



North Hertfordshire District Council

## Publication Scheme

Part of the Council's Freedom of Information Procedures



Revised November 2018

## **Publication Scheme**

The Freedom of Information Act gives a right of access to much of the information held by North Hertfordshire District Council (NHDC). This was developed as part of the district wide authorities work towards implementing e-government and creating common points of access for the public to access the whole range of local authority services. The Scheme is set out in categories and classes. The classes are defined to include information in such a way as to be useful and easily accessible to the public. They indicate the information which is currently available or intended to be, and whether a charge will be levied. Appeals against the reason for the exemption can be challenged by contacting the Information & Asset Team at NHDC or the Information Commissioner at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113 (or 01625 545745 if you would prefer not to call an '03' number, or +44 1625 545745 if calling from overseas)

[www.ico.org.uk](http://www.ico.org.uk)

## **Exemptions**

All general correspondence sent or received by the Council from individuals and all information relating to individuals where it is personal data as defined by the Data Protection Act 2018 is excluded. Where information falls within an exemption within the Freedom of Information Act, the Environmental Information Regulations, Data Protection Act 2018 or any other relevant legislation it will be disclosed subject to these exemptions and the law of confidentiality.

## **Access to the Publication Scheme wherever practicable**

The information contained in each class will be available in a number of formats, including hard copy. These can be inspected at the Council Offices, Gernon Road, Letchworth, on the web or by e-mail. Copies will be made available in Braille and in other languages as required.

We will comply with requests for information identified in the Scheme within 20 working days.

Any charges applied to specific documents are indicated in the Scheme.

## **How do I find out about the information you hold about me personally?**

Information about individuals is available on request under specific conditions under the Data Protection Act 2018

For an enquiry under the Data Protection Act 2018 please contact the Council's Freedom of Information team - e-mail [FOI2@north-herts.gov.uk](mailto:FOI2@north-herts.gov.uk) or telephone 01462 474000

**Changes**

The Scheme will be kept under review and updated annually as part of an on going work programme overseen by the Information Management Team.

The contact details for the person who will be responsible for ensuring the maintenance of the Scheme and provision of information in accordance with the scheme and who can be contacted is:

Name: Howard Crompton Service Director – Customers  
Address: Council Offices, Gernon Road, Letchworth Garden City, Herts, SG6 3JF  
Telephone: 01462 474000  
Email: [FOI2@north-herts.gov.uk](mailto:FOI2@north-herts.gov.uk)

**Comments on the Scheme**

The Council welcomes feedback on the Scheme and in particular on how useful it is to you. Please forward any comments on the Scheme and its operation to the above named officer.

Signature .....

Position *Chief Executive*

Date .....

## **About the Council**

North Herts has a population of just over 131,700, most of this population reside in the 4 main urban areas, Baldock, Hitchin, Letchworth and Royston. Significant areas of the District are rural. This make-up of the district is reflected in the Area Committee Structure. The Council's annual budget (net expenditure) is £15.2 million (2017/2018)

The principal services delivered by the District are:

- Planning
- Environmental Health
- Leisure
- Waste Collection
- Community Development
- Council Tax
- Housing Benefit

The Council is structured on a Cabinet with Leader model, with a one party Cabinet comprising 7 portfolio holders. These are:-

- Policy Transport and Green Issues
- Planning and Enterprise
- Finance and IT
- Housing and Environmental Health
- Community and Rural Affairs
- Waste, Recycling and Environment
- Leisure

The decision making process of the Council is set out in the Constitution which is available on the Councils website under the [‘Council & Democracy’](#) category.

## **The Council's approach to Freedom of Information**

North Hertfordshire District Council is committed to open, accountable and transparent operations, both in decision making and service delivery. Its vision is to improve the quality of life for everyone in the District and in achieving this vision is committed to more cost effective delivery of quality services.

The majority of the Council's business is dependent on information. Much of the information held and used by the Council is already publicly available and the Council welcomes the introduction of the Freedom of Information Act as an opportunity to review and rationalise its information management systems. This work will assist in achieving the electronic delivery of services but will not be restricted to this. The Council is conscious of the fact that electronic access is not everyone's chosen form of communication, hence alternative arrangements will be made and set out in the Scheme, both for hard copy and access for those with specific needs.

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## Open Government Data

Open Data is freely available for everyone to access, use and republish as they wish, and published without restrictions from copyright, patents or other mechanisms of control.

This information is exempt under FOI as it is accessible by other means

NHDC have identified the material they provide through Open Government on their website at:-

<http://www.north-herts.gov.uk/home/council-performance-and-data/open-data>

It includes:-

- Budgets for this year
- Contracts Register
- Council constitution
- Council meeting dates, agendas and minutes
- Councillor allowances
- Election results
- Grants and awards
- Land and property assets
- Organisation structure chart
- Parking revenue (on-street and off-street)
- Pay Policy Statement
- Payments to Suppliers
- Performance management
- Senior employee salaries and job descriptions
- Statement of Accounts
- Waste contracts

<b>Who we are and what we do</b>				
<b>Organisational information, locations and contacts, constitutional and legal governance</b>				
<b>Class</b>	<b>Description</b>	<b>Examples of Documents/Notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Constitution</b>	The <a href="#">constitution</a> of the council	Financial Regulations and Contract (Section 19) Standing Orders (Section 4.8)	Electronic NHDC Website	No
	• decision making	Terms of Reference of various committees etc. Code of Practice for procurement of works supplies & services, code of conduct for members & employees, schedule for the payment of <a href="#">members allowances</a> .	Website	No
	• Council democratic structure chart	Decision making bodies of the council & their role <a href="#">Councillors, MPs &amp; MEPS</a>	Web	No
<b>Organisational Structure</b>	The management structure and functions of the council	<a href="#">Council departments &amp; organisation structure chart</a>	Paper / website	
		Duties and Allowance of Senior Employees		
<b>Contact</b>	Location & opening times of Council Properties	<a href="#">Main Contact - Location</a>	Website	No
	Contact details for customer facing departments (in addition to the main contact site)	<a href="#">Planning Applications Reception; Housing Advice</a>	Website	No
	Councillors contact information	<a href="#">Your Councillors</a>		

Who we are and what we do.				
Class	Description	Examples of Documents/Notes	Format	Chargeable
<b>Elections</b>	Elections required by law	<a href="#">Elections overview</a>	Website	No
		<a href="#">Election results</a>	Website	No
		<a href="#">Polling stations</a>	Website	No
		<a href="#">Standing for election</a>	Website	No
		<a href="#">Voting Procedures</a>	Website	No
<b>Relationships with other authorities</b>	<p>Councillors, MPs and MEPs</p> <p>Returning officer : The Returning officer and his office does not fall within the remit of the Council, neither are they liable to respond to FOI</p> <p>Corporate governance</p> <p>County Council: Services managed outside the District Council</p> <p>Shared Services</p>	<p>Parish Councils, MPs, and MEPs,</p> <p>All enquiries should be sent to direct to <a href="mailto:Elections@north-herts.gov.uk">Elections@north-herts.gov.uk</a></p>		
		<a href="#">Local code of corporate governance Hertfordshire</a> County Council Services		
		<a href="#">Shared Anti-Fraud Service, Shared Internal Audit Service, Hertfordshire CCTV Partnership</a> , Leisure Contracts and Projects		



## What we spend and how we spend it

### Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts

Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
<b>Financial statements</b>	The statement of accounts presents the financial position of the Council at the end of the financial year and its income and expenditure to the end of that year.	<ul style="list-style-type: none"> <li>• <a href="#">Statement of Accounts</a> (and working papers)</li> </ul>	Web	No
<b>Budget</b>	The overall expected spending of the Council Commercially sensitive documents e.g. those relating to quotations, tenders, loans and insurance will not be disclosed	<ul style="list-style-type: none"> <li>• <a href="#">Budget Statement including budget book</a></li> </ul>	Web	No
			Web	No
		<ul style="list-style-type: none"> <li>• <a href="#">Medium Term Financial Strategy</a> Service &amp; Financial Planning</li> </ul>	Web	No
		<ul style="list-style-type: none"> <li>• Quarterly Budget reports (part one reports), Published as part of Cabinet Council Meetings on a quarterly basis February, June, September, December)</li> </ul>	Web	No

What we spend and how we spend it. Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts				
Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
<b>Audit - Financial</b>	The external activities (usually carried out by district audit) associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period <i>Exemptions apply to certain audit documents and investigations and proceedings under s.33 of the Freedom of Information Act and the law of confidentiality , personal information will not be disclosed</i>	• <a href="#">External Audit Management statements</a> including Finance audits	Website	No
		• Compliance audits*, Operational audits, Skills audit, Systems audit, Quality assurance audits* Contact FOI via <a href="mailto:FOI2@north-herts.gov.uk">FOI2@north-herts.gov.uk</a>	PDF	No
		• Treasury Management Strategy contact FOI via <a href="mailto:FOI2@north-herts.gov.uk">FOI2@north-herts.gov.uk</a>	electronic	No
		• Council Tax Resolution - Published in February minutes of Council Tax Setting Committee	Website	No
		• <a href="#">Council Tax information</a> (leaflets sent with Council Tax bill)	Website	No
<b>Staff allowances and expenses</b>	<a href="#">Members allowance</a> scheme & the allowances paid under it to councillors each year	List of allowances by category (e.g. mileage, expenses) paid annually to members and Chief Officers (grade 13 and above)	Paper & Website	No
<b>Pay and grading structure</b>		Grades will be included on top level structure chart above and pay scales will be published Pay and Policy statement	Paper & Website	No
<b>Procurement Procedures</b>		<a href="#">Procurement strategy</a> <a href="#">Contracts Register</a>	Website Website	No No
<b>Details of contracts &amp; tenders</b>	to businesses & to the voluntary community & social enterprise sector	<a href="#">NHDC Contracts Register</a> <a href="#">Payments to suppliers</a>	Website	No
<b>Details of grants to the voluntary community &amp; social enterprise</b>		<a href="#">Grants overview</a> , <a href="#">Community Right to Challenge Protocol</a> , <a href="#">Community Right to Bid Registers and Process</a>		

## What our priorities are and how we are doing

### Strategy and performance information, plans, assessments, inspections and reviews

Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
Strategies & business plans for service provided by the council		<a href="#">Priorities</a> , including Corporate Plans, Service Plans	Web	Free
Performance Reports		View Performance Indicator Monitoring Report via Overview and Scrutiny Committee Reports (quarterly reports).	Web	Free

## How we make decisions

### Policy proposals and decisions; Decision making processes, internal criteria and procedures, consultations.

Class	Description of class	Examples of documents/notes	Format	Chargeable
<b>Council and Committees Meetings – Part 1 and standard forum meetings</b>	<a href="#">Agendas, meetings and minutes</a> relating to full council decision making processes, open to the public; Timetable of Council meetings; Officers reports, background papers	• Minutes	Paper	No
		• Agendas		
		• Associated reports		
<b>Public consultation</b>	<a href="#">Current public consultation</a> documents/questionnaires	Includes District wide Surveys and Citizens Panels,	Website	No
		For service area customer satisfaction surveys, such as Bi-annual Leisure customer, Annual Play scheme and Annual Archers customer satisfaction surveys contact the Leisure or Play scheme department via <a href="mailto:service@north-herts.gov.uk">service@north-herts.gov.uk</a>	Paper	No

<b>Our policies and procedures</b>				
<b>Current written protocols for delivering our functions and responsibilities</b>				
<b>Class</b>	<b>Description of Class</b>	<b>Examples of</b>	<b>Format</b>	<b>Chargeable</b>
<b>Policies &amp; procedures</b>	For conducting council business	<a href="#">Council Constitution</a>	Web	No
<b>Policies and strategies</b>	Policies & procedures for delivering our service	<a href="#">Policies</a> included on the NHDC website or under the particular subject for instance <a href="#">Climate change</a> . If the policy is not on the website please contact the Corporate Policy Team on <a href="mailto:service@north-herts.gov.uk">service@north-herts.gov.uk</a>	Website	No charge for electronic copies, paper copies charged @ £0.10p a sheet (black & white) Free
		<ul style="list-style-type: none"> <li>• <a href="#">Housing &amp; Public Protection Service - Statement of Enforcement Policy &amp; Practice</a> (Includes Food safety; Occupational Health &amp; Safety; Pollution Control; Pest Control; Licensing; Private Sector Housing; Enviro-Crime; Community Safety; etc.</li> </ul>	Web	
		• Treasury Management Policy contact FOI via <a href="mailto:service@north-herts.gov.uk">service@north-herts.gov.uk</a>		
		• <a href="#">Anti-Fraud and corruption Policy</a>	Web	No
		<a href="#">Emergency Planning</a>	Web	Free
		• <a href="#">Green Space Strategy</a> , <a href="#">Tree Management Strategy</a> (Contact Customer services for full document)	Web/Paper	No

Our policies and procedures; Current written protocols for delivering our functions and responsibilities				
Class	Description of Class	Examples of Document/Notes	Format	Chargeable
Policies & procedures about the recruitment & employment of staff	The <a href="#">general terms and conditions of employment</a> with the council <i>In accordance with the Data Protection Act 2018 and the law of confidentiality, personal information will not be disclosed</i>	Conditions of employment with the Council	Website	No
		Human Resources Policies relating to recruitment ( <a href="#">Equality &amp; Diversity</a> , Section Methods in Recruitment, Recruitment Advertising )	Paper & Website	No
Job descriptions and person specifications	The job description and person specifications for currently advertised posts <i>In accordance with the Data Protection Act 2018 and the law of confidentiality, personal information will not be disclosed</i>	<a href="#">Job descriptions and person specifications</a> for <b>currently advertised posts</b>	Paper Website	No
Customer service		<ul style="list-style-type: none"> <li>• <a href="#">Customer Service Strategy</a></li> <li>• <a href="#">Communication Strategy</a></li> </ul>	Web	No No
Records management & personal data policies		<ul style="list-style-type: none"> <li>• Information Management Strategy               <ul style="list-style-type: none"> <li>• <a href="#">Retention Policy</a></li> <li>• Data Sharing Policy</li> <li>• Information Security Policy</li> </ul> </li> </ul>	Web Paper Paper	No No No
Performance Management	Performance statistics – National and Local PI's	Statistical reports Notes from meetings. Published with the Overview and Scrutiny Committee reports	Web	No

Our policies and procedures; Current written protocols for delivering our functions and responsibilities				
Class	Description of class	Example of Documents/Notes	Format	Chargeable
Fees and charges	Council fees and charges list	<ul style="list-style-type: none"> <li>• <a href="#">Booklet</a> of burial charges, memorials, inscriptions in memorial book, use of chapels, purchase of exclusive rights</li> </ul>	Paper	No
		<ul style="list-style-type: none"> <li>• <a href="#">Allotment Charges &amp; Availability</a></li> </ul>	Web	No
		<ul style="list-style-type: none"> <li>• <a href="#">Pest control</a> – full charge and concessionary charges</li> </ul>	Web	No
		<ul style="list-style-type: none"> <li>• <a href="#">Housing &amp; Public Protection Service – Schedule of Fees &amp; Charges</a> (including Housing &amp; Housing related services; Environmental Protection; Food Safety; Public Health; Animal Welfare; Licensing: Charging for Enforcement &amp; Compliance; Provision of Information)</li> </ul>	Web	Yes
		<ul style="list-style-type: none"> <li>• Hackney Carriage &amp; Private Hire <a href="#">charges</a></li> </ul>	Web	No
		<ul style="list-style-type: none"> <li>• <a href="#">Fees</a> for planning and related applications from Planning Reception</li> </ul>	Web	No
		<ul style="list-style-type: none"> <li>• Car parking <a href="#">Locations &amp; charges</a></li> </ul>	Web	No

## Lists and Registers

### Information held in registers required by law and other lists and registers relating to the functions of the authority

Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
<b>Members - Details</b>	Public contact details of Your local representative of the council	<a href="#">Your Councillors</a>	Web	No
<b>Electoral register</b>	The list of people eligible to vote.  This information is exempt from the <i>Freedom of Information Act 2000</i> . Information in this area is made available under the <i>Representation of the Peoples Act 1983</i> . Further information available from Electoral Services <a href="mailto:elections@north-herts.gov.uk">elections@north-herts.gov.uk</a>	Full Register: (Distribution limited to specific organisations only)	Electronic	£20 plus £1.50 per 1000 entries
			Paper	£10 plus £5 per 1000 entries
		Edited Register:	Electronic	£20 plus £1.50 per 1000 entries
			Paper	£10 plus £5 per 1000 entries



<b>Lists and Registers: Information held in registers required by law and other lists and registers relating to the functions of the authority</b>				
<b>Class</b>	<b>Description of class</b>	<b>Examples of documents/notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Contaminated Land register</b>	Register of remediation notices served and other matters relating to contaminated land	Remediation notices; Appeals against remediation notices or charging notices	Paper copy available at District Council Offices, Gernon Road, Letchworth, Herts SG6 3JF Mon– Fri 9.00am– 5.00pm. Tel 01462 474000 or contact <a href="#">Environmental Protection Team</a>	Free to view, copies chargeable to cover copying costs
<a href="#">Cooling Towers register</a>	Register of cooling towers and evaporative condensers	Register includes address of plant, type of equipment and person in control	Paper copy available at District Council Offices, Gernon Road, Letchworth, Herts SG6 3JF Mon– Fri 9.00am– 5.00pm. Tel 01462 474000	Website free Paper free to view, copies chargeable to cover copying costs

<b>Lists and Registers: Information held in registers required by law and other lists and registers relating to the functions of the authority</b>				
<b>Class</b>	<b>Description of class</b>	<b>Examples of documents/notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Delegated Decisions Registers</b>	<a href="#">Published decisions</a> delegated to officers under the Openness of Local Government Bodies Regulations 2014	Including Environmental Health, Licensing etc.	Web	No
<b>Environmental Permitting register</b>	List of installations permitted under the Environmental Permitting Regulations	Permits; applications; enforcement notices; monitoring information <a href="#">LAPPC Permits Register</a>	Web Paper copy available at District Council Offices, Gernon Road, Letchworth, Herts SG6 3JF Mon– Fri 9.00am– 5.00pm. Tel 01462 474000	Free to view, copies chargeable to cover copying costs
<b>Food Premises register</b>	List of food premises registered with in the district	Register includes address, type of premises and name of food business operator	Paper copy at above address	Free to view, copies chargeable to cover copying costs
<b><a href="#">Houses in Multiple Occupation register</a></b>	Premises licensed as a high risk House in Multiple Occupation	Includes address, licence holder, date of issue and conditions of licence	Basic details available on website Full details in paper copy available at District Council Offices, at above address	Free to view, copies chargeable to cover copying costs

<b>Lists and Registers: Information held in registers required by law and other lists and registers relating to the functions of the authority</b>				
<b>Class</b>	<b>Description of class</b>	<b>Examples of documents/notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Licensing Act register</b>	Register of licences issues under the Licensing Act 2003	Premises licences; club premises licences; Personal licences; temporary event notice notifications;  A weekly update of <a href="#">applications</a> for premises licenses, minor variations and temporary licences is published on the web	<a href="#">Online register</a>	Free to view, copies chargeable to cover copying costs
<b>Gambling Act register</b>	Register of gambling licences issued under the Gambling Act 2005	Premises licences; Temporary use notices	<a href="#">Online register</a>	Free to view, copies chargeable to cover copying costs <a href="#">Fees and Charges</a>
<b>Taxis</b>	Private Hire and Hackney Carriage licences	Subject to Data Protection restrictions	Electronic copy available from Licensing from District Council Offices, at above address or email <a href="mailto:Licensing@north-herts.gov.uk">Licensing@north-herts.gov.uk</a>	Free to view, copies chargeable to cover copying costs See <a href="#">Provision of Information</a>

<b>Lists and Registers: Information held in registers required by law and other lists and registers relating to the functions of the authority</b>				
<b>Class</b>	<b>Description of class</b>	<b>Examples of documents/notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Other Licences</b>	Lists of licences maintained by NHDC	Animal Licensing (Dangerous Wild Animals, Pet shops, Zoos, Boarding and riding establishments), Charity collections, Lottery, Sex Establishments, Street Trading	Electronic copy available from Licensing from District Council Offices, at above address or email <a href="mailto:Licensing@north-herts.gov.uk">Licensing@north-herts.gov.uk</a>	Free to view, copies chargeable to cover copying costs See <a href="#">Provision of Information</a>
<b>Private Water Supplies register</b>	Register of premises with private water supplies	Address of premises; monitoring information	Paper copy available at District Council Offices, at address above	Free to view, copies chargeable to cover copying costs

## The services provided by the Council

Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.

Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
<b>Maps and Directions and information</b>	Public maps and directions to Council property or land assets Ward and Parish Boundaries	<a href="#">Location Plans</a> for Council Offices	Website	No
		North Herts Street Map	Paper	No
		Outlook Magazine	Website	No
		Information on the location of Ward and Parish Boundaries in North Herts	o/s maps	Yes to cover production
	Overview of information on District	Information pack on economic and demographic makeup of the district	Paper	No

The services provided by the Council Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered				
Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
Forms	Forms for completion by customers to access services of the council	• <a href="#">Pre application planning forms</a> documents	Web	No
		• Medical information forms for <a href="#">housing</a> , taxi drivers,	Paper	No
		• <a href="#">Licensing &amp; Enforcement</a> Forms found with the subject ( <i>including Alcohol Licensing; Animal Licensing; Charity Collections; Gambling Act; Lottery Licensing; Online License and permit applications; Scrap Metal License; Sex Establishments; Skin Piercing; Street Café Licensing; Street Trading; Taxi Licensing</i> )	Web	No
		• Food forms i.e. registration of premises, butchers etc.		
		• <a href="#">Grant application</a>	Website Paper/Website	No
		• <a href="#">Housing Benefit application form</a>		No
		• <a href="#">Single Occupancy Discount Review</a>	Paper/Website	No
		• Home Improvement Grant application		No
		Other related <a href="#">Housing Benefit</a> claim forms		
• Accident Notification forms				
• Authorisation of Polluting Premises under Environmental Protection Act 1990				
• Part 1 Application forms for Residents Parking permits/car park season tickets				
• Comments, Complaints & Compliments				
Trees for life				
• Holiday activities booking form				

**The services provided by the Council Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.**

<b>Class</b>	<b>Description</b>	<b>Examples of Documents/Notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Planning</b>		Leaflets, guidance notes and explanatory sheets and forms relating to <a href="#">Planning</a> matters	Paper/electronic	No
<b>Conservation Areas</b>	Plans defining Conservation Areas; Article 4(2) directions	<a href="#">Conservation Area</a> plans and Orders confirming Article 4(2) Directions withdrawing certain permitted development rights within Conservation Areas	Conservation Area maps – Paper Article 4(2) Directions - paper, website/Paper	Website free Paper Yes from <a href="#">Planning reception</a>
<b>Tree Preservation Orders</b>	Records of Individual Preservation Orders relating to trees in the District	Formal orders and plans	Paper	Yes from <a href="#">Planning reception</a>

The services provided by the Council Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.				
Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
<b>Campaigns</b>	Campaign, publicity and awareness literature on council services, partnership services, or promotional activities associated with the Council	<a href="#">Publications and consultations</a> <a href="#">Priorities</a>	Web	No
<b>Publications</b>	Guidebooks, books and other publications that the council makes available, some on a chargeable basis	• Food Safety	Paper	No
		• Health & Safety		
		• <a href="#">Neighbourhood Noise</a> and the <a href="#">Noise App</a>		
		• <a href="#">Housing Grants</a>		
		• <a href="#">Your Council Tax bill</a>	Website	No
		•		
		• <a href="#">Outlook Magazine</a>	Website	
<b>Service Details and Guidance</b>	Public contact details, access to, and explanation of council services	<a href="#">Planning Control</a> and <a href="#">Planning Reception</a>	Web	No
		<a href="#">Apply for Housing</a>	Web	No
<b>Press releases</b>	Information released to the media	Press releases, via Twitter at @NorthHertsDC	Paper/Website	No



<b>The services provided by the Council Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.</b>				
<b>Class</b>	<b>Description of Class</b>	<b>Examples of Documents/Notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Traffic Orders</b>	The statutory notice given to warn the public on the change of the status of a public highway	• Temporary road closures	Paper	No
		• Parking schemes	Paper	No
<b>Taxi licence Holders</b>	Lists of persons holding Hackney Carriage or Private Hire Licence issued by the council		Paper	Yes
<b>Rights of way definitive map</b>	Publication of established rights of way and land drainage	Copies of plans held by County	Paper	Available for public inspection
<b>Land drainage/ sewerage plans</b>	Plans showing drainage and sewerage in the district	Deposited plans provided by the Water Authorities	Paper	Available for public inspection
<b>Road works</b>	The current and scheduled road works in the local area	Copies of information held by County		
<b>Clubs and Societies</b>		• Sports directory	Paper	No
		• <a href="#">List of venues for hire</a> , <a href="#">Events</a>	Paper	

The services provided by the Council Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.				
Class	Description of Class	Examples of Documents/Notes	Format	Chargeable
<b>Planning and Related Applications</b>	All documentation associated with applications for permission consents or approval <i>Information relating to investigations and proceedings will not be made available</i>	Correspondence, forms, decision and other notices, plans and other drawings, photographs	Paper, some Electronic	Yes Contact <a href="#">Planning Reception</a>
<b>Planning Policy Publications</b>	Documents' containing the Council's planning policies and matters relating to land use and spatial planning.	Local Plan; Proposals Map; Development briefs; and Local Development Framework, which includes: <ul style="list-style-type: none"> <li>• Core Strategy</li> <li>• Development policies</li> <li>• Area Action Plans (e.g. Stevenage)</li> <li>• Land Allocations</li> <li>• Supplementary Planning Documents</li> <li>• Statement of Community Involvement</li> <li>• Local Development Scheme Annual Monitoring Report</li> </ul>	Electronic	Electronic versions are freely available on website; paper copies can be produced on request but are chargeable Contact <a href="#">Planning Reception</a>

**The services provided by the Council: Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.**

<b>Class</b>	<b>Description of Class</b>	<b>Examples of Documents/Notes</b>	<b>Format</b>	<b>Chargeable</b>
<b>Planning Policy Evidence Base Studies</b>	Documents used in the preparation of the planning policy documents which comprise the Local Development Framework	Strategic Flood Risk Assessment; Strategic Housing Land Availability Assessment; Employment land review etc.	Electronic	Electronic versions are freely available on website; Contact <a href="#">Planning Reception</a> for paper copies
<b>Planning Register</b>	The consolidated listing of planning applications received by the council	Application forms, decision notices, correspondence and drawings	Paper, some electronic	Yes
<b>Environmental Assessment</b>	Environmental impact assessment and statements	Statements and technical appendices	Paper	Yes