



PUBLICATION SCHEME



2019

Previous versions:	
2014	
2017	

CONTENTS

Part One	Introduction	Page
	1. Scope and purpose	4
	2. Obtaining Information	4
	3. Charges	5
	4. Review of the Scheme	5
Part Two	Classes of Information	
	1. Who we are and what we do	
	1.1 Council constitution and democratic structure	6
	1.2 Council directorate structure and responsibilities	6
	1.3 Location and opening times of Council properties	6
	1.4 Councillors' information and contact details	7
	1.5 Most recent election results	7
	1.6 Contact details for frontline services	7
	1.7 Relationships with other authorities	7
	1.8 Other office holders	7
	2. What we spend and how we spend it	
	2.1 Financial statements, budgets and variance reports	9
	2.2 Spending reviews	9
	2.3 Financial audit reports and Statements of Accounts	9
	2.4 Members' allowances scheme	9
	2.5 Staff allowances and expenses	9
	2.6 Pay and grading structure and Pay Policy Statement	9
	2.7 Election expenses	10
	2.8 Procurement procedures	10
	2.9 Details of contracts currently being tendered	10
	2.10 List of contracts awarded and their value	10
	2.11 External Auditor's report	11
	2.12 Financial statements for projects and events	11
	2.13 Internal financial regulations	11
	2.14 Funding for partnership arrangements	11
	2.15 Payments to suppliers over £500	11
	2.16 Payments to senior staff	12
	3. What our priorities are and how we are doing	
	3.1 Annual reports	13
	3.2 Service strategies and business plans	13
	3.3 Corporate business plan and managing performance	13
	3.4 External performance reviews	13
	3.5 Strategies developed in partnership	14
	3.6 Economic development action plan	14
	3.7 Forward Plan	14
	3.8 Capital strategy	14
	3.9 Inspection reports	14
	3.10 Impact assessments	14
	3.11 Customer care and service standards	15
	3.12 Monitoring (Local Development Framework)	15
	3.13 Site allocations plan	15
	3.14 Core strategy	15
	4. How we make decisions	
	4.1 Timetable of Council meetings	16

	4.2 Agendas, reports, background papers and minutes	16
	4.3 Major policy proposals and decisions	16
	4.4 Facts considered when framing major policies	16
	4.5 Public consultations	16
	4.6 Internal communications guidance criteria	16
	5. Our policies and procedures	
	5.1 Policies and procedures for conducting council business	17
	5.2 Policies and procedures for delivering our services	17
	5.3 Policies and procedures on recruitment and employment	17
	5.4 Customer service	17
	5.5 Records management and personal data policies	17
	5.6 Charging regimes and policies	18
	5.7 Planning policy	18
	6. Lists and registers	
	6.1 Public registers and registers held as public records	19
	6.2 Asset register	19
	6.3 Register of councillors' financial and other interests	19
	6.4 Register of gifts and hospitality	19
	6.5 Licensing registers	19
	6.6 Planning lists	20
	6.7 Register of electors	20
	6.8 Disclosure logs	20
	7. Services provided by the Council	
	7.1 A-Z of Council services	21
	7.2 Structure of Council services	21
	7.3 Licensing responsibilities	21
	7.4 Planning services, Building Control and Local Land Charges	21
	7.5 Homes and housing services	21
	7.6 Council Tax	21
	7.7 Council Tax Support and Housing Benefit	22
	7.8 Environmental services	22
	7.9 Health	22
	7.10 Leisure and culture	22
	7.11 Transport and streets	22
	7.12 Services for local businesses	23
	7.13 Services for other organisations	23
	7.14 Living Independently in Later Years (LILY)	23
	7.15 Services for which the Council can charge	23
	7.16 Information for visitors to the area	23
	7.17 Leaflets, books and newsletters	23
	7.18 Advice and guidance	24
	7.19 Media releases	24
	7.20 Election Information	24

Part One - Introduction

1. Scope and Purpose

The Borough Council has adopted the model publication scheme issued by the Information Commissioner's Office.

This publication scheme commits the Borough Council to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below.

Information held by the Borough Council that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act.

The scheme commits the Borough Council:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the Borough Council and falls within the classifications below.
- To specify the information which is held by the Borough Council and falls within the classes below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the Borough Council makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.
- To publish any dataset held by the Borough Council that has been requested, and any updated versions it holds, unless the Borough Council is satisfied that it is not appropriate to do so; to publish the dataset, where reasonably practicable, in an electronic form that is capable of re-use under the terms of the Re-use of Public Sector Information Regulations 2015, if they apply, and otherwise under the terms of the Freedom of Information Act section 19. The term 'dataset' is defined in section 11(5) of the Freedom of Information Act. The term 'relevant copyright work' is defined in section 19(8) of that Act.

The classes of information will not generally include:

- Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
- Information in draft form.
- Information that is no longer readily available as it is contained in files that have been placed in archive storage, or is difficult to access for similar reasons.

2. Obtaining Information

The Borough Council will indicate clearly to the public what information is covered by this scheme and how it can be obtained. Much of the information will be provided on our website. Where it is impracticable to make information available on our website or when an individual does not wish to access the information by the website, the

Borough Council will indicate how information can be obtained by other means and provide it by those means.

In exceptional circumstances some information may be available only by viewing in person. Where this manner is specified, contact details are provided. An appointment to view the information will be arranged within a reasonable timescale.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Borough Council is legally required to translate any information, it will do so.

Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

3. Charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by the Borough Council for routinely published material will be justified and transparent and kept to a minimum.

Material which is published and accessed on the website will be provided free of charge.

Charges may be made for information subject to a charging regime specified by Parliament.

Charges may be made for actual disbursements incurred such as:

- Photocopying
- Postage and packaging
- The costs directly incurred as a result of viewing information.

Charges may also be made for information provided under this scheme where they are legally authorised, they are in all the circumstances, including the general principles of the right of access to information held by public authorities, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.

Charges may also be made for making datasets (or part of datasets) that are relevant copyright works available for re-use. These charges will be in accordance with the terms of the Re-use of Public Sector Information Regulations 2015, where they apply, or with regulations made under section 11B of the Freedom of Information Act, or with other statutory powers of the Borough Council.

If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

4. Review of the Scheme

This Scheme will be amended periodically as necessary and a full review will be carried out every 2 years.

Part Two – Classes of information

1. Who we are and what we do

1.1 Council constitution and democratic structure

The Council's constitution consists of a number of documents that, under the Local Government Act 2000, are required to be brought together and made available for public inspection. The articles of the constitution set out the basic principles that underlay the way the Council operates. The other parts of the constitution include details of the Council and the committees to which the Council has delegated various powers and the functions that are the responsibility of the executive; the terms of reference of the various committees and other bodies; the standing orders that regulate the proceedings at meetings; financial regulations; the code of practice for the procurement of works, supplies and services; codes of conduct for members and employees; the schedule for the payment of member's allowances; and a description of the management structure of the Council's workforce.

Website for online access: <https://democracy.west-norfolk.gov.uk/mgListCommittees.aspx?bcr=1>

1.2 Council directorate structure and responsibilities

The structure of our Council is organised around the main services we deliver. There are four service areas plus the Chief Executive's office, each managed by an Executive Director. Each service is linked together by a Strategic Management Team, consisting of the Chief Executive and the Deputy Chief Executive.

Names, job descriptions and contact details for each of the Executive Directors are given on the website, link:

<http://www.west-norfolk.gov.uk/default.aspx?page=24341>

1.3 Location and opening times of Council properties

Our office opening times and details of how to find the main head office of the Council in King's Lynn and our local offices in Downham Market and Hunstanton can be located on the website:

Link: https://www.west-norfolk.gov.uk/homepage/142/visit_in_person

We have also opened a number of Community Information Points in rural venues where members of the community can access a wide range of Council Services via the internet.

The Borough Council works in partnership with organisations in the local community, such as Parish Councils, Information Centres and even Public Houses to enable Community Information Points.

The local organisations provide a volunteer and a venue, whilst the Borough Council provides the equipment and training for the volunteer.

The creation of Community Information Points offers citizens an alternative method of contacting the Borough Council locally, which can save time, travel or telephone expense.

https://www.west-norfolk.gov.uk/homepage/164/community_information_points

The location and opening hours of Leisure Centres can be found below:

https://www.west-norfolk.gov.uk/info/20072/sport_and_leisure/184/alive_west_norfolk

Since 1st September 2014, Alive Leisure (which is a charitable trust) manages the King's Lynn Corn Exchange, all the Borough Council's sports facilities in West Norfolk and sports development for the Borough.

The location and opening times of our Tourist Information Centres can be found on our website.

Link: <https://www.visitwestnorfolk.com/travel-and-information/tourist-information/>

1.4 Councillors' information and contact details

Details of who all our councillors are, the wards they represent, the political party they belong to, the committees they sit on and their contact details can all be found on the website.

<https://democracy.west-norfolk.gov.uk/mgMemberIndex.aspx?bcr=1>

1.5 Most recent election results

Details of the most recent district and parish elections can be found on the website, together with the results and details of any recent by – elections.

https://www.west-norfolk.gov.uk/info/20090/elections_and_voting/456/upcoming_elections

1.6 Contact details for frontline services

Our website is part of the "Norfolk Portal" which means that if the service is provided by another council, there will be a link to the relevant part of that council's website. Our website contains details of our major front line services, including the types of services each department provides, the cost (if applicable), and full contact details including post, email and phone number for each area.

Link to home page: <http://www.west-norfolk.gov.uk>

1.7 Relationships with other authorities

The Borough Council of King's Lynn & West Norfolk, in its role of community leader, works in partnership with a range of statutory, voluntary, community and business organisations to improve the quality of life for people living, working and visiting West Norfolk.

Should you be unable to find the information you require from our website, please send a request to:

Information Officer Legal Services
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: foi@west-norfolk.gov.uk

1.8 Other office holders

The Returning Officer is the person who has overall responsibility for the conduct of elections. The Returning Officer is an officer of the Council who is appointed under the Representation of the People Act 1983. Although appointed by the Council, the role of the Returning Officer is one of a personal nature and distinct and separate from their duties as an employee of the Council.

For further information, please contact:
Electoral Registration
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: register.electors@west-norfolk.gov.uk

Councils have a duty to appoint a Monitoring Officer to ensure the lawfulness and fairness of Council decision making. The Monitoring Officer serves as the guardian of the Council's Constitution, the decision-making process and providing guidance to councillors and officers on the Council's constitution and its powers. The Monitoring Officer also works closely with the Council's Standards Committee to assist it in its role of promoting and maintaining high standards of conduct and probity within the Council.

For further information, please contact the Monitoring Officer on 01553 616270.

2. What we spend and how we spend it

2.1 Financial statements, budgets and variance reports

The Council spends public money and it is important that the public can see how we have spent that money. The website contains a large amount of information on financial matters, including the Medium Term Plan, the Revenue budgets and the Capital programme. Budgets for the various directorates are also shown. Detailed financial information is available on the website, including Final Accounts for the financial year 2004/2005 onwards.

https://www.west-norfolk.gov.uk/info/20160/budgets_and_spending

2.2 Spending reviews

The Council undertakes quarterly reviews of actual against projected spend on both the capital and revenue budgets and these are reported to Cabinet. For details of the latest reviews, these can be found on the website under the committee papers for Cabinet:

<https://democracy.west-norfolk.gov.uk/ieDocHome.aspx?bcr=1>

2.3 Financial audit reports and Statements of Accounts

The Audit and Risk Committee and Cabinet approve the Statement of Accounts which is the document that sets out all the Council's financial activities, both income and expenditure, for a financial year. Details of the reports can be found on the website at:

<https://democracy.west-norfolk.gov.uk/ieListMeetings.aspx?CId=155&Year=0>

The statements of accounts can be found at:

https://www.west-norfolk.gov.uk/info/20160/budgets_spending_and_performance/361/final_accounts

2.4 Members' allowances scheme

Councillors are entitled to receive an annual allowance from the Council, as laid down under national legislation. This is called the Members Allowances Scheme. They may also claim expenses for any traveling etc. that they do while performing their duties. The allowances, which members may decline if they wish, are subject to deductions for income tax and national insurance. Details of this scheme are on the website.

<http://www.west-norfolk.gov.uk/default.aspx?page=25285>

2.5 Staff allowances and expenses

This can be requested from:
Information Officer Legal Services
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE30 1EX
E-mail: foi@west-norfolk.gov.uk

2.6 Pay and grading structure and Pay Policy Statement

Under the Localism Act 2011, the Council is required to produce a Pay Policy Statement each financial year. This can be viewed in the Agenda for the Cabinet meeting held on 6th May 2014 and covers 2014/2015:

https://www.west-norfolk.gov.uk/info/20163/corporate_performance_and_transparency/318/transparency

2.7 Election expenses

This can be requested from:

Electoral Registration
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: register.electors@west-norfolk.gov.uk

2.8 Procurement procedures

We have a strategy for procuring goods, works and services and the Financial Regulations we have to work to provide a set of controls to make sure the Council does this each time. The Contract Standing Orders sets out in detail the way we invite bids for contracts and promote effective and fair competition to achieve good value for money.

https://www.west-norfolk.gov.uk/info/20150/doing_business_with_us/310/procurement_rules

2.9 Details of contracts currently being tendered

Opportunities for contractors and suppliers for the work the Council intends to contract for, and the goods and services the Council intends to buy either now or in the near future (over £10,000 in value) are on our website:

https://www.west-norfolk.gov.uk/info/20150/doing_business_with_us/331/current_tender_opportunities

2.10 List of contracts awarded and their value

Details of recent awarded contracts of over £10,000 value can be found on our website:

https://www.west-norfolk.gov.uk/info/20150/doing_business_with_us/310/procurement_rules

Details of other contracts the Council has awarded can be requested from:

Procurement Team
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: procurementtenders@west-norfolk.gov.uk

2.11 External Auditor's report

An External Auditor is responsible for publishing the Annual Audit Letter in relation to the Council's financial performance. These can be requested from:

Information Officer Legal Services
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: foi@west-norfolk.gov.uk

2.12 Financial statements for projects and events

Any financial information relating to projects or events can be requested from:

Information Officer Legal Services
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: foi@west-norfolk.gov.uk

2.13 Internal financial regulations

The Financial Regulations and Contract Standing Orders, which are the rules by which the Council seeks to maintain proper financial and internal control of its activities, can be found in Part 6 of the Council's constitution. This can be found on the website at:

<https://democracy.west-norfolk.gov.uk/ieListDocuments.aspx?CId=429&Mid=2220&Ver=4&bcr=1&info=1>

2.14 Funding for partnership arrangements

Each partnership will have separate funding arrangements and details of any particular partnership funding arrangement can be requested from:

Information Officer Legal Services
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: foi@west-norfolk.gov.uk

2.15 Payments to Suppliers over £500

The Borough Council is funded by public money. We believe you should be able to easily find out how that money has been spent. To assist you, we publish online all payments over £500 made to suppliers. We also separately publish details of suppliers paid over £50,000 per annum:

https://www.west-norfolk.gov.uk/info/20163/corporate_performance_and_transparency/318/transparency

2.16 Payments to senior staff

Summary details of our pay bill are included in our annual statement of accounts report. However, we also publish details of the pay and benefits for our senior staff, including the Chief Executive, who earn more than £58,200 per annum:

https://www.west-norfolk.gov.uk/info/20163/corporate_performance_and_transparency/318/transparency

3 What our priorities are and how we are doing

3.1 Annual reports

The Council's Corporate Business Plan monitoring details the progress we have made on delivering our priorities, improving performance and customer service, and sets out how we intend to build on this success. The Plan can be found on the website:

https://www.west-norfolk.gov.uk/info/20163/corporate_performance_and_transparency/314/corporate_business_plan_monitoring

The annual corporate and ombudsman's report can be found at:

https://www.west-norfolk.gov.uk/info/20190/have_your_say/424/annual_corporate_and_ombudsmans_reports

3.2 Service strategies and business plans

Each service has responsibility for their own policies, strategies and business plans and many of them can be found on the website:

<http://www.west-norfolk.gov.uk>

Should you be unable to find the information you require from our website, please send your request to:

Information Officer Legal Services
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: foi@west-norfolk.gov.uk

3.3 Corporate business plan and managing performance

The Borough Council's Corporate Plan sets out what we intend to do. The Council is managed to make sure we achieve what is in the Corporate Plan and we publish an Annual Report so that everyone can see the progress we are making. The Council's Performance Management Framework sets out how the Council will manage performance. This includes agreeing an Annual Action Plan and assessing quarterly performance reports of the progress in delivering the plan.

More information about our performance against all the targets set out in the Corporate Plan can be found at:

https://www.west-norfolk.gov.uk/info/20163/corporate_performance_and_transparency/450/corporate_business_plan

3.4 External performance reviews

Our Performance Management Framework explains how we set, deliver, monitor and report on priorities:

https://www.west-norfolk.gov.uk/info/20163/corporate_performance_and_transparency/316/performance_framework

3.5 Strategies developed in partnership

The Council works with a large number of partners with partnership working being high on the Central Government agenda. Partnerships can also provide opportunities for provision of improved delivery of major projects or services. This requires the creation of a sustainable relationship with suppliers in the public, private, social enterprise or voluntary sectors to deliver services, carry out major projects or acquire supplies and equipment.

The Council also seeks to enter into collaborative arrangements with other Councils and public bodies to combine buying power, to procure or commission goods, works or services jointly, or to create shared services for the benefit of all parties. All the Council's policies, strategies and plans can be found on the website.

Details on how to do business with the Council can be found at:

<http://www.west-norfolk.gov.uk/default.aspx?page=22867>.

3.6 Economic development action plan

We have information specifically designed to provide you with information on the economic development and business opportunities in the King's Lynn and West Norfolk area including:

- Information on why King's Lynn and West Norfolk would provide the ideal location for your business;
- A profile of the local economy and workforce;
- Information on the sources of advice, guidance and information provided by the Borough Council and a number of other organisations; which can be found on the website: https://www.west-norfolk.gov.uk/info/20014/business_and_property/332/business_support_and_advice

3.7 Forward Plan

We have a statutory obligation to publish key decisions in a forward plan. The forward plan provides information on all decisions to be made at future Cabinet Meetings, and whether or not the item of business will contain confidential or sensitive information, meaning that the public will be excluded from the meeting:

https://www.west-norfolk.gov.uk/info/20161/council_meetings/432/cabinet_forward_plan

3.8 Capital Strategy

For further information, please see section 2.1.

3.9 Inspection reports

Information about the Council's audit processes can be found at https://www.west-norfolk.gov.uk/info/20160/budgets_and_spending/360/audit

3.10 Impact assessments

An equality impact assessment is a tool for identifying the potential impact of a council's policies, services and functions on its residents and staff. It can help staff provide and deliver excellent services to residents by making sure that these reflect the needs of the community. The Council subjects all its policies and strategies to an impact assessment and further details are available on request from: Information Officer Legal Services

Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: foi@west-norfolk.gov.uk

3.11 Customer care and service standards

The Council has a number of service standards to ensure we offer an excellent service if you contact us by telephone, email, if you visit our offices in person, or if you write. Details are on our website:

https://www.west-norfolk.gov.uk/info/20190/have_your_say/423/customer_care_standards

3.12 Monitoring (Local Development Framework)

Monitoring is an important part of the planning process and plays a critical part in identifying changing situations that may trigger a review of policies. We publish Monitoring Reports in order to assess the extent to which policy objectives are being achieved:

https://www.west-norfolk.gov.uk/info/20079/planning_policy/354/authority_monitoring_reports_amr

3.13 Site allocations plan

This document identifies which sites should be developed in order to achieve the broad aims of the Core Strategy. It includes allocations for new housing, employment, retail and other development, together with other uses of land such as parks and open space:

https://www.west-norfolk.gov.uk/info/20220/site_allocations_and_development_management_policies_plan

3.14 Core Strategy

The Core Strategy forms part of the Local Development Framework. It is the main document setting out the long term strategy, including the vision and objectives for the Borough, and the broad policies that will steer and shape new development. It will guide development and the use of land up to 2025:

https://www.west-norfolk.gov.uk/info/20092/core_strategy/112/core_strategy_explained

4 How we make decisions

4.1 Timetable of council meetings

The calendar of meetings shows the dates and times of committee meetings.

https://www.west-norfolk.gov.uk/info/20161/council_meetings

Please note that meeting dates and times do occasionally change - for accurate dates of forthcoming meetings, contact Democratic Services on 01553 616200 or e-mail democratic.services@west-norfolk.gov.uk.

4.2 Agendas, officer's reports, background papers and minutes of meetings

Details of all the agendas, papers, reports and minutes are available on the website. Please note some of the information may be exempt from publication under the terms of the Local Government Act 1972.

https://www.west-norfolk.gov.uk/info/20161/council_meetings

4.3 Major policy proposals and decisions

There is a section on the website which describes the decision-making process at the Council which can be accessed via:

https://www.west-norfolk.gov.uk/info/20006/council_and_democracy

All major policies and strategies would be agreed by the relevant committee and the details can either be found in the committee papers section of the website:

https://www.west-norfolk.gov.uk/info/20006/council_and_democracy

4.4 Facts considered when framing major policies

All major policies and strategies and the facts and reasons behind them would be agreed by the relevant committee and the details can either be found in the committee papers section of the website:

https://www.west-norfolk.gov.uk/info/20006/council_and_democracy

4.5 Public consultations

We regularly consult with residents, the public, people who use our services and our partners or other interested groups.

We are committed to working with local people and partners to improve our services and the quality of the decisions we make, and their views are valuable in helping us to do this.

We welcome your feedback on our services at any time. We also have more formal consultation and public involvement opportunities. Details can be accessed via our website:

https://www.west-norfolk.gov.uk/info/20190/have_your_say/460/consultations

4.6 Internal communications guidance criteria for decision making, internal manuals and guidelines

Any other information relating to our decision-making process may be requested from the relevant service area – see section 7.

5 Our policies and procedures

5.1 Policies and procedures for conducting council business

There are a number of procedures around how the Council conducts its business, including:

- Codes of practice
- Procedural standing orders
- Delegated decision making and authority
- Communication between councillors and staff
- Codes of conduct for councillors and staff
- Terms of reference for committees
- Rights of the public at meetings

These can all be found in the Council's Constitution which is on the website:

<https://democracy.west-norfolk.gov.uk/mgListCommittees.aspx?bcr=1>

5.2 Policies and procedures for delivering our services

Each service provided by the Council has details on the website and can be accessed from the homepage:

<http://www.west-norfolk.gov.uk>

5.3 Policies and procedures about the recruitment and employment of staff

The Council advertises vacancies on the website and also provides a range of guidance to assist candidates. Details can be found at:

<http://www.west-norfolk.gov.uk/default.aspx?page=24835>

The Council has a number of policies around equality and diversity and these can be found on the website, along with further information regarding the Equality Act 2010, at: [https://www.west-](https://www.west-norfolk.gov.uk/info/20011/jobs_and_careers/499/employment_monitoring)

[norfolk.gov.uk/info/20011/jobs_and_careers/499/employment_monitoring](https://www.west-norfolk.gov.uk/info/20011/jobs_and_careers/499/employment_monitoring)

5.4 Customer service

In order to improve the services the Council provides, we want to get feedback.

There are a number of ways to contact the Council and details are on our website:

<https://www.west-norfolk.gov.uk/contact>

The Council has a number of service standards to ensure we offer an excellent service if you contact us by telephone, email, if you visit our offices in person, or if you write. Details are on our website:

https://www.west-norfolk.gov.uk/info/20190/have_your_say/423/customer_care_standards

5.5 Records management and personal data policies

Anyone has the right to ask the Council for any information we hold (with some exceptions, such as personal data about someone else). The Council will make the information available if we have it, and if there is no legal reason why we cannot. Our policy and procedures on Freedom of Information and the Environmental Information Regulations are on the website:

https://www.west-norfolk.gov.uk/info/20006/council_and_democracy/327/freedom_of_information

Our Data Protection policy and other information (including charges) with regards to personal data is available on our website:

https://www.west-norfolk.gov.uk/info/20006/council_and_democracy/326/data_protection

The Council has duty to ensure the information we hold and use for making informed judgements and decisions is accurate, valid, reliable, relevant, complete and up-to-date.

5.6 Charging regimes and policies

Details of the charges levied by the Council can be found on our website:

https://www.west-norfolk.gov.uk/info/20160/budgets_spending_and_performance/296/fees_and_charges

5.7 Planning Policy

The Local Development Framework (LDF Team) is responsible for producing documents setting out the Council's approach to the management of development in the borough. This involves producing plans containing policies and proposals that set out what can be built and where. There are two main levels of planning guidance - National Planning Policy Framework (NPPF) and Local Development Framework (LDF).

Further information can be found at:

<http://www.west-norfolk.gov.uk/default.aspx?page=26543>

6 Lists and registers

6.1 Public registers and registers held as public records

The Council maintains several public registers, although some of the registers it maintains are not available for public inspection, (for example the Housing Register, since this contains personal information).

Most of our public registers such as our licensing registers, register of private water suppliers, food premises register are available on the Council's website at <http://www.west-norfolk.gov.uk>

6.2 Asset Register

The land and building assets report lists all service and office properties occupied or unoccupied, properties occupied or run under Private Finance Initiative contracts, surplus, sublet or vacant properties, undeveloped land, services or temporary offices and future commitments. A copy of the report can be found here https://www.west-norfolk.gov.uk/info/20163/corporate_performance_and_transparency/318/transparency

6.3 Register of councillors' financial and other interests

Borough and Parish Councillors have a duty to record any financial or other interests they have as described in Part Five, Code of Conduct of the Constitution, and further details are available at:

<https://democracy.west-norfolk.gov.uk/ieListDocuments.aspx?CId=429&Mid=2220&Ver=4&bcr=1&info=1>

and on request from:

Democratic Services Manager
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: democratic.services@west-norfolk.gov.uk

6.4 Register of gifts and hospitality

Councillors have a duty to record any gifts or hospitality they receive and a register is maintained by the Council. Further details are available on request from:

Democratic Services Manager
Borough Council of King's Lynn & West Norfolk
King's Court
Chapel Street
King's Lynn
Norfolk
PE301 EX
E-mail: democratic.services@west-norfolk.gov.uk

6.5 Licensing registers

The Council is responsible for issuing and maintaining registers for alcohol licences, entertainment licenses, taxi licenses, private vehicle hire licences, street collection permits, and gambling licences. It also keeps a number of other public registers (see also section 7.1 of this Publication Scheme). Full details are available via the website at: <http://www.west-norfolk.gov.uk/Default.aspx?page=21421>

6.6 Planning lists

There are a range of planning lists, including appeals and applications and they can be accessed via the planning section on the website at: <http://www.west-norfolk.gov.uk/default.aspx?page=24831>

6.7 Register of electors

There are two types of electoral register; the full register and the edited register. The registers cannot be accessed electronically and details of who can see and who can have copies (and how to obtain them) are explained on the website: https://www.west-norfolk.gov.uk/info/20090/elections_and_voting/471/about_the_electoral_register

6.8 Disclosure logs

The disclosure log relating to the financial interests declared by officers or councillors is prepared as part of the Statement of Accounts, which is produced yearly. These can be accessed on the website: https://www.west-norfolk.gov.uk/info/20160/budgets_and_spending/361/annual_accounts

7 Services provided by the Council

7.1 A-Z of Council services

The A-Z of Council services can be accessed from the homepage of our web site at: <http://www.west-norfolk.gov.uk/>

7.2 Structure of Council services

The structure of services provided by the Council and the Executive Directors responsible for them can be found on the website: <http://www.west-norfolk.gov.uk/default.aspx?page=24341>

7.3 Licensing responsibilities

The Council is responsible for licensing of a wide range of activities, including all taxi (Hackney Carriage) drivers and private hire vehicles, any licences to do with animal premises (e.g. zoos, boarding kennels, pet shops), food premises, street cafes and scrap metal dealers.

The Council also deals with the licensing of premises that sell or supply alcohol, or provide entertainment (public entertainment, theatres, cinemas, registered members' clubs, late night hot food provision and indoor sport entertainment).

Details of all the various licenses and the registers can be found on our website at: https://www.west-norfolk.gov.uk/info/20120/licensing_act

7.4 Planning Services, Building Control and Local Land Charges

The Council has a great deal of information and advice on planning and building control available on the website. This includes finding out about planning applications and appeals, conservation, landscape and trees, building control and regulations, planning policy (e.g. the Local Development Framework), local land searches and street naming and numbering:

- Planning: <http://www.west-norfolk.gov.uk/Default.aspx?page=24449>
- Building Control: <http://www.west-norfolk.gov.uk/Default.aspx?page=21459>
- Local Land Charge Searches: https://www.west-norfolk.gov.uk/info/20000/planning_and_development/482/local_land_charge_searches

7.5 Homes and housing services

Although the Council transferred its housing stock to Freebridge Community Housing in April 2006, we remain responsible for housing advice, advising on prevention of homelessness, assisting with applying for housing, and working with private landlords. Details of all the housing services can be found on our website at: <http://www.west-norfolk.gov.uk/Default.aspx?page=21441&theme=default>

Please also see Freebridge Community Housing's website: <http://www.freebridge.org.uk/>

7.6 Council Tax

The Council is responsible for the collection of council tax, which helps pay for local services such as the police, fire service, refuse collection, social services and education. Our website details the information about council tax, including advice on

discounts, how to appeal, what the money is spent on and the charges and banding of houses:

<http://www.west-norfolk.gov.uk/Default.aspx?page=21467>

7.7 Council Tax Support and Housing Benefit

People on low incomes can apply for either housing benefit or council tax support or both to help meet the cost of rent and council tax. Details of how to apply, how the benefits are paid, an online benefits assessment, how to appeal, assistance for the self-employed and also details of the Local Housing Allowance, a scheme for people in privately rented accommodation, can be found on the website:

<http://www.west-norfolk.gov.uk/Default.aspx?page=21496>

7.8 Environmental Services

The Council provides a number of services to help preserve our natural environment in West Norfolk. Details of all our services can be found on our website:

- Abandoned vehicles
- Council car parks
- Private car parks
- Waste management
- Pest control
- Animal welfare licensing
- Markets management
- CCTV
- Contaminated land
- Gypsy and traveller sites
- Scrap metal dealer registration
- Pollution control
- Drainage
- Air quality
- Agenda 21 – sustaining and improving your environment
- Motor salvage operators
- Out of hours response

<http://www.west-norfolk.gov.uk/default.aspx?page=26988>

7.9 Health

The Council is responsible for a number of services to inspect and ensure that public health is safeguarded. Details can be found on our website: <http://west-norfolk.gov.uk>

7.10 Leisure and culture

There are a number of leisure activities in West Norfolk and details of these, along with information about the countryside, accommodation, directions, culture and history can be found on the website at:

https://www.west-norfolk.gov.uk/info/20072/sport_and_leisure/184/alive_leisure

You may also either request or download a free copy of our current West Norfolk Holiday Guide.

7.11 Transport and streets

Although Norfolk County Council has the major responsibility for roads and transport, there is a dedicated section of the website which gives details of how we can help you to get out and about on public transport, the concessionary bus pass scheme, street cleansing and grounds maintenance.

https://www.west-norfolk.gov.uk/info/20007/people_and_communities/441/public_transport

For details of the Borough Council's car parks, including charges, location maps and contact details, please use this link:

<https://www.west-norfolk.gov.uk/info/20005/parking>

7.12 Services for local businesses

There is a dedicated section on the website which gives information around the services, support and advice for business in the area, for anyone thinking of relocating to West Norfolk and also for anyone thinking of starting a new business:

<http://www.west-norfolk.gov.uk/default.aspx?page=21606>

7.13 Services for other organisations

Details of any services provided to other organisations can be requested from:

Information Officer Legal Services

Borough Council of King's Lynn & West Norfolk

King's Court

Chapel Street

King's Lynn

Norfolk

PE301 EX

E-mail: foi@west-norfolk.gov.uk

7.14 Living Independently in Later Years (LILY)

There is a dedicated section of the website which gives information on the services, support and advice for older people, their families, friends and carers.

It can be accessed at:

<http://www.asklily.org.uk>

7.15 Services for which the Council can charge

Some of the services provided by the Council are free, others are charged for. Each service has their own section on the website and details of charges can be accessed there. Section 5.6 of this publication scheme details some of the more common charges.

7.16 Information for visitors to the area

The Council publishes a number of leaflets and guides to assist visitors to West Norfolk and the Council has a dedicated website, which also includes details of the Tourist Information Centres around the district:

<http://www.visitwestnorfolk.com/>

7.17 Leaflets, books and newsletters

The Council publishes a number of leaflets and guidance relating to all the services it provides and many of these can be found on the website at <http://www.west-norfolk.gov.uk>

7.18 Advice and guidance

You can find information about the following services on the Council's website:

- eForms Library
- Community Information Points
- Customer Care Standards
- Online payments

7.19 Media releases

All press releases issued by the Council can be accessed via our website:

<https://www.west-norfolk.gov.uk/newsroom>

7.20 Election information

There is a dedicated section on the website which includes information about how to register to vote, where and how to vote when there are elections, results of previous Borough Council of King's Lynn & West Norfolk district elections and election statistics:

https://www.west-norfolk.gov.uk/info/20090/elections_and_voting