can reproduce this material freely. Categories of material for which copyright has been waived include: government press notices, legislation and explanatory notes on the legislation, ministerial speeches, consultation documents, documents featured on official websites (except where expressly indicated otherwise), headline statistics and unpublished public records. More details of these and other categories can be found at: www.hmsso.gov.uk/guides.htm.

For other types of material however, the supply of documents under Freedom of Information does not give the person or organisation who receives them an automatic

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right to re-use the documents in a way that would infringe copyright, for example, by making multiple copies, publishing and issuing copies to the public.

Brief extracts of any of the material included in this Publication Scheme may be reproduced under the fair dealing provisions of the Copyright, Designs and Patents Act 1988 (sections 29 and 30) for the purposes of research for non-commercial purposes, private study, criticism, review and news reporting.

Details of the arrangements for reusing Crown copyright material can be found on HMSO's website at: www.hmso.gov.uk/copyhome.htm or by contacting Her Majesty's Stationery Office at:

Her Majesty's Stationery Office
Licensing Division
St Clements House
2-16 Colegate
Norwich
NR3 1BQ

Tel: 01603 621000

Fax: 01603 723000

email: hmsolicensing@cabinet-office.x.gsi.gov.uk

Authorisation to re-use copyright material not owned by the Crown should be sought from the copyright holders concerned. If in doubt, users should contact Her Majesty's Stationery Office in the first instance.

Disclaimer

The Home Office in London is not responsible for the contents or reliability of the linked websites and does not necessarily endorse the views expressed within them. Listings shall not be taken as endorsement of any kind. We cannot guarantee that the links will work at all times and have no control over the availability of the linked pages.

Obtaining documents and information under the Publication Scheme

The Home Office and its Agencies routinely place large volumes of information on their websites. This Publication Scheme is not a list of actual publications since this may change as other items are published but rather it is a description of the classes or types of information published. To access and individual document the simplest way of locating a document is to type the class name into the search facility on the home office website. This will provide a list of individual documents available for downloading. It is all freely available for downloading, if you have Internet access. Some documents on the Home Office website may be published in the Abode Acrobat PDF (Portable Document Format) file format. To view or print these you will require Abode Acrobat software, which may be downloaded free of charge from the abode website.

To obtain hard copies of information included in the scheme please use the contact

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addresses or telephone numbers provided within each class. Copies will be provided on request. Other information published in accordance with this Scheme, but not available electronically, will also be sent on request.

You can request published information by e-mailing the Home Office at public.enquiries@homeoffice.gsi.gov.uk or

by telephoning the Direct Communication Unit on 0870 000 1585 or by writing to:

The Home Office
Direct Communications Unit,
7th Floor Open Plan Suite
50 Queen Anne's Gate
London, SW1H 9AT.

Alternatively, if you know in which directorate or Agency the information is likely to be held, you can contact them directly.

How other information will be provided

Access to Home Office information *not* made available under this Publication Scheme or otherwise readily accessible, will be administered in accordance with the the Freedom of Information Act 2000

In addition, further information of interest to you may be published by The Stationery Office (TSO) and may be viewed free of charge on a TSO website (www.official-documents.co.uk) Printed copies are available to order (on payment of the due price) from the Stationery Office's website (www.tso.co.uk/bookshop) and TSO shops in major towns and cities across the UK. Among the information published by the TSO are:

- Command Papers, White Papers and Green Papers
- Police Grant funding to Police Authorities
- HM Inspectorate of Constabulary Annual Reports
- HM Inspectorate of Prisons Annual Reports
- UK national legislation
- Home Office Annual Report and Accounts
- Forensic Science Service Annual Report and Accounts
- HM Prison Service Annual Report and Accounts
- HM Prison Service Rules 1999
- The Young Offenders Institutions Rules 2000

Many of these items are also viewable on the Home Office or its Agencies' websites.

Yet more information is available from other sources, such as:

- Answers to Parliamentary Questions on House of Commons website www.publications.parliament.uk/pa/cm/cmpublic.htm and the House of Lords

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- website at www.publications.parliament.uk/pa/ld/ldvolume.htm
- Bills of Parliament introduced by the Home Office and Explanatory notes on the Parliament website at www.parliament.the-stationery-office.co.uk/pa/pabills.htm
 - European Legislation, Directives and Regulations on the Official Journal of the European Communities websites at www.europa.eu.int/eur-lex/en/search/search_oj.html and europa.eu.int/eur-lex/en/index.html (not prefixed by www)
 - Decisions of the Parliamentary Ombudsman relating to the Home Office on www.ombudsman.org.uk/pca/index.html
 - The London Gazette website on www.london-gazette.co.uk
 - Treaties on the Foreign and Commonwealth Office website at www.fco.gov.uk
 - Contracts advertised and contracts awarded by the Home Office and its Agencies from November 2002 above £100,410 on the Supplement to the Official Journal of the European Communities website at <http://ted.publications.eu.int/static/home/en/homepage.ini>¹

Requests for information under the Environmental Information Regulations

If you wish to make a request for information that would be available under the Environmental Information Regulations (EIR) please write to:

Home Office Building and Estates Management Unit
Estates Policy & Finance Team
Horseferry House
Dean Ryle Street
London SW1P 2AW

Charges

We indicate in the individual Publication Scheme information classes where a charge may be levied. You should expect to pay for priced items such as glossy publications, videos and bound information such as reports.

The following could apply to information you intend to use for private research/study:

- Free of charge on the website (i.e. there is no charge by us, but the user will have to meet any charges by their Internet service provider, personal printing costs, etc.) If you don't have Internet access, you can access our website using your local library or internet café. For those without Internet access, a single printout as on the website will be available by post from the above contact address.
- Free of charge leaflets or booklets on advice or information to the public.
- Free of charge to view, but a charge may be made for photocopies. We will let you know of any charge at the time of your request and this will be payable in advance.
- Information available via a website, but a charge may have to be paid before the main part of the information could be accessed. This could arise if the website is

¹ Search by "UK" and "Home Office"

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used to deliver a value-added customised service, particularly where the basic data is also available to private sector users who may provide their own value-added service. Where this applies, the reason for the charge and the level of charges would be stated.

- Chargeable hard copy, for example "glossy" or other bound paper copies, in some cases CD-ROM, video or other media are chargeable as in the publication scheme.

Information Asset Register

You can also access information about the Department via the Information Asset Register (IAR). In the *Future management of Crown copyright* White Paper, published in 1999, a centrally held Government-wide Information Asset Register (IAR) was proposed, which would be available to all, on the Internet. The IAR is a catalogue of Government wide information assets that has not been published and should therefore complement departments' individual publication schemes. The Information can be reused under licence. Anyone with web access can search the IAR in order to identify:

- what information the Government holds;
- how useful that information is; and
- importantly, a contact point to who requests for underlying information can be made.

Requests for information in the IAR will be handled in accordance with the Fol Act from January 2005.

The kinds of information included in the IAR are databases, statistical surveys, reports, research material and special collections of paper files. Anything, in fact, that a Government Department might have collected as part of their business but which has never been published. Some of this information may be made available on request, but not necessarily all of it.

You can search the IAR at www.inforoute.hmso.gov.uk/inforoute/about_iar.htm.

More general information about the IAR is in HMSO's Guidance Note 18, accessible on the HMSO website at www.hmso.gov.uk/copyright/guidance/gn_18.htm

Complaints

If you have a complaint about the operation of this Publication Scheme or are dissatisfied with how the Home Office has dealt with a request for information please write to:

The Information Access Manager
Record Management Service
Room 161, Home Office
50 Queen Anne's Gate
London
SW1H 9AT

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Review of the Publication Scheme

We will review our Publication Scheme regularly and routinely monitor its operation. We undertake to assess all new information for possible inclusion in the scheme.

Tell us what you think

This Publication Scheme is intended to help you find Home Office information easily and quickly and to improve the flow of information into the public domain. We want to improve our service to you and we would, therefore, welcome any comment or suggestions that you may have about how we could improve the scheme. We are committed to reviewing the scheme and your feedback will help. Please write to:

The Information Access Team
Record Management Service
Room 161, Home Office
50 Queen Anne's Gate
London
SW1H 9AT

Or e-mail to:

info.access@homeoffice.gsi.gov.uk (for the attention of the Information Access Team)

Home Office Freedom of Information Publication Scheme

Part 2: Information Classes

This Publication Scheme aims to make as much Home Office information as possible readily accessible to the public, on a continuous basis. We are committed to releasing more material in the future.

The Home Office and its Agencies will make available information within the information classes described below. Information falling into the classes will be retained in line with the Home Office's retention and disposal schedules, which comply with National Archives guidance.

The classes are grouped into broad categories as follows:

- Circulars for general distribution
- Development and implementation of Home Office policy
- Grants
- Information for the public and Parliament
- Inspection reports
- Keynote speeches
- Legislation relevant to the function of the Home Office
- Media campaigns
- Newsletters
- Press notices
- Procurement
- Role, function and management of the Home Office

There are also sections for the Home Office Executive Agencies:

- Forensic Science Service,
- HM Prison Service
- Criminal Records Bureau
- UK Passport Service

Within each broad category there are identifiable classes of information that the department publishes or intends to publish. Under each class can be found:

- A brief description of the information available within the class
- The main format in which the information is made available (for example, website, by e-mail, or by post). Material may also be available in other formats. The website address is given but not the address of the page within the website as this can change. Use the menus, search function, and subject navigation on the website to find the relevant document. Unless specifically stated, the address for all postal requests is Home Office, Direct Communications Unit, 7th Floor Open Plan Suite, 50 Queen Anne's Gate, London SW1H 9AT.

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- Whether the class contains chargeable information (indicated by "£"). Prices for Stationery Office publications are available on its website at www.official-documents.co.uk
- Whether material is available in Welsh

Circulars for General Distribution

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| Class: | Circulars for general distribution |
| Description: | Home Office Circulars for general distribution from 1997 onwards |
| Format available: | Most on website at www.homeoffice.gov.uk ; some only available in hard copy by post |
| Chargeable information: | - |
| Notes: | Some circulars for years prior to 1997 are also available on website. Some material available in Welsh |

Development and implementation of Home Office policy

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| Class: | Criminal Justice System annual reports, business plans and strategic plans |
| Description: | Reports and plans describing the Criminal Justice System from 2002 |
| Format available: | Criminal Justice System website at www.cjsonline.org |
| Chargeable information: | - |
| Notes: | Some material available in Welsh |

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| Class: | Explanatory background to major policy proposals and decisions |
| Description: | Various documents providing explanatory material on websites from 2002 |
| Format available: | Home Office websites: www.homeoffice.gov.uk ; www.ind.homeoffice.gov.uk ; |
| Chargeable information: | - |
| Notes: | Some material available in Welsh. |

| | |
|--------------------------------|---|
| Class: | Public consultation |
| Description: | Public consultation documents, supporting documents and responses or summaries of responses from 2002 |
| Format available: | website at www.homeoffice.gov.uk/ |
| Chargeable information: | - |

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Notes: Responses submitted **in confidence** will have that confidence respected. Where responses are made in confidence we will state the number of these. Some material available in Welsh.

Class: Regulatory Impact Assessments

Description: Regulatory Impact Assessments from 2002.

Format available: website at www.homeoffice.gov.uk/

Chargeable information: -

Notes: A Regulatory Impact Assessment assesses the risks, costs and benefits of specific Government proposals. Not available in Welsh.

Class: Scientific and technical reports

Description: Completed studies, standards, R&D reports, user guides, reference manuals and evaluations from the Home Office Scientific Development Branch concerning the application of science and technology in fighting crime. Subject areas include public protection, crime investigation, officer safety, physical security and technical and operational support to law enforcement.

Format available: Hard copy by post, by calling 01727 816400 or emailing hosdb@homeoffice.gsi.gov.uk. Current, unclassified reports are available online at www.hosdb.homeoffice.gov.uk

Chargeable information: Information is free to UK law enforcement. Some publications attract a charge when requested internationally.

Notes: A large proportion of HOSDB reports are for use by UK law enforcement only and as such are protectively marked.

Class: Studies, research reports and statistical compilations from the Home Office Research, Development and Statistics Directorate by internal staff and external specialists that are relevant to current performance and the development of major policy proposals

Description: Completed studies, research reports and statistical compilations from the Home Office Research, Development and Statistics Directorate written by internal staff and external specialists from 2002

Format available: Website at www.homeoffice.gov.uk/rds/. Hard copies of many reports are available from: Research Development and Statistics Directorate, Communication Development Unit, Room 275, Home Office, 50 Queen Anne's Gate, London SW1H 9AT.

Chargeable information: -

Notes: Many reports from earlier years are also available on website. Some material available in Welsh.

Grants

Class: Voluntary organisations: grants available to voluntary organisations

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| Description: | Information on Home Office grants to the voluntary and community sector |
| Format available: | Voluntary and Community Sector Grants website at www.volcomgrants.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |

Information for the public and Parliament

| | |
|--------------------------------|---|
| Class: | Access to Government Information |
| Description: | Guidance to officials on implementing/operating the Code of Practice on Access to Government Information (before 2005), the Freedom of Information Act (after 2005) |
| Format available: | website at www.homeoffice.gov.uk |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |

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| Class: | Animals used in scientific procedures: information and guidance |
| Description: | Various guidance documents and codes of practice and other information relating to the use of animals in scientific procedures |
| Format available: | website at www.homeoffice.gov.uk/ Guidance and codes of practice published by The Stationery Office. |
| Chargeable information: | £ |
| Notes: | Not available in Welsh. |

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| Class: | Complaints procedures |
| Description: | The procedures for making and handling complaints relating to the prime functions of the Home Office (including the Immigration and Nationality Directorate) |
| Format available: | Home Office websites: www.homeoffice.gov.uk ; www.ind.homeoffice.gov.uk ; www.crb.gov.uk ; www.passport.gov.uk/ |
| Chargeable information: | - |
| Notes: | Some material available in Welsh. |

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| Class: | Crime reduction advice |
| Description: | Various guidance documents to assist crime reduction |
| Format available: | websites at www.homeoffice.gov.uk/ ; www.crimereduction.gov.uk/ |

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| Chargeable information: | - |
| Notes: | Some material available in Welsh. |
| Class: | Drugs strategy: information and guidance |
| Description: | Various guidance documents and reports relating to the National Drugs Strategy and the work of Drug Action Teams. |
| Format available: | website at www.drugs.gov.uk/ (cross-government website) |
| Chargeable information: | - |
| Notes: | Not available in Welsh. National Drugs Helpline 0800 776600 for general drugs advice. |
| Class: | Immigration & Nationality Directorate: appeals |
| Description: | Details of the procedure for appealing against decisions made on entry clearance, on-entry, after-entry and asylum cases. |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: applying for British Nationality |
| Description: | Information about applying for British Nationality including application forms |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: asylum in the UK |
| Description: | An introduction to the UK asylum system |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: current legislation and related staff guidance |
| Description: | Information on current legislation and related staff guidance on immigration, asylum and nationality in the UK. |
| Format available: | website at www.ind.homeoffice.gov.uk/ |

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| Chargeable information: | - |
| Notes: | Guidance to IND staff contains confidential information and the version published has been edited where the public interest would otherwise be harmed. Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: employers' information |
| Description: | Details of law concerning the prevention of illegal working |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: guidance on getting immigration advice |
| Description: | Information about how to get immigration advice |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: staying in the UK |
| Description: | Information about staying in the UK including application forms |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: tourism/carriers information |
| Description: | Guidance for people in the tourism / carriers industry |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Immigration & Nationality Directorate: work permits |
| Description: | Information about UK work permits |
| Format available: | website at www.ind.homeoffice.gov.uk/ |
| Chargeable information: | - |
| Notes: | |

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| Notes: | Not available in Welsh. |
| Class: | Job opportunities |
| Description: | Recruitment opportunities in the Home Office and its Agencies |
| Format available: | Home Office websites: www.homeoffice.gov.uk ; www.homeoffice.gov.uk/rds/ ; www.ind.homeoffice.gov.uk ; www.hmprisonservice.gov.uk/ ; www.passport.gov.uk/ ; www.crb.gov.uk ; |
| Chargeable information: | - |
| Notes: | Not all posts are advertised on the websites. Some material available in Welsh. |
| Class: | Operating procedures and targets for public enquiries |
| Description: | Operating procedures and targets for the Home Office Direct Communications Unit, who deal with postal, e-mail and telephone enquiries from the public. |
| Format available: | website at www.homeoffice.gov.uk |
| Chargeable information: | - |
| Notes: | Not available in Welsh. |
| Class: | Prisons and Probation Ombudsman |
| Description: | Published information about the work of the Prisons and Probation Ombudsman, who is independent from the Prison Service and National Probation Service, and who investigates complaints from prisoners and those who are or have been under the supervision of the NPS, or housed in NPS accommodation, or had pre-sentence reports prepared on them by the NPS. |
| Format available: | website at www.ppo.gov.uk |
| Chargeable information: | - |
| Notes: | Some material available in Welsh. |
| Class: | Race Equality Schemes |
| Description: | The Race Equality Schemes to which the Home Office is committed. |
| Format available: | websites at www.homeoffice.gov.uk , www.hmprisonservice.gov.uk/ www.forensic.gov.uk/ , www.crb.gov.uk , www.passport.gov.uk |
| Chargeable information: | - |
| Notes: | Some material available in Welsh. |

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Class: Race equality - the Home Secretary's Employment Targets
Description: Race equality - the Home Secretary's Employment Targets: annual reports from 2002: staff targets for the Home Office, the Prison, the Police, and the Probation Services
Format available: website at www.homeoffice.gov.uk
Chargeable information: -
Notes: Some material available in Welsh.

Class: Victims and witnesses of crime: guidance
Description: Various documents relating to victims and witnesses of crime
Format available: website at www.homeoffice.gov.uk/
Chargeable information: -
Notes: Some material available in Welsh.

Inspection reports

Class: HM Inspectorate of Constabulary Reports on Home Department police forces
Description: HMIC Force Inspection reports, Basic Command Unit reports, Thematic reports and Best Value Review Inspection reports, from 2002
Format available: website at www.homeoffice.gov.uk/
Chargeable information: -
Notes: Many reports for earlier years are also available. Some material available in Welsh.

Class: HM Inspectorate of Prisons Reports
Description: Prison Inspection reports from 2002
Format available: website at www.homeoffice.gov.uk/
Chargeable information: -
Notes: Many reports for earlier years are also available. Some material available in Welsh.

Class: HM Inspectorate of Probation Reports
Description: Thematic inspection reports, Area inspection reports, Audit reports, Annual Report, HMIP policies and other Inspectorate papers from 2002
Format available: website at www.homeoffice.gov.uk/
Chargeable information: -

Home Office Freedom of Information Publication Scheme

Notes: Many reports for earlier years are also available. Some material available in Welsh.

Keynote Speeches

Class: Keynote speeches
Description: Keynote public speeches by Home Office Ministers from November 2002
Format available: paper: prepared text of speeches supplied on written request
Chargeable information: -
Notes: Not available in Welsh. Some speeches may also be found on website at www.homeoffice.gov.uk/

Legislation relevant to the function of the Home Office

Class: Progress reports on implementation of Home Office-sponsored legislation
Description: Progress reports produced by Home Office Bill Units
Format available: website at www.homeoffice.gov.uk/
Chargeable information: -
Notes: Not available in Welsh.

Media Campaigns

Class: Media campaigns
Description: Home Office campaign material from 2002 appearing through a range of channels including television, radio, newspapers, web etc
Format available: Range of media including video, compact disc, posters, leaflets, etc.
Chargeable information: -
Notes: Some material available in Welsh.

Newsletters

Class: *openHOUSE dialogue* (intermittently published internal bulletin)
Description: Information for Home Office staff about new Home Office initiatives
Format available: Hard copy
Chargeable information: -
Notes: Not available in Welsh. First published March 2001.

Home Office Freedom of Information Publication Scheme

Class: Staff newspaper
Description: Internal house magazine for the Home Office
Format available: website at www.homeoffice.gov.uk/
Chargeable information: -
Notes: Not available in Welsh.

Press notices

Class: Home Office Press Notices
Description: Home Office Press Notices from March 2002, including Press Notices issued by Home Office Agencies
Format available: websites at www.homeoffice.gov.uk/ ; www.ind.homeoffice.gov.uk/ ; www.hmprisonservice.gov.uk/ ; www.passport.gov.uk/ ; www.crb.gov.uk ; www.forensic.gov.uk/ ;
Chargeable information: -
Notes: Some material available in Welsh. Press notices prior to 20 March 2002 for the Home Office (excluding Agencies) can be found on the Central Office of Information News Distribution website at www.nds.coi.gov.uk/coi/coipress.nsf

Procurement

Class: Supplier's Guide to the Home Office
Description: The Supplier's Guide gives broad information on the HO and its procurement environment, giving suppliers some background on how the Department operates in its commercial dealings.
Format available: Available in hard copy from the Commercial and Procurement Unit, Home Office, 50 Queen Anne's Gate, London SW1H 9AT.
Chargeable information: -
Notes: Not available in Welsh.

Role, function and management of the Home Office

Class: Business Plans
Description: Published Home Office Business Plans from 2002 including those of Home Office Agencies, giving aims and objectives for the coming year.
Format available: Home Office websites: www.homeoffice.gov.uk/ ; www.ind.homeoffice.gov.uk/ ; www.hmprisonservice.gov.uk/ ; www.crb.gov.uk/ ; www.passport.gov.uk/

Home Office Freedom of Information Publication Scheme

Chargeable information:

Notes: Not available in Welsh.

Class: Guide to the Home Office

Description: Booklet: *The Home Office: a guide*. Guide to the Home Office and its Statement of Purpose and Aims. Incorporates a user's guide to the Home Office including its Executive Agencies, Inspectorates, and Non-Departmental Public Bodies.

Format available: hard copy ; website at www.homeoffice.gov.uk/

Chargeable information: -

Notes: Some material available in Welsh.

Class: Organisation of the Home Office

Description: Pages on the Home Office website outlining the organisation of the Home Office

Format available: website at www.homeoffice.gov.uk/

Chargeable information: -

Notes: Not available in Welsh. Contact numbers for Home Office services and staff available from Home Office Customer Information Service 0870 0001585

Class: Personnel issues

Description: Guidance on personnel issues affecting core Home Office staff, divided into 21 chapters: appeals; conduct; discipline; diversity; expenses; external recruitment; grievance; harassment and discrimination; health and safety; health and welfare; industrial relations; internal recruitment; leave sick absence attendance and hours; leaving the HO; pay and allowances; pensions; performance appraisal; security; senior civil service; training and development; volunteering and interchange.

Format available: Hard copy or email version of requested chapters available from the Direct Communications Unit

Chargeable information: -

Notes: Not available in Welsh.

Home Office Freedom of Information Publication Scheme

Executive Agencies

Forensic Science Service

The Forensic Science Service is an executive agency of the Home Office, providing a national forensic science service to the 43 police forces of England and Wales, the Crown Prosecution Service, HM Customs and Excise and other agencies. The purpose of the FSS is to serve the administration of justice principally by providing scientific support in the investigation of crime and expert evidence to the courts. Corporate Office telephone number: 020 7230 6700

All the Forensic Science Service information listed below is available on their website at www.forensic.gov.uk/. Hard copies (some of which may be chargeable) are available unless otherwise stated by telephone on 020 7230 6622.

Note: Items in this section are not normally available in Welsh except for material produced on a local basis.

Corporate Information

| | |
|--------------------------------|--|
| Class: | FSS Framework document |
| Description: | Document which sets out the purpose, aims and objectives of the FSS, describing the framework of accountability, strategic planning and control within which the FSS operates. It provides information relating to the financial delegations, recruitment procedures and performance measures. |
| Format available: | website at www.forensic.gov.uk/ , hard copy |
| Chargeable information: | £ (available free of charge on web) |
| Class: | Organisation structure of FSS senior management |
| Description: | Structure of FSS senior management |
| Format available: | website at www.forensic.gov.uk/ , hard copy |
| Chargeable information: | - |
| Class: | FSS Quality principles |
| Description: | Quality principles that the FSS has defined and seeks to adhere to |
| Format available: | website at www.forensic.gov.uk/ ; hard copy |
| Chargeable information: | - |

Home Office Freedom of Information Publication Scheme

Communications Directorate

Class: Fact sheets produced by Communications department on the following range of subjects: the Forensic Science Service; the National DNA Database, the DNA profiling process; the history of the FSS; cases involving the National DNA Database; intelligence led screens; an explanation of what DNA is; DNA Low Copy Number and mitochondrial DNA

Description: Fact sheets providing general information on the work of the Forensic Science Service and DNA profiling. Some of the information appears in a summarised version elsewhere in the Publication Scheme.

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Press releases from 1997

Description: All press releases issued by the FSS press office since 1997.

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Health and Safety Information

Class: Code of working practice

Description: Guidelines to staff on complying with health and safety standards. The code covers the employer's duty of care, employee responsibilities, safety signs, use of display screen equipment, manual handling, electrical hazards, lone working, personal protective equipment, first aid and accident reporting, stress, waste disposal, smoking policy basic office practice, chemical hazards, biological hazards, basic laboratory hygiene, control of biological hazards and control of chemical hazards

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Health and safety general policy statement

Description: The FSS health and safety policy statement which outlines the FSS philosophy on health and safety, a statement of intent, and outline of FSS employee duties and the FSS Health and Safety organisation chart

Format available: website at www.forensic.gov.uk/; hard copy

Home Office Freedom of Information Publication Scheme

Chargeable information: -

Class: Health and Safety guidelines for pregnant workers

Description: Health and Safety guidelines for pregnant workers

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Safety Environment and Health Report 2000/2001

Description: Annual report on the safety, environment and health performance of the FSS for 2000/2001. It includes the FSS Safety policy statement, the SEG objectives and targets for 2000/2001, development of the FSS safety policy document to include other guidance, an assessment of the training initiatives undertaken, monitoring and auditing information and the FSS annual health and safety statistics

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Human Resources information: Diversity policies

Class: Diversity policy

Description: Diversity policy

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Diversity policy statement

Description: The FSS diversity policy statement

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: FSS guide to preventing and tackling harassment and discrimination

Description: FSS guide and procedure for managing harassment or discrimination cases

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Home Office Freedom of Information Publication Scheme

Class: FSS Race Equality Scheme

Description: FSS response to the Race Relations (Amendment) Act 2000, which requires organisations to publish as scheme to promote racial equality within their organisations

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Human Resources information: Personnel management and policies

Class: Annual leave policy

Description: The FSS policy on annual leave covering: arrangements, links to special leave and sick leave, standard annual leave entitlements, carrying over leave and annual leave arrangements for staff leaving the organisation

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Constitution of the Forensic Science Service Whitley Committee

Description: The structure and rules applying to the FSS Whitley Committee, which is the formal system for industrial relations

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Disciplinary appeals policy

Description: The FSS appeals procedure for employees who wish to exercise the right of appeal against a disciplinary decision or penalty at any stage of the disciplinary procedure

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Disciplinary procedure

Description: The FSS disciplinary procedure which is designed to help and encourage all employees to achieve and maintain the standards of conduct laid down for FSS employees

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Home Office Freedom of Information Publication Scheme

Class: Grievance procedure

Description: The FSS procedure for employees who have any grievances relating to their employment

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Inefficiency procedure

Description: The FSS procedure for managers to follow where inefficiency or performance problems have been recognised. This document includes the performance management procedure, the formal inefficiency procedure and the appeals procedure

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Management of sickness absence

Description: The FSS procedure for managing sickness absence

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Probation policy

Description: The FSS probation policy, including how to manage poor performance during probation

Format available : website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Human Resources Information: Recruitment procedures

Class: Careers Brochure

Description: A guide to careers in the FSS for potential candidates

Format available: website at www.forensic.gov.uk/; hard copy

Chargeable information: -

Class: Recruitment guidance

Home Office Freedom of Information Publication Scheme

| | |
|--------------------------------|---|
| Description: | Guidance manual to ensure the principles of fair and open competition and selection. |
| Format available: | website at www.forensic.gov.uk/ ; hard copy |
| Chargeable information: | - |
| Notes: | Sections relating to security procedures are not included. |

HM Prison Service

Her Majesty's Prison Service serves the public by keeping in custody those committed by the courts. Our duty is to look after them with humanity and help them lead law-abiding and useful lives in custody and after release. General enquiries: 020 7217 2661

Note: Items in this section are not normally available in Welsh except for material produced on a local basis.

Circulars for General Distribution

| | |
|--------------------------------|--|
| Class: | Prison Service Orders |
| Description: | Prison Service Orders (PSOs) are the definitive instructions covering non-security aspects of Prison Service work. Over one hundred are currently available. |
| Format available: | website at www.hmprisonservice.gov.uk |
| Chargeable information: | - |
| Notes: | Not all PSOs are currently accessible on-line. |

Development and Implementation of Prison Service policy

| | |
|--------------------------------|--|
| Class: | Policy Documents |
| Description: | Details of key Prison Service policies; race relations, drug strategy, women offenders, environmental issues |
| Format available: | website at www.hmprisonservice.gov.uk |
| Chargeable information: | - |

Grants

| | |
|---------------|---------------------|
| Class: | The Koestler Awards |
|---------------|---------------------|

Home Office Freedom of Information Publication Scheme

Description: Information about the Koestler Awards. The purpose of the Koestler Awards Scheme is to encourage and reward a variety of creative endeavours from men and women held in the United Kingdom Prisons, Young Offender Institutions and from patients in Special Hospitals and people in Secure Units. Cash prizes and certificates are awarded to recognise talent and effort.

Format available: website at www.hmprisonservice.gov.uk

Chargeable information: -

Information for the Public and Parliament

Class: Advice and Assistance

Description: Listing of external charities and other organisations that can offer advice and assistance to prisoners, ex-prisoners and their families. There are also links to organisations that can help the victims of crime.

Format available: website at www.hmprisonservice.gov.uk

Chargeable information: -

Class: Job Opportunities

Description: Details of current vacancies and recruitment information for careers in the Prison Service.

Format available: website at www.hmprisonservice.gov.uk

Chargeable information: -

Notes: Not all posts are advertised on the website

Class: Prison Establishments

Description: A guide to each prison establishment in England and Wales including information on visiting hours and how to get there.

Format available: website at www.hmprisonservice.gov.uk

Chargeable information:

Class: Prison Life

Description: Information about aspects of life in prison, from what a "life" sentence means, through prison slang, to the Prison Service Museum.

Format available: website at www.hmprisonservice.gov.uk

Home Office Freedom of Information Publication Scheme

Chargeable information: -

Class: Statistics

Description: The size of the prison population and the current Prison Service workforce. The information is updated on a weekly, quarterly or annual basis.

Format available: website at www.hmprisonservice.gov.uk

Chargeable information: -

Notes: More detailed statistics can be found on the Home Office website, www.homeoffice.gov.uk

Keynote Speeches

Class: Director General's Speeches

Description: Major policy speeches by the Director General of the Prison Service from November 2002

Format available: website at www.hmprisonservice.gov.uk

Chargeable information: -

Newsletters

Class: *Prison Service Journal*

Description: *Prison Service Journal* aims to provide a forum for discussion of topics relevant to the work of the Prison Service and to supply reliable information about current activities and ideas in associated fields.

Format available: Summaries of the *Journal* from January 2000 onwards at website at www.hmprisonservice.gov.uk/library/ Subscriptions, and back issues of the *Journal* can be obtained from the Prison Service Journal, c/o Print Shop Manager, HMP Leyhill, Wotton-under-Edge, Gloucestershire GL12 8HL. Tel: 01454 260681

Chargeable information: £

Class: *Prison Service News*

Description: *Prison Service News* from April 2000. *Prison Service News* is the monthly house magazine of the Prison Service. It covers a wide range of prison-related topics.

Format available: website at www.hmprisonservice.gov.uk/library/

Chargeable information: -

Home Office Freedom of Information Publication Scheme

Press Notices

| | |
|--------------------------------|---|
| Class: | News Releases |
| Description: | Prison Service news releases from July 2001 |
| Format available: | website at www.hmprisonservice.gov.uk/news/ |
| Chargeable information: | - |

Procurement

| | |
|--------------------------------|--|
| Class: | Procurement Manual |
| Description: | PSO 7700, <i>Procurement and Materials Management</i> , sets out the rules for awarding and managing contracts, delivering value for money, professional and ethical standards, etc. |
| Format available: | website at www.hmprisonservice.gov.uk/library/ |
| Chargeable information: | - |

Role, Function, and Management of the Prison Service

| | |
|--------------------------------|---|
| Class: | Corporate and Business Plan |
| Description: | Corporate and Business Plan from 2000/1. An annual plan which covers Prison Service objectives in support of Home Office aims, together with key performance indicators and targets, planned activities, operating assumptions, resource considerations, etc. |
| Format available: | website at www.hmprisonservice.gov.uk/corporate |
| Chargeable information: | - |

Criminal Records Bureau

The Criminal Records Bureau (CRB) is an executive agency of the Home Office. It is set up to help organisations make safer recruitment decisions. By providing wider access to criminal record information, the CRB will help employers in the public, private and voluntary sectors identify candidates who may be unsuitable for certain work, especially that involving contact with children or other vulnerable members of society. CRB Information Line: 0870 90 90 811.

Note: Material available in Welsh only where indicated.

| | |
|---------------|----------------------------|
| Class: | Annual Report and Accounts |
|---------------|----------------------------|

Home Office Freedom of Information Publication Scheme

| | |
|--------------------------------|---|
| Description: | Annual Reports from 2001-2002. Annual reports give descriptions of the work of the CRB, accounts of achievements against targets and spending for the year past and expenditure plans and estimates for the coming year. |
| Format available: | website at www.crb.gov.uk A printed version is available from: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | £ |
| Class: | Complaints procedures |
| Description: | The procedures for making and handling complaints relating to the Criminal Records Bureau |
| Format available: | Criminal Records Bureau websites at www.crb.gov.uk and www.disclosure.gov.uk or on written request to: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | - |
| Notes: | Available in Welsh |
| Class: | Corporate and Business Plans |
| Description: | The Corporate plan sets out the operating environment and the strategies the CRB intends to pursue. Published Business Plan from 2002 –2007 including aims and objectives for the coming year |
| Format available: | website at www.crb.gov.uk A printed versions is available from: FOI Officer, CRB, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | - |
| Class: | Criminal Records Bureau: Disclosure guidance |
| Description: | Information and guidance available from the CRB relating to the Disclosure Service. |
| Format available: | Criminal Records Bureau websites at www.crb.gov.uk and www.disclosure.gov.uk or on written request to: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | - |
| Notes: | Registration, Countersignatory and Disclosure application guidance material is available in English and Welsh. From June 2003 Registration Pack guidance material will be available in English and Welsh. |

Home Office Freedom of Information Publication Scheme

Class: Job opportunities

Description: Details of internal and external recruitment within the CRB. This will be in the form of job adverts and internal circulars and notices

Format available: For external vacancies see website at www.crb.gov.uk.
Internal vacancies can be obtained on written request to: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk

Chargeable information: -

Class: Meetings of Criminal Records Bureau Management Board

Description: Agendas, minutes and associated papers of the Criminal Records Bureau Management Board.

Format available: Printed versions are available from: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk
The information will usually be available four weeks after the meeting.

Chargeable information: -

Notes: This information may be withheld or edited if it contains confidential or commercially sensitive material.

Class: Operating procedures

Description: Guidance to CRB staff on dealing with Disclosure applications

Format available: Printed versions are available from: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk

Chargeable information: £

Class: Criminal Records Bureau personnel policies and guidance to managers and staff

Home Office Freedom of Information Publication Scheme

| | |
|--------------------------------|---|
| Description: | Strategy for people Diversity Strategy Training and Development Strategy Training Review Training plans Policy documents: <ul style="list-style-type: none">- Discipline- Grievance- Sickness Absence Management- Equal Opportunities- Harassment, Bullying and Discrimination- Recruitment and Selection Human Resources Service Level Agreement Pay and Pension Services Service Level Agreement Staff Handbook |
| Format available: | Printed versions available on request from FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | - |
| Class: | Performance statistics |
| Description: | Statistics regarding the performance of the CRB. |
| Format available: | Printed versions are available from: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mailing freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | - |
| Class: | Policy Updates |
| Description: | Internal circulars outlining changes in policy affecting the CRB |
| Format available: | Printed versions are available from: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | - |
| Class: | Press Notices |
| Description: | Press Notices from November 2002 relating to the Criminal Records Bureau |
| Format available: | website at www.crb.gov.uk Printed versions are available from: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk |
| Chargeable information: | - |

Home Office Freedom of Information Publication Scheme

Class: Race Equality Scheme

Description: Promoting Race Equality - a statement of the Criminal Records Bureau (formerly part of the Passport and Records Agency) actions to promote race equality

Format available: website at www.crb.gov.uk or on written request to: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk

Chargeable information: -

Class: Stakeholder periodicals and circulars

Description: Newsletters and circulars published for internal and external stakeholders

Format available: Printed versions are available from: FOI Officer, CRB, Shannon Court, 10 Princes Parade, Princes Dock, Liverpool, L3 1QY or by e-mail to: freedomofinformation@crb.gsi.gov.uk

Chargeable information: -

Notes: The Registered Body newsletter *Disclosure News* is available in English and Welsh

UK Passport Service

The United Kingdom Passport Service is an executive agency of the Home Office that issues UK passports to British Nationals living in the UK. The mission of the UK Passport Service is: "Confirming nationality and identity – enabling travel". UK Passport Service Advice line: 0870 521 0410 (24 hours/7 days a week.)

Note: Material in Welsh available only where indicated.

Development and implementation of UK Passport Service policy

Class: Policy Manual

Description: Guidance to UK Passport Service staff on dealing with passport applications

Format available: A printed version is available from: The Policy Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN

Chargeable information: £

Notes: This document will be edited as it contains confidential information

Class: Race Equality Scheme

Home Office Freedom of Information Publication Scheme

Description: Promoting Race Equality – a statement of the UK Passport Service actions to promote race equality

Format available: website at www.passport.gov.uk

Chargeable information: -

Notes: Some material available in Welsh.

Class: The UK Passport Service Greening Government Strategy

Description: The UK Passport Service Greening Government Strategy, including green transport policy

Format available: website at www.passport.gov.uk

Chargeable information: -

Information for the public and Parliament

Class: Passports: information and guidance

Description: Information on the services available and guidance on making an application for a passport including an online passport application form

Format available: website at www.passport.gov.uk
Passport application forms and notes for guidance are also available from main Post Offices and branches of WorldChoice Travel

Chargeable information: -

Notes: UK Passport Service Advice line: 0870 521 0410. Some material available in Welsh.

Class: Passports: additional information and guidance

Description: Leaflets:
UKPS Services and Standards
Passports for Children
Passports for Newly Weds
A Guide for Customers with Special Needs
The History of the British Passport
Information for new Members of the House of Lords

Format available: Website at www.passport.gov.uk. Printed versions are available from: The Communications Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN. These leaflets may also be available from local Citizens' Advice Bureau and libraries.

Chargeable information: -

Notes: Some material available in Welsh.

Home Office Freedom of Information Publication Scheme

Class: Complaints procedures
Description: The procedures for making and handling complaints relating to the UK Passport Service
Format available: website at www.passport.gov.uk
Chargeable information: -

Class: Customer Surveys
Description: The results of regular surveys of UK Passport Service customers
Format available: Printed versions are available from: The Communications Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN
Chargeable information: -

Class: Job opportunities
Description: Recruitment opportunities in the UK Passport Service
Format available: website at www.passport.gov.uk
Chargeable information: -
Notes: Not all posts are advertised on the website

Class: Welsh Language Scheme
Description: The UK Passport Service Welsh Language Scheme
Format available: website at www.passport.gov.uk
Chargeable information: -
Notes: Some material available in Welsh.

Newsletters

Class: *Issues* : a monthly newsletter for staff of the UK Passport Service and its Partners
Description: A monthly newsletter for staff in the UK Passport Service and its Partners in which news, ideas and features are gathered from the regions and headquarters
Format available: Printed versions are available from: The Communications Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN
Chargeable information: -

Home Office Freedom of Information Publication Scheme

Press notices

Class: Press Notices
Description: Press Notices from November 2002 relating to the UK Passport Service
Format available: website at www.passport.gov.uk
Chargeable information: -

Role, function and management of the UK Passport Service

Class: Annual Report and Accounts
Description: Annual Report and Accounts from 2002. Annual reports describe the work of the UK Passport Service, accounts of achievements against targets and spending for the year past.
Format available: website at www.passport.gov.uk
Printed versions are available from: The Communications Manager, UK Passport Service, Globe House, 89 Eccleston Square, London, SW1V 1PN
Chargeable information: £

Class: Corporate and Business Plans
Description: The Corporate Plan sets out the operating environment and the strategies the UK Passport Service intends to pursue. The Corporate Plan also outlines what the UK Passport Service will do to manage risk and uncertainty for the next five years. The Business Plan sets out the top-level performance indicators and targets the organisation has been set for the next 12 months in pursuance of its longer term-strategies. Indicative targets for a further four-year period are also shown.
Format available: website at www.passport.gov.uk
Printed versions are available from: The Business Planning Manager, UK Passport Service, Globe House, 89 Eccleston Square London, SW1V 1PN
Chargeable information: -

Class: Corporate Governance
Description: Corporate Governance - the UK Passport Service statement of commitment
Format available: A printed version is available from: The Business Assurance Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN
Chargeable information: -

Home Office Freedom of Information Publication Scheme

Class: Investors in People
Description: The UK Passport Service Action Plan to retain Investor in People recognition
Format available: A printed version is available from: The Human Resources Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN
Chargeable information: -

Class: Meetings of Management Board
Description: Agendas, minutes and associated papers of the UK Passport Service Management Board
Format available: A printed version is available from: The Private Office Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN
Chargeable information: -
Notes: The information will usually be available four weeks after the meeting. Information will be withheld or edited if it contains confidential or commercial material.

Class: UK Passport Service: personnel policies and guidance to managers and staff
Description:

- Strategy for People
- Diversity Strategy
- Training and Development Strategy
- Training Review
- Training Plans
- Policy documents:
 - Discipline
 - Grievance
 - Sickness Absence Management
 - Equal Opportunities
 - Harassment, Bullying and Discrimination
 - Recruitment and Selection
- Human Resources Service Level Agreement
- Pay and Pension Services Service Level Agreement
- Staff Handbook

Format available: Printed versions are available from: The Human Resources Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN
Chargeable information: -

Class: Passport Offices' Business Plans
Description: The Business Plans of the seven regional Passport Offices

Home Office Freedom of Information Publication Scheme

Format available: Printed versions are available from: The Business Planning Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN

Chargeable information: -

Class: Staff surveys

Description: The results of UK Passport Service Staff Surveys

Format available: A printed version is available from: The Human Resources Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN

Chargeable information: -

Class: Vital Signs Reports

Description: Monthly report showing UK Passport Service performance against targets

Format available: A printed version is available from: The Finance Manager, UK Passport Service, Globe House, 89 Eccleston Square, London SW1V 1PN

Chargeable information: -