

Publication Scheme 2024 V2

North Herts Council, Council Offices, Gernon Road, Letchworth Garden City, Hertfordshire, SG6 3JF



www.north-herts.gov.uk

North Herts Council

Publication Scheme

Part of the Council's Freedom of Information Procedures

Revised 2024

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

You can find [Freedom of Information overview | North Herts Council \(north-herts.gov.uk\)](#) along with what we do (or do not do) regarding them.

For access to more information that we make publicly available, visit our [Open data | North Herts Council \(north-herts.gov.uk\)](#)

Our Publication Scheme shows the types of information that we will consistently make available electronically through our website. We list this information in eight broad classes approved by the ICO.

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North Herts Council, Council Offices, Gernon Road, Letchworth Garden City, Hertfordshire, SG6 3JF

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 department via e-mail FOI2@north-herts.gov.uk , telephone 01462 474000 or submit a Subject Access Request form by emailing the form to FOI2@north-herts.gov.uk or by posting the form to the following address:

Information Management
District Council Offices
Gernon Road
Letchworth Garden City
SG6 3JF

The Subject Access Form can be located at the bottom of webpage which can be found by following the link below.

<https://www.north-herts.gov.uk/home/council-data-and-performance/data-protection/data-protection-statement>

Changes

The Scheme will be kept under review and updated annually as part of an ongoing 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: Jo Dufficy - Service Director – Customers

Address: District Council Offices, Gernon Road, Letchworth Garden City, Herts, SG6 3JF

Telephone: 01462 474000

Email: FOI2@north-herts.gov.uk

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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.

Who do I contact to find out more about the Publication Scheme?


If you would like to enquire about general information on the GDPR, UK Data Protection Bill, Freedom of Information Act or Publication Schemes (not specific to North Hertfordshire District Council), we suggest you contact the Information Commissioners Office at;

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

E-mail: casework@ico.org.uk

Website: <https://ico.org.uk/>

Signature



Name: Jo Dufficy

Position: Service Director - Customers

Date 14/08/24

About the Council

1- About the Council

North Hertfordshire has a population estimate of 133,463 as at 30/06/2020, 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. Further information relating to NHDC's budgets and accounts can be found within the named document 'Unaudited Statement of Accounts 2021/2022 located on our website. A link to this document has been supplied below for ease.

[Microsoft Word - Draft Statement of Accounts 2021-22 \(north-herts.gov.uk\)](#)

The principal services delivered by the District are:

Planning

Environmental Health

Leisure

Waste Collection

Community Development

Council Tax

Housing Benefits

The Council's priorities are detailed in the Council plan (2022-2027) which can be found here: [Council Plan | North Herts Council \(north-herts.gov.uk\)](#)

The Council is structured on a Cabinet with Leader model, with a joint administrative Cabinet comprising 7 portfolio holders. Further information regarding the portfolios can be found here: [Councillor duties and responsibilities | North Herts Council \(north-herts.gov.uk\)](#)

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 which can be found by following the link below.

<https://www.north-herts.gov.uk/home/council-and-democracy/council-constitution>

The Council's approach to Freedom of Information

North Herts 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 2000 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.

2- Your rights under the Freedom of Information Act 2000 (FOI)

You have the right to access information about yourself under the Data Protection Act 2018. In addition, the Freedom of Information Act also gives you the right to access all the information the Council holds.

Two rights relating to the FOI are information held by the Council that you want, and a copy of the information that has been requested. Exemptions can be applied to these rights and the Council does not have to release information if any of the exemptions do apply.

3- The Publication Scheme

Under the FOI, the Council must maintain a Publication Scheme that will aim to provide the public on details on how to get information the Council publishes. To obtain a document on the Publication Scheme, you can explore the Classes List that is included in this document.

4- Asking for information

You can ask for a copy of information that the Council holds if no exemptions apply. Your request can be made in writing, giving a name and address and details of the information you request.

[Freedom of Information Request \(north-herts.gov.uk\)](https://www.north-herts.gov.uk)

By law, the Council must supply you with the information asked for within 20 working days of receiving the request.

5- Charges for information

The council will only charge you for information listed in the Publication Scheme if it is for a commercial benefit or where the Council is allowed to charge by law. However, the Council aims to make the information available free of charge wherever possible.

Chargeable publications will be listed in the Publication Scheme, Information being requested that is chargeable will have a maximum response time of three months once the money has been received.

The Council:

| <u>Directorate</u> | <u>Service Areas;</u> | <u>Service Director</u> |
|------------------------------|---|--------------------------------|
| Open Government Data | N/A | N/A |
| Enterprise | <ul style="list-style-type: none"> - Commercial Operations - Museums - Hitchin Town Hall - Estates & Asset Management - Economic Development | Steve Crowley |
| Customers | <ul style="list-style-type: none"> - Revenues & Benefits - Information Technology - Careline - Customer Services - Management Support Unit | Jo Dufficy |
| Legal & Community | <ul style="list-style-type: none"> - Community Protection - Democratic Services - Legal Services - Licensing - Policy & Community Engagement | Jeanette Thompson |

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|-------------------|---|----------------|
| Regulatory | <ul style="list-style-type: none">- Building Control- Development Management- Strategic Planning- Environmental Protection- Housing- Parking | Ian Fullstone |
| Resources | <ul style="list-style-type: none">- Accountancy- Human Resources- Performance & Risk- Audit- Insurance- Property Services | Ian Couper |
| Place | <ul style="list-style-type: none">- Active Communities- Emergency Planning- Greenspace- Leisure Management- Waste Services- Communications | Sarah Kingsley |

The information has been split into 7 classes for each Directorate. The 7 classes that the information has been split into is as follows:

Class 1: Who we are and what we do

Class 2: What we spend and how we spend it

Class 3: What our priorities are and how we are doing

Class 4: How we make decisions

Class 5: Our policies and procedures

Class 6: Lists and Registers

Class 7: The services provided by the Council

Index

| <u>Class</u> | | <u>Page</u> |
|--|--|--------------------|
| <u>Open Government Data</u> | | Pages 12-13 |
| <u>Class 1: Who we are and what we do</u> | | Pages 14-18 |
| <u>Class 2: What we spend and how we spend it</u> | | Pages 18-21 |
| <u>Class 3: What our priorities are and how we are doing</u> | | Pages 22 |
| <u>Class 4: How we make decisions</u> | | Pages 23-24 |
| <u>Class 5: Our policies and procedures</u> | | Pages 25-30 |
| <u>Class 6: Lists and Registers</u> | | Pages 31-36 |

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| <u>Class 7: The services provided by the Council</u> | | Pages 36-45 |
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| Open Government Data |
| <p>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.</p> <p>This information is exempt under FOI as it is accessible by other means</p> <p>NHDC have identified the material they provide through Open Government on their website at:-</p> <p>http://www.north-herts.gov.uk/home/council-performance-and-data/open-data</p> <p>It includes:-</p> <ul style="list-style-type: none">• 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

| <u>Class 1: Who we are and what we do</u> | | | | |
|---|---|--|---|-----------------------|
| Organisational information, locations and contacts, constitutional and legal governance. | | | | |
| Class | Description | Examples of Documents/Notes | Format/Website Link | Chargeable/Fee |
| Constitution | The constitution of the council | Financial Regulations and Contract (Section 19) Standing Orders (Section 4.8) | North Herts Council's Website - Council constitution North Herts Council (north-herts.gov.uk) | 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 members allowances | North Herts Council's Website - Councillors' allowances North Herts Council (north-herts.gov.uk) | No |
| | Council democratic structure chart | Decision making bodies of the council & their role Councillors, MPs & MEPS | North Herts Council's Website - Councillors North Herts Council (north-herts.gov.uk) | No |
| Organisational Structure | The management structure and functions of the council | Council departments & organisation structure chart | North Herts Council's Website - Council departments North Herts Council (north-herts.gov.uk) | No |

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|------------------|--|--|--|----|
| | | Duties and Allowance of Senior Employees | North Herts Council's Website - Duties and allowances North Herts Council (north-herts.gov.uk) | No |
| Contact | Location & opening times of Council Properties | Main Contact - Location | North Herts Council's Website - Contact us North Herts Council (north-herts.gov.uk) | No |
| | Contact details for customer facing departments (in addition to the main contact site) | Contact details for customer facing departments (in addition to the main contact site) | North Herts Council's Website - Planning Reception North Herts Council (north-herts.gov.uk) | No |
| | Councillors contact information | Your Councillors | North Herts Council's Website - Your councillors North Herts Council (north-herts.gov.uk) | No |
| Elections | Elections required by law | Elections overview | North Herts Council's Website - Types of elections North Herts Council (north-herts.gov.uk) | No |

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|---|---|---|--|-----|
| | | Election results | North Herts Council's Website - Election results North Herts Council (north-herts.gov.uk) | No |
| | | Polling stations | North Herts Council's Website - Polling stations North Herts Council (north-herts.gov.uk) | No |
| | | Standing for election | North Herts Council's Website - Standing for election North Herts Council (north-herts.gov.uk) | No |
| | | Voting Procedures | North Herts Council's Website - Register to vote North Herts Council (north-herts.gov.uk) | No |
| Relationships with other authorities | Councillors, MPs and MEPs | N/A | N/A | N/A |
| | Returning Officer: The Returning officer and his office does not fall within the remit of the Council, neither are they liable to respond to requests under FOI legislation | All enquiries should be sent to direct to: Elections@north-herts.gov.uk | All enquiries should be sent to direct to: Elections@north-herts.gov.uk | N/A |

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|--|---|---------------------------------------|--|----|
| | Corporate governance | Local code of corporate governance | North Herts Council's website - Corporate Governance North Herts Council (north-herts.gov.uk) | No |
| | County Council: Services managed outside the District Council | Hertfordshire County Council Services | North Herts Council's website - Hertfordshire County Council Services North Herts Council (north-herts.gov.uk) | No |
| | Shared Services | Shared Anti-Fraud Service | Shared Anti-Fraud Service Hertfordshire County Council | No |
| | | Shared Internal Audit Service | Business Hertfordshire County Council | No |
| | | Hertfordshire CCTV Partnership | Hertfordshire CCTV Partnership | No |
| | | Leisure Contracts and Projects | North Herts Council's website - Stevenage Leisure Ltd - Letchworth Leisure Management Contract North Herts Council (north-herts.gov.uk) | No |

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|--|--|--|---|----|
| | | | North Herts Council's website - Contracts Register North Herts Council (north-herts.gov.uk) | No |
|--|--|--|---|----|

| <u>Class 2: What we spend and how we spend it</u> | | | | |
|--|--|--|--|-----------------------|
| Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts | | | | |
| Class | Description | Examples of Documents/Notes | Format/Website Link | Chargeable/Fee |
| Financial statements | 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. | Statement of Accounts (and working papers) | North Herts Council's website - Statement of Accounts North Herts Council (north-herts.gov.uk) | No |
| Budget | The overall expected spending of the Council Commercially sensitive documents e.g. those relating to quotations, tenders, loans and insurance will not be disclosed. | Budget Statement | North Herts Council's website - Council budget approved North Herts Council (north-herts.gov.uk) | No |
| | | Finances and spending | North Herts Council's website - Finances and spending North Herts | No |

| | | | <u>Council (north-herts.gov.uk)</u> | |
|--------------------------|--|---|---|----|
| Audit - Financial | 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 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 | Compliance audits*,Operational audits, Skills audit, Systems audit, Quality assurance audits* - contact FOI via <u>FOI2@north-herts.gov.uk</u> | PDF document | No |
| | | Treasury Management Strategy - contact FOI via <u>FOI2@north-herts.gov.uk</u> | Electronic | No |
| | | Council Tax information (leaflets sent with Council Tax bill) | North Herts Council's website - <u>Your Council Tax bill North Herts Council (north-herts.gov.uk)</u> | No |

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|--------------------------------------|--|--|--|----|
| Staff allowances and expenses | Members allowance 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 / North Herts Council's website - Councillors' allowances North Herts Council (north-herts.gov.uk) | No |
| Pay and grading structure | | Pay scales will be published Pay and Policy statement | Paper / North Herts Council's website - Microsoft Word - Pay Policy Statement 2022 FINAL (north-herts.gov.uk) | No |
| | | Grades will be included on top level structure chart | Paper / North Herts Council's website - NHC Senior Management Organisation Chart - March 2022.pdf (north-herts.gov.uk) | No |
| Procurement Procedures | | Procurement | North Herts Council's website - Procurement North Herts Council (north-herts.gov.uk) | No |
| | | Contracts Register | North Herts Council's website - Contracts Register North Herts Council (north-herts.gov.uk) | No |

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| Details of contracts & tenders | To businesses, to the voluntary community and to the social enterprise sector | Contracts Register | North Herts Council's website - Contracts Register North Herts Council (north-herts.gov.uk) | No |
| | | Payments to suppliers | North Herts Council's website - Contracts Register North Herts Council (north-herts.gov.uk) | No |
| Details of grants to the voluntary community and social enterprise | | Community Grants | North Herts Council's website - Community grants North Herts Council (north-herts.gov.uk) | No |
| | | Community Right to Challenge Protocol | North Herts Council's website - Community Right to Challenge North Herts Council (north-herts.gov.uk) | No |
| | | Community Right to Bid Registers and Process | North Herts Council's website - Decisions on Assets of Community Value North Herts Council (north-herts.gov.uk) | No |

| <u>Class 3: What our priorities are and how we are doing</u> | | | | |
|---|-------------------------------|--|--|-----------------------|
| Strategy and performance information, plans, assessments, inspections and reviews. | | | | |
| Class | Description | Examples of Documents/Notes | Format/Website Link | Chargeable/Fee |
| Strategies & business plans for service provided by the council | | Priorities, including Corporate Plans, Service Plans | North Herts Council's website - Council Plan North Herts Council (north-herts.gov.uk) | No |
| Performance Reports | Council Delivery Plan 2022-23 | | North Herts Council's website - Council Delivery Plan 2022-23.pdf (north-herts.gov.uk) | No |
| | | | North Herts Council's website - Council Delivery Plan North Herts Council (north-herts.gov.uk) | No |

| <u>Class 4: How we make decisions</u> | | | | |
|--|--|--|---|-----------------------|
| Policy proposals and decisions; Decision making processes, internal criteria and procedures, consultations. | | | | |
| Class | Description | Examples of Documents/Notes | Format/Website Link | Chargeable/Fee |
| Council and Committees Meetings – Part 1 and standard forum meetings | Agendas, meetings and minutes relating to full council decision making processes, open to the public; Timetable of Council meetings; Officers reports, background papers | Minutes | Paper / North Herts Council’s website - Council and committee meetings North Herts Council (north-herts.gov.uk) | No |
| | | Agendas | Paper / North Herts Council’s website - Council and committee meetings North Herts Council (north-herts.gov.uk) | No |
| | | Associated reports | Paper / North Herts Council’s website - Council and committee meetings North Herts Council (north-herts.gov.uk) | No |
| Public consultation | Current public consultation documents/questionnaires | Includes District wide Surveys and Citizens Panels | North Herts Council’s website - News and media North Herts Council (north- | No |

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| | | | herts.gov.uk) | |
| | | 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 service@north-herts.gov.uk | Paper | No |

| <u>Class 5: Our policies and procedures</u> | | | | |
|--|--|--|---|--|
| Current written protocols for delivering our functions and responsibilities | | | | |
| Class | Description | Examples of Documents/Notes | Format/Website Link | Chargeable/Fee |
| Policies & procedures | For conducting Council business | | North Herts Council's website - Council constitution North Herts Council (north-herts.gov.uk) | No |
| Policies & strategies | Policies & procedures for delivering our service | Policies included on the NHC website or under the particular subject for instance http://www.north-herts.gov.uk/home/council-performance-and-data/policy/climate-change . If the policy is not on the website, please contact the Corporate Policy Team via service@north-herts.gov.uk | North Herts Council's website - Policies North Herts Council (north-herts.gov.uk) | No charge for electronic copies, paper copies charged @ £0.10p a sheet (black & white) |
| | | Treasury Management Policy contact FOI via service@north-herts.gov.uk | | No charge for electronic copies, paper copies charged @ £0.10p a sheet (black & white) |
| | | Anti-Fraud and corruption policy | North Herts Council's website - Fraud | No |

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| | | | Prevention Policy North Herts Council (north-herts.gov.uk) | |
| | | Emergency Planning | North Herts Council's website - Emergency planning North Herts Council (north-herts.gov.uk) | No |
| | | Greenspace strategy | North Herts Council's website - Management Strategy and Action Plans for green spaces North Herts Council (north-herts.gov.uk) | |
| | | Tree Management strategy Please contact service@north-herts.gov.uk for a copy of the full document. | Paper / North Herts Council's website - Tree management North Herts Council (north-herts.gov.uk) | No |
| Policies & procedures about the recruitment & employment of staff | The general terms and conditions of employment with the council. In accordance with the Data Protection Act 2018 | Conditions of employment with the Council | North Herts Council's website - Working for North Herts Council North Herts Council (north-herts.gov.uk) | No |

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| | and the law of confidentiality, personal information will not be disclosed | Human Resources Policies relating to recruitment (Equality & Diversity, Section Methods in Recruitment, Recruitment Advertising) | Paper / North Herts Council's website - Equality and diversity North Herts Council (north-herts.gov.uk) | No |
| Job descriptions and person specifications | The job description and person specifications for currently advertised posts. In accordance with the Data Protection Act 2018 and the law of confidentiality, personal information will not be disclosed. | Job descriptions and person specifications for currently advertised posts . | Paper / North Herts Council's website - Job vacancies North Herts Council (north-herts.gov.uk) | No |
| Customer Service | Customer Service strategy | | North Herts Council's website - Customer Service Strategy and Customer Care Standards North Herts Council (north-herts.gov.uk) | No |
| | Communication strategy | | North Herts Council's website - Communications Strategy North Herts Council (north-herts.gov.uk) | No |

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|--|--|---|---|----|
| Records management & personal data policies | Information Management strategy | | Paper, please contact FOI2@north-herts.gov.uk for a copy. | No |
| | Retention Policy | | North Herts Council's website - Retention Schedule North Herts Council (north-herts.gov.uk) | No |
| | Data Sharing Policy | | Paper, please contact FOI2@north-herts.gov.uk for a copy. | No |
| | Information Security Policy | | Paper, please contact FOI2@north-herts.gov.uk for a copy. | No |
| Performance Management | Performance statistics – National and Local PI's | Statistical reports Notes from meetings. Published with the Overview and Scrutiny Committee reports | North Herts Council's website - Overview and Scrutiny North Herts Council (north-herts.gov.uk) | No |
| Fees & charges | Council fees and charges list | Booklet of burial charges, memorials, inscriptions in memorial book, use of chapels, purchase of exclusive rights | Paper / North Herts Council's website - Burials and cemeteries North Herts Council (north-herts.gov.uk) | No |

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| | | Allotment Charges & Availability | North Herts Council's website - Allotments North Herts Council (north-herts.gov.uk) | No |
| | | Pest Control – full charge and concessionary charges | North Herts Council's website - Pest control North Herts Council (north-herts.gov.uk) | No |
| | | Housing & Public Protection Service – Schedule of Fees & Charges (including Housing & Housing related services; Environmental Protection; Food Safety; Public Health; Animal Welfare; Licensing: Charging for Enforcement & Compliance; Provision of Information) | North Herts Council's website - Environmental health fees and charges North Herts Council (north-herts.gov.uk) | No |
| | | Hackney Carriage & Private Hire charges | North Herts Council's website - Taxi fares and tariffs North Herts Council (north-herts.gov.uk) | No |

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| | | Fees for planning and related applications from Planning Reception | North Herts Council's website - Planning Reception North Herts Council (north-herts.gov.uk) | No |
| | | Car parking Locations & charges | North Herts Council's website - Car parks in North Herts North Herts Council (north-herts.gov.uk) | No |

| <u>Class 6: Lists and Registers</u> | | | | |
|---|---|--|---|--|
| Information held in registers required by law and other lists and registers relating to the functions of the authority | | | | |
| Class | Description | Examples of Documents/Notes | Format/Website Link | Chargeable/Fee |
| Members - Details | Public contact details of Your local representative of the council | Your Councillors | North Herts Council's website - Your councillors North Herts Council (north-herts.gov.uk) | No |
| Electoral Register | The list of people eligible to vote. This information is exempt from the Freedom of Information Act 2000. Information in this area is made available under the Representation of the Peoples Act 1983. Further information available from Electoral Services elections@north-herts.gov.uk | 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 |
| Contaminated Land register | 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 | Free to view, copies chargeable to cover copying costs |

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| | | | 3JF Mon– Fri 9.00am-5.00pm. Tel 01462 474000 or contact Environmental Protection Team via service@north-herts.gov.uk | |
| Cooling Towers register | Register of cooling towers and evaporative condensers | Register includes address of plant, type of equipment and person in control | <p>Paper / North Herts Council’s website - Owners of Evaporative Cooling Towers North Herts Council (north-herts.gov.uk)</p> <p>Paper copy available at District Council Offices, Gernon Road, Letchworth, Herts SG6 3JF Mon– Fri 9.00am-5.00pm. Tel 01462 474000</p> | Website free, Paper free to view, copies chargeable to cover copying costs |
| Delegated Decisions Register | Published decisions delegated to officers under the Openness of Local Government Bodies Regulations 2014 | Including Environmental Health, Licensing etc. | North Herts Council’s website - Public Register and Delegated Decisions North Herts Council (north-herts.gov.uk) | No |

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| <p>Environmental Permitting register</p> | <p>List of installations permitted under the Environmental Permitting Regulations</p> | <p>Permits; applications; enforcement notices; monitoring information LAPPC Permits Register</p> | <p>Paper / North Herts Council's website - LAPPC Permits Register North Herts Council (north-herts.gov.uk)</p> <p>Paper copy available at District Council Offices, Gernon Road, Letchworth, Herts SG6 3JF Mon– Fri 9.00am-5.00pm. Tel 01462 474000</p> | <p>Free to view, copies chargeable to cover copying costs</p> |
| <p>Food Premises register</p> | <p>List of food premises registered within the district</p> | <p>Register includes address, type of premises and name of food business operator</p> | <p>Paper</p> <p>Paper copy available at District Council Offices, Gernon Road, Letchworth, Herts SG6 3JF Mon– Fri 9.00am-5.00pm. Tel 01462 474000</p> | <p>Free to view, copies chargeable to cover copying costs</p> |
| <p>Houses in Multiple Occupation register</p> | <p>Premises licensed as a high-risk House in Multiple Occupation</p> | | <p>North Herts Council's website - Houses in Multiple Occupation North Herts Council (north-herts.gov.uk)</p> | <p>Free to view, copies chargeable to cover copying costs</p> |

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| | | Licensing Public Register | North Herts Council's website - North Hertfordshire onlinepp.north-herts.gov.uk Licence Register | Free to view |
| Licensing Act register | Register of Licences issued under the Licensing Act 2003 | Premises licences; club premises licences; Personal licences; temporary event notice notifications | North Herts Council's website - Public Register and Delegated Decisions North Herts Council (north-herts.gov.uk) | Free to view, copies chargeable to cover copying costs |
| | | A weekly update of applications for premises licenses, minor variations and temporary licences is published on the web | North Herts Council's website - Review a Premises Licence North Herts Council (north-herts.gov.uk) | Free to view, copies chargeable to cover copying costs |
| Gambling Act register | Register of gambling licences issued under the Gambling Act 2005 | Premises licences; Temporary use notices | North Herts Council's website - Public Register and Delegated Decisions North Herts Council (north-herts.gov.uk) | Free to view, copies chargeable to cover copying costs - Environmental health fees and charges North Herts Council (north-herts.gov.uk) |

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| Taxis | Private Hire and Hackney Carriage licences | Subject to Data Protection restrictions and ICO Decision Notice – Copy available upon request via Licensing@north-herts.gov.uk | Electronic copy available from Licensing from District Council Offices, at above address or email Licensing@north-herts.gov.uk | Free to view, copies chargeable to cover copying costs See Provision of Information - Environmental health fees and charges North Herts Council (north-herts.gov.uk) |
| Other Licences | 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 Licensing@north-herts.gov.uk | Free to view, copies chargeable to cover copying costs See Provision of Information - Environmental health fees and charges North Herts Council (north-herts.gov.uk) |
| Business Rates Data | Published dataset of Business Rates data | | North Herts Council's website - Published data sets North Herts Council (north-herts.gov.uk) | No |

| <u>Class 7: The services provided by the Council</u> | | | | |
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| Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered | | | | |
| Class | Description | Examples of Documents/Notes | Format/Website Link | Chargeable/Fee |
| Maps, Directions and information | Public maps and directions to Council property or land assets Ward and Parish Boundaries | Location Plans for Council Offices | North Herts Council's website - Contact us North Herts Council (north-herts.gov.uk) | No |
| | | North Herts Street Map | Paper | No |
| | | Outlook Magazine | North Herts Council's website - Outlook magazine North Herts Council (north-herts.gov.uk) | 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 |

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| Forms | Forms for completion by customers to access services of the council | Pre application planning forms documents | North Herts Council's website - Do I need planning permission? North Herts Council (north-herts.gov.uk) | No |
| | | Medical information forms for housing, taxi drivers | Paper / North Herts Council's website - Apply for social housing North Herts Council (north-herts.gov.uk) | No |
| | | | Paper / North Herts Council's website - Apply for a Taxi or Private Hire Driver Licence North Herts Council (north-herts.gov.uk) | No |
| | | Licensing & Enforcement Forms found with the subject (including Alcohol Licensing; Animal Licensing; Charity Collections; Gambling Act; Lottery Licensing; Online License and permit applications; Scrap Metal License; Sex Establishments; | North Herts Council's website - Licensing North Herts Council (north-herts.gov.uk) | No |

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| | | Skin Piercing; Street Café Licensing; Street Trading; Taxi Licensing) | | |
| | | Food forms i.e. registration of premises, butchers etc. | North Herts Council's website - Food Premises Registration North Herts Council (north-herts.gov.uk) | No |
| | | Grant application | North Herts Council's website - Grants North Herts Council (north-herts.gov.uk) | No |
| | | Housing Benefit application form | Paper / North Herts Council's website - Apply for benefits North Herts Council (north-herts.gov.uk) | No |
| | | Other related Housing Benefit claim forms | Paper / North Herts Council's website - Apply for benefits North Herts Council (north-herts.gov.uk) | No |
| | | Single Occupancy Discount Review | North Herts Council's website - Council Tax discounts North Herts Council (north-herts.gov.uk) | No |

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| | | Home Improvement Grant application | North Herts Council's website - Housing grants North Herts Council (north-herts.gov.uk) | No |
| | | Accident Notification forms | North Herts Council's website - Accidents At Work North Herts Council (north-herts.gov.uk) | No |
| | | Application form for Residents Parking permits/car par season tickets | North Herts Council's website - Season tickets for car parks North Herts Council (north-herts.gov.uk) | No |
| | | | North Herts Council's website - Apply for a Resident or Visitor Parking Permit North Herts Council (north-herts.gov.uk) | No |
| | | Comments, Complaints & Compliments | North Herts Council's website - Comments, compliments and complaints North Herts Council (north-herts.gov.uk) | No |

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| Planning | | Leaflets, guidance notes and explanatory sheets and forms relating to Planning matters | North Herts Council's website - Planning North Herts Council (north-herts.gov.uk) | No |
| Conservation Areas | Plans defining Conservation Areas; Article 4(2) directions | Conservation Area plans and Orders confirming Article 4(2) Directions withdrawing certain permitted development rights within Conservation Areas | North Herts Council's website - Conservation Areas North Herts Council (north-herts.gov.uk) Conservation Area maps – Paper Article 4(2) Directions - paper, website/Paper | Website free Paper Yes from Planning reception - Planning Reception North Herts Council (north-herts.gov.uk) |
| Tree Preservation Orders | Records of Individual Preservation Orders relating to trees in the District | Formal orders and plans | Paper | Yes from Planning reception - Planning Reception North Herts Council (north-herts.gov.uk) |
| Campaigns | Campaign, publicity and awareness literature on council services, partnership services, or promotional activities associated with the Council | Publications and consultations | North Herts Council's website - News and media North Herts Council (north-herts.gov.uk) | No |
| | | Priorities | North Herts Council's website - Council Plan North Herts Council | No |

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| | | | north-herts.gov.uk | |
| Publications | Guidebooks, books and other publications that the council makes available, some on a chargeable basis | Food Safety | North Herts Council's website - Search results North Herts Council (north-herts.gov.uk) | No |
| | | Health & Safety | North Herts Council's website - Search results North Herts Council (north-herts.gov.uk) | No |
| | | Neighbourhood & the Noise App | North Herts Council's website - Report a noise, smoke or other nuisance North Herts Council (north-herts.gov.uk) | No |
| | | | North Herts Council's website - The Noise App North Herts Council (north-herts.gov.uk) | No |
| | | Housing Grants | North Herts Council's website - Housing grants North Herts Council (north-herts.gov.uk) | No |
| | | Your Council Tax bill | North Herts Council's website - Your Council | No |

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| | | | Tax bill North Herts Council (north-herts.gov.uk) | |
| | | Outlook Magazine | North Herts Council's website - News and media North Herts Council (north-herts.gov.uk) | No |
| Service Details and Guidance | Public contact details, access to, and explanation of council services | Planning Control | North Herts Council's website - Contact Planning Control and Conservation North Herts Council (north-herts.gov.uk) | No |
| | | Planning Reception | North Herts Council's website - Planning Reception North Herts Council (north-herts.gov.uk) | No |
| | | Apply for Housing | North Herts Council's website - Apply for social housing North Herts Council (north-herts.gov.uk) | No |
| Press releases | Information released to the media | Press releases via Twitter at @NorthHertsDC | Paper / Website | No |

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| | | | North Herts Council's website - News and media North Herts Council (north-herts.gov.uk) | |
| Traffic Orders | 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 |
| Taxi Licence Holders | Lists of persons holding Hackney Carriage or Private Hire Licence issued by the council | | Paper | Yes |
| Rights of way definitive map | Publication of established rights of way and land drainage | Copies of plans held by Herts County Council | Paper | Available for public inspection |
| Land drainage/sewerage plans | Plans showing drainage and sewerage in the district | Deposited plans provided by the Water Authorities | Paper | Available for public inspection |
| Road Works | The current and scheduled road works in the local area | Copies of information held by Herts County Council | | |
| Clubs and Societies | | Sports Directory | Paper | No |

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| | | List of venues for hire | North Herts Council's website - Community centres North Herts Council (north-herts.gov.uk) | No |
| Planning and Related Applications | All documentation associated with applications for permission consents or approval Information relating to investigations and proceedings will not be made available | Correspondence, forms, decision and other notices, plans and other drawings, photographs | Paper, some Electronic | Yes contact Planning Reception North Herts Council (north-herts.gov.uk) |
| Planning Policy Publications | 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: | Electronic | Electronic versions are freely available on our website; paper copies can be produced on request but are chargeable, contact Planning Reception North Herts Council (north-herts.gov.uk) |
| | | Core Strategy | | |
| | | Development policies | | |
| | | Area Action Plans (e.g. Stevenage) | | |
| | | Land Allocations | | |

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| | | Supplementary Planning Documents | | |
| | | Statement of Community Involvement | | |
| | | Local Development Scheme Annual Monitoring Report | | |
| Planning Policy Evidence Base Studies | 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 Planning Reception North Herts Council (north-herts.gov.uk) for paper copies |
| Planning Register | The consolidated listing of planning applications received by the council | Application forms, decision notices, correspondence and drawings | Paper, some Electronic | Yes |
| Environmental Assessment | Environmental impact assessment and statements | Statements and technical appendices | Paper | Yes |

Information and Privacy Notice (UKGDPR)

The Council has a Data Protection Officer whose responsibilities include:

- Monitoring the Council's compliance with Data Protection Law
- Ensuring that the Council's Data Protection Policies are adhered to.
- Ensuring staff are properly trained in Data Protection matters.
- Advising on Data Protection Risks
- Liaising with the ICO

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| <p>The Council's Data Protection Officer is:</p> <p>Geraldine Goodwin Revenues Manager North Hertfordshire District Council District Council Offices Gernon Road Letchworth Garden City SG6 3JF Email: dpo@north-herts.gov.uk</p> | <p>The Council's Data Controller is:</p> <p>Jo Dufficy Data Controller North Hertfordshire District Council District Council Offices Gernon Road Letchworth Garden City SG6 3JF Email: datacontroller@north-herts.gov.uk</p> |
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