



Publication Scheme

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October 2008

Part One Introduction

1. Scope and Purpose

Under the Freedom of Information Act, South Norfolk Council has a duty to adopt and maintain a Publication Scheme describing:

- The classes of information it publishes
- How and where such information is published (e.g. website, paper copy etc) and
- Whether or not a charge is made for such information.

The purpose of a Publication scheme is to let everyone know what information will be automatically or routinely published by the Council and to ensure that a significant amount of information is available to the public, without the need for a specific request to be made. Other information is of course available from the Council by individual request, under the Freedom of Information Act 2000, and the Data Protection Act 1998, however as many requests are for routine information, this guide should assist the public in quickly and efficiently locating what they want.

If there is any information required that does not appear in this Publication Scheme, please contact:

Right2know
South Norfolk Council
Swan Lane
Long Stratton
Norwich NR15 2XE
right2know@s-norfolk.gov.uk

2. Obtaining information

Much of the information listed in this Scheme is supplied free of charge and can be downloaded from our website www.south-norfolk.gov.uk and where this is the case, the appropriate link is shown in the Scheme. Where information is available only in paper format, this is also shown in the Scheme together with where any requests for such information should be directed.

3. Charges

Unless otherwise stated, publications listed in the Scheme are supplied free of charge. Where a charge is levied this sign appears £££. Details of how much the charges are at any time can be found on the website.

www.south-norfolk.gov.uk/democracy

4. Management of the Scheme

The officer responsible for the adoption and maintenance of the Scheme is the Information Rights Manager who can be contacted as follows:

The Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Right2know@s-norfolk.gov.uk

5. Review of the Scheme

This scheme was approved in October 2008 and will be amended periodically as necessary. The Scheme will be fully reviewed in October 2011.

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 underlie 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: www.south-norfolk.gov.uk/constitution

1.2 Council directorate structure

The structure of our Council is organised around the main services we deliver. There are five service areas, each managed by a Director. Each service is linked together by a Strategic Management Team, consisting of a Chief Executive and two Executive Directors.

Names and contact details for each of the directors are given on the website, link: www.south-norfolk.gov.uk/directorates

1.3 Location and opening times of Council properties

Details of how to find the main head office of the Council and opening times can be located on the website. Link: www.south-norfolk.gov.uk/directions

The location and opening hours of our Leisure Centres can be found on the website. Link: www.south-norfolk.gov.uk/leisure

The location and opening times of our Tourist Information Centres can be found on our website. Link: www.south-norfolk.gov.uk/tic

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.

www.south-norfolk.gov.uk/councillors

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.

www.south-norfolk.gov.uk/elections

1.6 Contact details for front line 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, including the free phone numbers.

Link to home page: www.south-norfolk.gov.uk

1.7 Relationships with other authorities

South Norfolk Council, in its role of community leader, works in partnership with a huge range of statutory, voluntary, community and business organisations to improve the quality of life for people living, working and visiting South Norfolk. These organisations change on a regular basis and work with all services within the Council. There is no one single section on the website where we hold all details concerning our work with partnerships, but details on the major partnerships, such as the South Norfolk Alliance (the Local Strategic Partnership) can be found in the Local Area Agreement (Norfolk Action) and the Sustainable Community Strategy (SCS) as well as our Corporate Plan. Some of our major partnerships are on our website:

Norfolk Action: www.norfolkambition.gov.uk/norfolkambition-laa/home.asp

SCS: www.south-norfolk.gov.uk/communitystrategy

Corporate Plan: www.south-norfolk.gov.uk/corporateplan

Greater Norwich Housing Partnership: www.south-norfolk.gov.uk/gnhp

The Joint Core Strategy: www.south-norfolk.gov.uk/jcs

CNC Building Control: www.south-norfolk.gov.uk/buildingcontrol

Details of any other partners the Council works with can be requested from the Information Rights Manager at:

Right2know
South Norfolk Council
Swan Lane
Long Stratton
Norwich NR15 2XE
right2know@s-norfolk.gov.uk

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 for at least the last three years.

www.south-norfolk.gov.uk/finance

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:

www.south-norfolk.gov.uk/committeepapers

2.3 Financial audit reports

The Accounts and Audit Committee approve the Statement of Accounts which is the document that audits 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:

www.south-norfolk.gov.uk/democracy/1761.asp

2.4 Members' allowance scheme

Councillors are entitled to receive an annual allowance from the Council, as laid down under national legislation. This is called the Scheme of Members Allowances. They may also claim expenses for any travelling 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.

www.south-norfolk.gov.uk/membersallowances

2.5 Staff allowances and expenses

This can be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

2.6 Pay and grading structure

This can be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

2.7 Election expenses

This can be requested from:

Electoral Services Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: register@s-norfolk.gov.uk

2.8 Procurement procedures

We have a strategy for procuring goods, works and services and the Rules for Financial Governance 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.
www.south-norfolk.gov.uk/procurement

2.9 Contracts currently being tendered

Any 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 are on our website:
www.south-norfolk.gov.uk/currentcontracts

2.10 List of contracts awarded and their value

Any details around contracts the Council has awarded can be requested from:

Corporate Procurement Officer
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: procurement@s-norfolk.gov.uk

2.11 District auditor's report

The Audit Commission is responsible for publishing the Annual Governance Reports and also the Annual Audit and Inspection Letters in relation to the Council's financial performance. These can be found on the website at:

<http://www.south-norfolk.gov.uk/democracy/1774.asp>

<http://www.south-norfolk.gov.uk/democracy/2051.asp>

2.12 Financial statements for projects and events

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

Information Rights Manager

South Norfolk Council

Swan Lane

Long Stratton

Norwich

NR15 2XE

Email: right2know@s-norfolk.gov.uk

2.13 Internal financial regulations

The Rules of Financial Governance 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 the Council's constitution which is on the website at:

www.south-norfolk.gov.uk/constitution

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 Rights Manager

South Norfolk Council

Swan Lane

Long Stratton

Norwich

NR15 2XE

Email: right2know@s-norfolk.gov.uk

3. What our priorities are and how we are doing

3.1 Annual reports

The Council's Corporate Plan 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:

www.south-norfolk.gov.uk/corporateplan

There are a number of other annual reports, such as the annual budget (see section 2) and other annual reports such as the reports by Committee Chairman. These can be found on our website, or can be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

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:

www.south-norfolk.gov.uk/strategies

Details of any others not located in this section of the website may be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

3.3 Best value local performance plan

In the past, the Council was required to publish a Performance Plan that reported our performance against the national Best Value Performance Indicators (see 3.4 below). The Plan included the targets we had set for those measures for the next three years and details of Performance Plans are on the website:

www.south-norfolk.gov.uk/bvpp

3.4 Best value performance indicators

In April 2008, the Government replaced Best Value Performance Indicators with a new performance framework. This includes a new set of National Indicators that are more focused on outcomes and improvements in public services that people can easily

recognise – see 3.5 below. Details of previous Best Value Performance Indicators are on the website:

www.south-norfolk.gov.uk/bvpp

3.5 National and local Performance Indicators

There are now a new set of National Indicators that are more focused on outcomes and improvements in public services that people can easily recognise. At the time of the Publication Scheme, these National Indicators were still being devised and so the most up to date information can be requested in hard copy from:

Performance and Strategy Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: performance@s-norfolk.gov.uk

3.6 Internal and external performance reviews

Details of how the Council has performed will be published in the relevant service sections on our website. The Audit Commission is responsible for assessing the performance of the Council and details of their reports can be found on their website: <http://www.audit-commission.gov.uk/authority.asp?CategoryID=ENGLISH^576^LOCAL-VIEW^AUTHORITIES^107574>

3.7 Strategies developed in partnership

The Council works with a large number of partners and some of the most important policies and strategies developed with our partners are:

- Community Safety Partnership Plan
- Greater Norwich Housing Strategy
- Health and Well Being Strategy
- Local Development Framework
- Joint Core Strategy
- Norfolk Ambition
- South Norfolk Crime Reduction Partnership
- Supporting People Strategy
- Sustainable Community Strategy

All the Council's policies, strategies and plans can be found on the website:

www.south-norfolk.gov.uk/strategies

3.8 Economic development action plan

The Council's aim is to best develop and support the local economy and it's participants and to produce a strategy resulting in shared prosperity for all which can be found on the website:

www.south-norfolk.gov.uk/economicstrategy

3.9 Forward plan

The Forward Plan sets out key decisions that the Cabinet intends to take over the following four months. The Plan is updated each month and details are on the website: www.south-norfolk.gov.uk/forwardplan

The Council also has a Cabinet Core Agenda which lists the items which Cabinet intend to look into at forthcoming meetings. The Agenda identifies those items which will result in expenditure, income or savings, and those which will have a significant effect (either environmental, physical, social or economic) on communities. These are known as Key Items. Details are on the website: www.south-norfolk.gov.uk/coreagenda

3.10 Capital strategy

The Capital Strategy is reported to Cabinet each year, normally at the December meeting. It can therefore be located on the website with the Committee papers: www.south-norfolk.gov.uk/committeepapers

3.11 Comprehensive performance assessment

Comprehensive Performance Assessment (CPA) was the framework councils used to improve the services we offered. It allowed us to set targets to improve our performance and to monitor how we were achieving against those targets. The first CPA inspection by the Audit Commission in 2003 rated us as a “good” council and in 2007, we were reassessed and rated as “excellent”. The reports can be found on our website.

Link: www.south-norfolk.gov.uk/performance

3.12 Comprehensive Area Assessment

CPA has now been replaced by Comprehensive Area Assessment (CAA), which looks at not just the Council’s performance, but how the Council performs with its partners and the outcomes for residents. The first assessment had not taken place at the time of writing this Publication Scheme. Details of any CAA reports or inspections when published will be available on our website.

3.13 Inspection reports

The Council is assessed by the Audit Commission, details of which can be found in section 3.6.

3.14 Local Area Agreements

A Local Area Agreement (LAA) is a three year agreement between a local area and central government and Norfolk’s LAA is Norfolk Ambition: <http://www.norfolkambition.gov.uk/>

The LAA sets out how local priorities will be met by applying local solutions and the Council's Action Plan to deliver results against those priorities is the Sustainable Community Strategy which is on our website:

www.south-norfolk.gov.uk/communitystrategy

3.15 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 Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

3.16 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:

www.south-norfolk.gov.uk/customercare

4. How we make decisions

4.1 Timetable of Council meetings

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

www.south-norfolk.gov.uk/committeedates

Please note that meeting dates and times do occasionally change – for accurate dates of forthcoming meetings go to:

www.south-norfolk.gov.uk/committeepapers

4.2 Agenda, officers' reports, background papers and minutes of meetings

Details of all the agenda, paper, 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.

www.south-norfolk.gov.uk/committeepapers

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:

www.south-norfolk.gov.uk/democracy

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

www.south-norfolk.gov.uk/committeepapers

or can be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

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 could either be found in the committee papers section of the website:

www.south-norfolk.gov.uk/committeepapers

or can be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

4.5 Public consultations

The Council publishes all current consultations on the website which include details of what we are asking your ideas and opinions about and how you can have your say. We also list the results of previous consultations we have carried out on the website and the Norfolk Consultation Finder can also be accessed via our website which has details of all consultations across Norfolk:

www.south-norfolk.gov.uk/haveyoursay

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:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

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

www.south-norfolk.gov.uk/constitution

5.2 Policies and procedures for delivering our services

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

www.south-norfolk.gov.uk

If further information is required, this can be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

5.3 Policies and procedures around the recruitment and employment of staff

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

www.south-norfolk.gov.uk/jobs

The Council has a number of policies around equality and diversity and these can be found on the website at:

www.south-norfolk.gov.uk/equalities

Details of our Health and Safety procedures can be found on the website at:

www.south-norfolk.gov.uk/healthandsafety

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:

www.south-norfolk.gov.uk/feedback

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:

www.south-norfolk.gov.uk/customercare

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 is on the website:

www.south-norfolk.gov.uk/foi

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 timely and the Data Quality and Data Retention policies are available on the website:

www.south-norfolk.gov.uk/strategies

5.6 Charging regimes and policies

Details of the charges associated with Freedom of Information requests can be found on our website:

www.south-norfolk.gov.uk/foi

Details of charges associated with planning fees can be found on our website:

www.south-norfolk.gov.uk/planningfees

Details of charges associated with environmental services fees can be found on our website:

www.south-norfolk.gov.uk/environmentfees

Details of charges associated with land charge search fees can be found on our website:

www.south-norfolk.gov.uk/landcharges

Details of any other fees and charges made by the Council can be requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

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 as this contains personal information.

Some of the most important registers are shown separately below, but we are also responsible for a number of other registers, including:

- Business Premises Register
- Register of private water suppliers
- Food Premises Register
- Animal Premises Licenses
- Buildings at Risk Register
- Burglar and vehicle alarm list

6.2 Asset registers and information asset register

The Council has an Asset Management Plan whose objective for the Council is to make sure all property assets support the corporate objectives of the Council. This objective includes the need to manage the assets in an optimum way to achieve the desired and sustainable outcome and the plan can be found on our website at:

www.south-norfolk.gov.uk/assetplan

6.3 Register of councillors' financial and other interests

Councillors have a duty to record any financial or other interests they have as described in Part Five, Members' Code of Conduct of the Constitution and further details are available on request from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-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:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

6.5 Licensing Registers

The Council is responsible for issuing and maintaining registers for alcohol licences, entertainment licenses, taxi licenses and gambling licences. Full details are available via the website at:

www.south-norfolk.gov.uk/licensingregister

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:

www.south-norfolk.gov.uk/planning

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:

www.south-norfolk.gov.uk/elections

6.8 Disclosure logs

The disclosure log relating to the financial interests declared by officers or councillors can be located in the Statement of Accounts, which is produced yearly. These can be accessed on the website:

<http://www.south-norfolk.gov.uk/democracy/650.asp>

7. Services provided by the Council

7.1 Licensing responsibilities

The Council is responsible for licensing of all taxis (Hackney Carriage) drivers and vehicles, and any licences to do with animal premises (e.g. zoos, boarding kennels, pet shops) and food premises.

The Council also deals with the licensing of premises that sell or supply alcohol, or provide entertainment (public entertainment, theatres, cinemas, registered members' club, 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: www.south-norfolk.gov.uk/licensing

7.2 Planning Services

The Council has a great deal of information on planning available on the website, including 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: www.south-norfolk.gov.uk/planning

7.3 Homes and Housing Services

Although the Council does not own any houses itself, we are 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: www.south-norfolk.gov.uk/housing

7.4 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: www.south-norfolk.gov.uk/counciltax

7.5 Benefits

People on low incomes can apply for either housing benefit or council tax benefit 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: www.south-norfolk.gov.uk/housingbenefit

7.6 Environmental Services

The Council provides a number of services to help preserve the health and well-being of our natural environment and of the people who live and work in South Norfolk. Details of all our services can be found on our website:

- Abandoned vehicles
- Animal welfare
- Bird flu
- Climate change
- Commercial waste and recycling
- Drinking water, drainage and sewerage
- Emergencies
- The service standards and any fees charged
- Garden waste and composting
- Household waste and recycling
- Pest control
- Pollution and nuisance complaints
- Street care and road maintenance

www.south-norfolk.gov.uk/environment

7.7 Leisure and Culture

There are a number of leisure activities in South Norfolk and details of these, along with information about the countryside and walking and cycling routes can be found on the website at:

www.south-norfolk.gov.uk/leisure

7.8 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 the latest travel information, how we can help you to get out and about on public transport, how to advise the Council of problems with the roads and details of the Council's car parks.

www.south-norfolk.gov.uk/transport

7.9 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 South Norfolk and also for anyone thinking of starting a new business:

www.south-norfolk.gov.uk/business

7.10 Services for other organisations

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

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

7.11 Services for which the Council can charge, together with those charges

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.

7.12 Information for visitors to the area

The Council publishes a number of leaflets and guides to assist visitors to South Norfolk and there is a dedicated section on our website, which also includes details of the Tourist Information Centres around the district:

www.south-norfolk.gov.uk/visiting

7.13 Leaflets, books and newsletters

The Council publishes a community magazine called The Link three times a year and this is distributed to every household in the district. Links to all the editions can be found on the website:

www.south-norfolk.gov.uk/linkmagazine

The Council also publishes a number of leaflets and guidance relating to all the services it provides and any of these can be found on the website, or requested from:

Information Rights Manager
South Norfolk Council
Swan Lane
Long Stratton
Norwich
NR15 2XE
Email: right2know@s-norfolk.gov.uk

7.14 Advice and guidance

The Council has a dedicated section on the website which details information including animal welfare and bird flu, to careers advice and how to apply for grants or loans from the Council.

www.south-norfolk.gov.uk/benefits

There is also the A-Z section on the website which also links to services provided by other public bodies, for example schools and social services and this can be accessed via the homepage:

www.south-norfolk.gov.uk

7.15 Media releases

All press releases issued by the Council can be accessed via our website:
www.south-norfolk.gov.uk/news

7.16 Election information

There is a dedicated section on the website which include information about how to register to vote, where and how to vote when there are elections, results of previous South Norfolk Council district elections and election statistics:
www.south-norfolk.gov.uk/elections