



**NORWICH**  
City Council

## **Publication scheme 2014**

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## Introduction

Under the Freedom of Information Act, section 19 (1) and (2) Norwich City Council (the 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 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, since many requests are for routine information, this guide should assist the public in locating what they want quickly and efficiently.

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

Freedom of Information enquiry  
Norwich City Council  
City Hall  
Norwich  
NR2 1NH

Email: [foi-queries@norwich.gov.uk](mailto:foi-queries@norwich.gov.uk)

### Obtaining information

Much of the information listed in this scheme is supplied free of charge and can be downloaded from our website [www.norwich.gov.uk](http://www.norwich.gov.uk) – 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.

### Charges

No charge will be made by the council for viewing the information within this publication scheme, either at the council's offices or on the council's website, where available. Some publications in all classes may carry a charge at rates determined from time to time by the council – details of these charges can be obtained from the relevant service.

### Management of the scheme

The officer responsible for the adoption and maintenance of the scheme is the executive head of strategy, people and democracy, who can be contacted as follows:

Russell O'Keefe  
Executive head of strategy, people and democracy  
Norwich City Council  
City Hall  
Norwich  
NR2 1NH

Email: [foi-queries@norwich.gov.uk](mailto:foi-queries@norwich.gov.uk)

Responsibility for the maintenance of this publication scheme is with Chris Lambert, democratic services officer. If you cannot find information you require please email [foi-queries@norwich.gov.uk](mailto:foi-queries@norwich.gov.uk) or call 01603 212490 for advice.

**Review of the scheme**

This scheme was approved in December 2008 and is amended periodically as necessary.

## **Who we are and what we do**

### **Council constitution**

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 members' allowances; and a description of the management structure of the council's workforce.

[Constitution](#)

### **Council management structure**

The council is managed by a corporate leadership team (CLT), which comprises the chief executive, deputy chief executive (operations), three executive heads of service and the chief finance officer (section 151 officer). The structure of the council is organised around the services we deliver.

Contact details for each member of the directors are given on our website: [Management structure](#)

### **Location and opening times of council properties**

The council may be contacted at:

City Hall  
St Peters Street  
Norwich  
NR2 1NH

Call: 0344 980 3333      You can contact us from 8am to 5pm, Monday to Friday  
Email: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

Opening hours at City Hall: 8.45am to 5pm Monday to Friday. The customer contact centre is closed on Wednesday between 8.45 and 1pm.

Additional contact information is available on our website:

[Contact information](#)

### **Tourist Information Centre**

The location and opening times of the tourist information centre can be found on our website: [Tourist Information Centre](#)

### **Councillors' information and contact details**

Councillors' contact details are available on the website:

[Councillors' contact details](#)

### **Most recent election results**

Details of the most recent elections can be found on the website:

[Election results](#)

### **Contact details for all services**

Information about the council's services can be found using the A-Z feature on our website.

[A-Z of services](#)

Our website contains details of our major front line services, including the types of service 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.

[Home page](#)

### **Relationships with other authorities**

The 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 Norwich. These organisations change on a regular basis and work with all services within the council. The council's partnership register provides information on its key partnership arrangements.

[Partnership and business relationship register](#)

## **What we spend and how we spend it**

### **Financial statements, budgets and variance reports**

The council spends public money and it is important 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 financial plan* and the Revenue budgets and the capital programme. Budgets for the various service groupings are also shown. Detailed financial information is available on the website for at least the last three years.

[Financial statements](#)

### **Spending reviews**

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

[Cabinet committee papers](#)

### **Financial audit reports**

The 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. These can be found on the website under the committee papers for audit committee:

[Audit committee papers](#)

### **Members' allowance scheme**

Councillors are entitled to receive an annual allowance from the council, as laid down under national legislation. This is called the *Members' allowance scheme*. 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:

[Members' allowance scheme](#)

### **Staff allowances and expenses**

These are available on request from the head of HR and learning.

### **Pay and grading structure**

The council's pay policy statement including the grading structure can be found at the following link:

[Pay policy statement](#)

### **Election expenses**

Details of election expenses can be requested from the returning officer for the council.

### **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.

[Procurement strategy](#)

### **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 future please contact the procurement unit: [procurement@norwich.gov.uk](mailto:procurement@norwich.gov.uk)

### **List of contracts awarded and their value**

If you require information concerning contracts the council has awarded these can be requested from the procurement unit: [procurement@norwich.gov.uk](mailto:procurement@norwich.gov.uk)

### **District auditor's report**

As part of the council's audit of accounts process, there is a requirement to publish the annual audit and inspection letter, produced by the auditors, on the council's website.  
[Annual audit and inspection letter](#)

### **Financial statements for projects and events**

Any financial information relating to projects or events can be requested from the relevant service

### **Internal financial regulations**

The rules of financial governance and contract standing orders, which are the rules employed by the council to maintain proper financial and internal control of its activities, can be found in the council's constitution on the website at:  
[Financial regulations](#)

### **Funding for partnership arrangements**

Each partnership will have separate funding arrangements and details of any particular partnership funding arrangement are available on request from the relevant service.



## **What our priorities are and how we are doing**

### **Policy framework**

The council's corporate plan sets out the overall strategic direction of the council including its vision, priorities and values. This will guide everything the council will do for the city and its residents and visitors for the period. As such it acts as the overarching policy framework for the council.

[Corporate plan](#)

### **Council blueprint**

The changing pace council blueprint (operating model) has been developed as a guide for how the council designs services and structures to deliver the vision and priorities within its corporate plan in a way that proactively addresses the financial pressures and changing policy and legislative environment it faces.

[Council blueprint](#)

### **Service strategies**

Within the framework of the corporate plan the council has a range of strategies concerning the services and activities it undertakes. Details of many of these can be found on the website:

[Service strategies](#)

### **Council performance**

The council has a comprehensive performance management framework to ensure the vision, priorities and targets within its corporate plan are delivered. The overall progress on delivering the corporate plan is formally reported quarterly to the council's cabinet and scrutiny committee. The council also publishes an annual performance review as part of its statement of the accounts. More information on performance including the quarterly performance reports can be found on the performance section of the council's website.

[Performance reports](#)

## How we make decisions

### Timetable of council meetings

The calendar of meetings shows the dates and times of committee meetings  
[Council meetings](#)

Please note that meeting dates and times do occasionally change – for accurate dates of forthcoming meetings go to the website or contact democratic services.

### 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.

[Committee papers](#)

### Major policy proposals and decisions

Decisions on the policy and budget framework are made by full council. Other policy and strategic decisions are made by the cabinet and/or the relevant committee and the details could either be found in the committee papers section of the website. [Committee papers](#)

The council publishes an executive arrangements notice in line with the relevant regulations showing the upcoming decisions to be made by the cabinet. This notice highlights where:-

- an item at the meeting will be considered in private because it will contain exempt information under Part 1 of Schedule 12A to the Local Government Act, 1972 (as amended) and the public interest in withholding the information outweighs the public interest in disclosing it;
- a key<sup>1</sup> decision will be made

[Executive arrangements notice](#)

### 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 at [committee papers](#) or requested from the relevant service.

### Public consultations

The council publishes 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: [Public consultations](#)

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<sup>1</sup> A "key decision" means a Cabinet decision which, is likely -

(i) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the council's budget for the service or function to which the decision relates; or  
(ii) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the City.

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

Information relating to our decision-making process is available on request from the relevant service.

## **Our policies and procedures**

### **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:

[Constitution](#)

If further information is required this can be requested from:

Russell O'Keefe

Executive head of strategy, people and democracy

Norwich City Council

City Hall

St Peters Street

NR2 1NH

Email: [foi-queries@norwich.gov.uk](mailto:foi-queries@norwich.gov.uk)

### **Customer care and service standards**

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

[Customer service standards](#)

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:

[Contact information](#)

### **Equality and diversity policy and procedures**

The council is committed to equality of opportunity and celebrates the diversity of all its residents, visitors and employees

The council's equality policy explains our expectations of ourselves and our partners regarding equalities. It is at the heart of all decision making and service planning at the council.

The council's equality strategy sets out its objectives for a four year period and is supported by a comprehensive action plan.

Each year we publish an equality information report demonstrating how we show due regard to the three general equality duties across our functions and how our objectives and action plan are being delivered. These documents can all be found on the council's website.

[Equality and diversity policy, strategy and report](#)

### **Safeguarding adults policy and procedures**

The council has identified adults at risk of abuse as a priority for action, and this policy sets out to ensure that all allegations of abuse are recorded and investigated, and that procedures are in place to deal with them.

[Safeguarding adults policy and procedures](#)

### **Safeguarding children policy and procedures**

The council has a duty to promote the welfare of and safeguard all children and young people from harm insofar as is reasonably possible and this policy sets out how this will be done.

[Safeguarding children policy and procedures](#)

### **Policies and procedures around the recruitment and employment of staff**

The council advertises vacancies on the website and in the media. Further information can also be obtained from the human resources department.

Details can be found at: [job vacancies](#)

### **Records management and personal data policies**

Under the Freedom of Information Act 2000 anyone can request information from the council provided there is no legal reason why it should not be released. Information concerning the environment will be processed under the Environmental Information Regulations. If the information is personal information the request will be processed under the Data Protection Act.

## **Lists and registers**

### **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.

Registers we are responsible for include:

- Business premises register
- Register of private water suppliers
- Food premises register
- Animal premises licenses
- Buildings at risk register
- Contaminated land
- Authorised processes under Environmental Protection Act

Please contact the relevant service of the council for details.

### **Asset registers and information asset register**

The council has an *Asset management plan* and its 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:

[Asset management strategy](#)

### **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 available for public inspection via the council website under each member's contact details.

[Councillor contact](#)

### **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 and this is also available for public inspection via the council website under each member's contact details.

[Councillor contact](#)

### **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:

[Licensing information](#)

### **Planning lists**

There is a range of planning lists, including appeals and applications and they can be accessed via the planning section on the website:

[Planning information](#)

**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:

[Election services](#)

**Disclosure logs**

The disclosure log relating to the financial interests declared by officers or councillors can be located in the annual statement of accounts. These can be accessed on the website:

[Statement of accounts](#)

## **The services we offer**

### **Licensing responsibilities**

The council is responsible for licensing of all taxis (Hackney carriage) drivers and vehicles, and any licenses 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' 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:

[Licensing](#)

### **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:

[Planning information](#)

### **Homes and housing services**

The council provides social housing, is 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:

[Housing](#)

### **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:

[Council tax](#)

### **Benefits**

People on low incomes can apply for either housing benefit or council tax reduction or both to help meet the cost of rent and council tax. Details of how to apply, how the benefits are paid, 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:

[Benefit information](#)

### **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 Norwich. Details of all our services can be found on our website:

- Abandoned vehicles
- Commercial waste and recycling
- Drinking water, drainage and sewerage
- Emergency planning
- The service standards and any fees charged
- Fly tipping



- Garden waste and composting
- Graffiti
- Cemeteries
- Household waste and recycling
- Lifebelts and lifebelt stations
- Pest control
- Street cleaning
- Trees and ground maintenance.

### **Children and young people**

To find out more about the nearest community centres, as well as about activities and facilities in the area, visit our website [community centres](#) or call 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

### **Family support**

The families unit is a family intervention project that provides individually tailored support to enable families to manage their day-to-day lives. We work intensively alongside families to promote their physical, social and emotional well-being and address any antisocial behaviour issues.

[Families unit](#)

### **Older people**

The council is committed to promoting equal opportunities in employment practices and service delivery. We believe in fairness in the treatment of our staff and service users and in providing full access to services. Please see our website for further details:

[Older people](#)

### **Cultural services**

Norwich has a lively, creative cultural life with all types of arts, sports, film, theatrical and musical activities taking place throughout the year. The Lord Mayor's procession and the Norfolk and Norwich festival are major cultural events for the people of Norwich and beyond.

The council, together with other organisations, is working hard to promote and develop Norwich as a regional centre for culture and as a tourist destination, which will bring jobs and investment into the city and benefit local people. Please visit our website for details of future events.

[Events](#)

### **Transport planning**

The council and Norfolk county council share responsibility for transport planning in Norwich. Norfolk county council prepares strategic policies, which are set out in their *Structure plan* and *Local transport plan*. Both of these are on the [Norfolk County Council](#) website.

Norwich local transport policies are contained in the *City of Norwich local plan* and the *City centre transport plan*.

In Norwich, transport planning is carried out by the city council under a Highways Agency agreement with Norfolk county council. Norfolk county council funds the majority of highway improvements in the city from their *Local transport plan*. Other funding comes from the council itself, developers and other government grants.

Further information on local transport planning can be found at the [Norwich area transportation strategy website](#).

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.

[Transport](#)

### **Community**

The council is committed to improving the ways we listen, communicate and work with people in our communities. For information on how the community engagement team can help you please see our website:

[Community engagement](#)

### **Parks and open spaces**

There are 23 parks, 95 open spaces and 59 natural areas in Norwich, which are managed by the green spaces team. For further information please visit our website

[Parks and open spaces](#)

### **Services for local businesses**

The primary role of the economic development service is to strengthen and develop Norwich's economy for the benefit of all its citizens. Our aim is to develop Norwich as a sustainable European city by attracting inward investment and supporting local businesses, encouraging skills development and enterprise and making the city an attractive place to live and work.

[Economic development](#)

### **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.

### **Information for visitors to the city**

Visit Norwich whose website ([www.visitnorwich.co.uk](http://www.visitnorwich.co.uk)) is the official tourism website for Norwich, Broadland and South Norfolk. Themed pages provide a wealth of visitor information on the vibrant city of Norwich and the surrounding area:

[Visitor information](#)

### **Car parking**

The council manages 15 pay and display surface car parks, 1,501 spaces in total, which are open 24 hours a day, 7 days a week. Charges apply at all times, including bank holidays and public holidays.

[Car parking](#)

### **Leaflets, books and newsletters**

*Citizen* magazine is a quarterly publication produced by the council — spring, summer, autumn, winter — which is delivered free to homes and businesses in Norwich:

[Citizen magazine](#)

The council also publishes a number of leaflets and guidance relating to services it provides and any of these can be found on the website or requested from the relevant service.

### **Advice and guidance**

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

[A-Z of services](#)

### **Media releases**

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

[Media releases](#)

### **Election information**

There is a dedicated section on the website that includes information about how to register to vote, where and how to vote when there are elections and results of previous council elections:

[Election services](#)

### **Charging regimes and policies**

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 council for routinely published material will be justified and transparent and kept to a minimum.

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 the 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 parts of datasets) that are relevant copyright works available for re-use. These charges will be in accordance with either regulations made under section 11B of the Freedom of Information Act 2000 or other enactments.