

West Suffolk Council Publication Scheme

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Introduction

This publication scheme is based on the model scheme and approved by the Information Commissioner.

This publication scheme commits West Suffolk Council (the council) to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below, where this information is held by the council. Additional assistance is provided to the definition of these classes in the sector specific guidance manual issued by the Information Commissioner.

The scheme commits the council:

- to proactively publish or otherwise make available, as a matter of routine, information, including environmental information, which is held by the council and falls within the classifications below
- to specify the information which is held by the council and falls within the classifications below
- to proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within the scheme
- to produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public
- to review and update on a regular basis the information the authority makes available under this scheme
- to produce a schedule of any fees charged for access to information which is made proactively available
- to make this publication scheme available to the public.

Classes of information

Who we are and what we do

Organisational information, locations and contacts, constitutional and legal governance.

What we spend and how we spend it

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

What our priorities are and how we are doing

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

How we make decisions

Policy proposals and decisions, decision making processes, internal criteria and procedures, consultations.

Our policies and procedures

Current written protocols for delivering our functions and responsibilities.

Lists and registers

Information held in registers required by law and other lists and registers relating to the functions of the council.

The services we offer

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

The classes of information we offer will not generally include

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

The method by which information published under this scheme will be made available

The council will indicate clearly to the public what information is covered by this scheme and how it can be obtained.

Where it is within the capability of the council, information will be provided on its website. Where it is impracticable to make information available on the website or when an individual does not wish to access the information by the website, the council will indicate how the information can be obtained by other means and provide it by those means.

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

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

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

Charges which may be made for information published under this scheme

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.

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

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

Charges may be made for actual disbursements incurred such as:

- photocopying
- postage and packaging
- the costs directly incurred as a result of viewing information.

Charges may also be made for information provided under this scheme where they are legally authorised, they are in all 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.

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

Written requests

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

This publication scheme was produced by the council in April 2019.

Latest review – April 2025

Section 1. Who we are and what we do

This section includes organisational information, structures, locations and contacts. It is current information only.

West Suffolk Council Constitution

Description	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 would normally 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; and the schedule for the payment of members' allowances.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge if accessed by email or the website

Council democratic structure

Description	• Decision making structure • How to get involved – rights to information and participation at meetings • Committee agendas and minutes • Decisions plan • Calendar of meetings • How decisions are made – decision making process found in the constitution • Outside bodies
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge if accessed by email or the website or for leaflets picked up in reception or posted. One-off printed copies of agendas free.

Council staff structure

Description	The council's organisational layers. Information about the internal structures of the offices of the council, including an outline of their responsibilities and the names of the directors, and the senior management team structure.
Availability	Website: West Suffolk Council Email: human.resources@westsuffolk.gov.uk Phone: 01284 757007
Cost	No charge

Location of council offices and contact information

West Suffolk Council offices are accessible for external visitors attending **pre-booked appointments only** which must be booked in advance with the relevant service.

Availability	Website: West Suffolk Council Email: customer.services@westsuffolk.gov.uk Phone: 01284 763233
West Suffolk Council West Suffolk House Western Way Bury St Edmunds Suffolk IP33 3YU	Enquiries are dealt with by a pre-booked appointment only which must be booked in advance with the relevant service.
West Suffolk Council Haverhill Office Lower Downs Slade Haverhill Suffolk CB9 9EE	Enquiries are dealt with by a pre-booked appointment only which must be booked in advance with the relevant service.
West Suffolk Council Mildenhall Hub Sheldrick Way Mildenhall, Suffolk IP28 7JX	Enquiries are dealt with by a pre-booked appointment only which must be booked in advance with the relevant service.
Emergency contact number (out of hours) for council services	Phone: 01284 763252

Currently elected councillors' information and contact details

Description	Details about current councillors: contact information, photographs, current appointments to committees and outside bodies, and political composition of the Council. Please note, any personal information is published only with consent. The essential details are names, positions on the Council and how they can be contacted.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Declarations of members' interests

Description	Declarations of members' interests in accordance with Section 29 of the Localism Act 2011
Availability	Members' Register of Interests can be viewed against each individual Councillor on our website. Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Most recent election results

Description	The results of the most recent elections for councillors on the Council, as well as the results of other elections conducted in the area.
Availability	Website: West Suffolk Council Email: elections@westsuffolk.gov.uk Phone: 01284 757131
Cost	No charge

Electoral wards

Description	Map of current electoral wards, which parishes fall in which ward
Availability	Website: West Suffolk Council Email: elections@westsuffolk.gov.uk Phone: 01284 757131
Cost	No cost for data version but there may be a charge for paper copies.

Relationships with other authorities

Suffolk County Council	The county council is responsible for a number of Suffolk-wide services including care and health (Customer First); births, deaths and marriages; education and learning; policing; and transport (Customer Services). Website: Suffolk County Council Email: Customer First customer.first@suffolk.gov.uk Phone: 0808 8004005 Email: Customer Services customer.service@suffolk.gov.uk Phone: 0345 606 6067
West Suffolk Community Safety Partnership	The West Suffolk Community Safety Partnership covers three council areas, West Suffolk Council, Babergh and Mid Suffolk District Councils and is one of the few merged partnerships in the country. The membership includes representatives from the following agencies: district and borough councils, Suffolk County Council, Suffolk Fire and Rescue Service, The Police, National Probation Service, Youth Offending Service, health and registered social landlords. The partnership produces an annual strategic assessment of crime and disorder, serious violence (by 31 Jan 25F) and community safety issues (more details of this strategy can be found on our website) from which

	it decides on its priorities for the coming year. An action plan is then drawn up and agencies are commissioned to produce initiatives and projects to meet the priority areas with a view to reducing crime and increasing the feelings of community safety. Website: West Suffolk Council Email: families.communities@westsuffolk.gov.uk Phone: 01638 719238
Suffolk Waste Partnership	The Suffolk Waste Partnership (SWP) is a strategic partnership of the county, district/borough councils, who work together to continuously improve waste management services throughout Suffolk. The SWP has created a Joint Municipal Waste Management Strategy 2003-2020, which sets out the strategic framework for the management of municipal waste across the county. Suffolk Recycling - About us
Anglia Revenues Partnership	Originally formed in 2003, The Anglia Revenues Partnership (ARP) brings together the revenues services of five councils to run an efficient service for the services of Council Tax collection, business rates collection, ARP Enforcement Agency, Housing Benefits, Council Tax reduction, fraud prevention and compliance. The aim of the partnership reduces the administration costs to each council and by working together each council can save money, by pooling resources and staff. The full partners of the ARP currently are Breckland Council, East Cambridgeshire District Council, Fenland District Council, East Suffolk Council and West Suffolk Council. Anglia Revenues Partnership
Cambridge Sub-regional Choice Based Lettings Partnership	Choice based lettings (CBL) is a method of letting social housing, which is being delivered across the Cambridge sub-region. CBL allows landlords to advertise their available homes, and customers are asked to express an interest in them. Lettings policies are used to prioritise customers and decide who receives the offer of the home, based on the housing needs and waiting time of those who express interest. CBL provides a more transparent way of letting homes, giving customers more say in where they are housed and more information about available homes. In West Suffolk the scheme is known as Home-Link – more information on the scheme can be found on our About Home-Link webpage
Suffolk Observatory and Suffolk Office of Data and Analytics	Suffolk Observatory website is a great source of useful data that will help in writing reports and presentations. It can help with informing strategic and business planning and preparing funding applications or supporting academic research. Further information on the work of the Suffolk Observatory can be found here: Suffolk Observatory The Suffolk Office of Data and Analytics (SODA) has been set up as a collective endeavour between Suffolk public service organisations to

	make better use of data, to generate new insights into public services and the needs they serve, and apply these insights to improve policy and service design and delivery.
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Section 2. What we spend and how we spend it

This section includes financial information about projected and actual income and expenditure, procurement, contracts and financial audit. Information is both current, and for at least the previous two financial years. Information is for the council as a whole, and also for directorates or departments as cost centres.

Financial statements, budgets and variance reports

Description	Financial information in enough detail to allow the public to see where money is being spent, where a council or department is or has been planning to spend it, and the difference between the two. Financial information should be published at least annually and, where practical, half yearly or quarterly financial reports are provided. Revenue budgets and budgets for capital expenditure are included. • Annual revenue budget • Annual capital programme • Fees and charges • Annual Audited Statement of Accounts • Budget and policy framework procedure rules • Financial procedure rules • Contracts procedure rules • Council Tax and business rates • Budget monitoring reports
Availability	Website: West Suffolk Council Email: finance@westsuffolk.gov.uk Phone: 01284 757264
Cost	No charge

Capital programme

Description	Information on major plans for capital expenditure including any private finance initiative and public-private partnership contracts.
Availability	Website: West Suffolk Council Email: finance@westsuffolk.gov.uk Phone: 01284 757264
Cost	No charge

Financial audit reports

Description	• Annual audit and inspection letter • Annual audit report and audit plan • Other audit information
Availability	Website: West Suffolk Council Email: finance@westsuffolk.gov.uk

	Phone: 01284 757264 or 01284 757070
Cost	No charge

The members' allowances scheme and the allowances paid under it to councillors each year

Description	The total of the allowances and expenses incurred by or paid to councillors by reference to categories. These categories should be produced in accordance with the requirements of the Local Authorities (Members Allowances) (England) Regulations 2003 and in line with council guidelines. Allowances are listed under headings like special responsibility, travel and subsistence. • Current members' allowances scheme • Most recent Independent Remuneration Panel report • Payments made to members in the last financial year The current members' allowances scheme forms part of the council's constitution.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Pay and grading structure

Description	This is provided within the yearly pay policy and indicates, for most posts, levels of pay rather than individual salaries.
Availability	Website: West Suffolk Council Email: human.resources@westsuffolk.gov.uk Phone: 01284 757007
Cost	No charge

Staff allowances and expenses

Description	Pay and benefits received by senior members of staff are published annually in the council's statement of accounts. Information relating to staff allowances and expenses can be requested from the Senior Governance Officer.
Availability	Website: West Suffolk Council Email: human.resources@westsuffolk.gov.uk Phone: 01284 757007
Cost	No charge

Election expenses

Description	Returns or declarations and accompanying documents relating to election expenses sent to the council.
Availability	Not available on the council's website. Copies of the returns, declarations and any accompanying documents are open to inspection for a period of two years (twelve months for parish and community council elections) after their receipt (Section 89 Representation of the People Act 1983). Request by email to elections@westsuffolk.gov.uk . To make an appointment to view phone: 01284 757131
Cost	There is no charge for inspecting a return or declaration of election expenses. Anyone can also request copies of the returns or declarations and any accompanying documents, which must be supplied on payment of the fee of 20p per side.

Procurement procedures

Description	• Contracts Register available for public tender • Procurement Policy • Contract procedure rules • List of contracts awarded and their value (those large enough to have gone through formal tendering)
Availability	Website: West Suffolk Council Email: procurement@westsuffolk.gov.uk Phone: 01284 757310 Website: Suffolk Sourcing
Cost	No charge

Suffolk Sourcing

Description	• View and download any current tender and quotation opportunities advertised by one of the Suffolk councils. • Respond to and upload bids/submissions for tenders and quotations. • View information about contracts currently in operation between Suffolk County, district or borough councils and suppliers.
Availability	Website: Suffolk Sourcing Email: suffolk.sourcing@suffolk.gov.uk
Cost	No charge

Internal financial regulations

Description	Financial procedure rules
Availability	These are part of the council's constitution – see section 1 above Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Funding for partnership arrangements

Description	Funding for individual partnerships comes from a variety of different sources, depending on the nature of the issues dealt with. The council's contribution will sometimes be the subject of specific reports to Cabinet, and at other times will be reflected in the budgets of the sections involved.
Availability	Agendas, reports and minutes of the all the meetings relating to budget setting and the allocation of grants can be accessed on the council's website Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge if accessed by email or the website or for leaflets picked up in Reception or posted. One-off printed copies of agendas free.

Section 3. What our priorities are, and how we are doing

Strategies and plans, performance indicators, audits, inspections and reviews. Information in this class should be available at least for the current and previous three years. Information should be available not only for the council as a whole but also for departments where this is available. Any reports or recorded information showing the council's planned or actual performance should normally be included.

Annual reports

Description	Annual Report
Availability	Website: West Suffolk Council Email: policy@westsuffolk.gov.uk Phone: 01638 719453
Cost	No charge

Internal audit reports

Description	Internal Audit Annual Report, Internal Audit Annual Plan, and Internal Audit Mid-Year Progress Report. Internal Audit is involved in the production of the Annual Governance Statement but not it's publication, however they are still the main contact point.
Availability	Website: West Suffolk Council Email: internalaudit@westsuffolk.gov.uk Phone: 01284 757239
Cost	No charge

Environmental performance report

Description	Environmental performance report
Availability	Website: West Suffolk Council Email: environment@westsuffolk.gov.uk Phone: 01284 757400
Cost	No charge

Strategies and business plans for services provided by the council

Description	The plans and strategies which form the council's policy framework.
Availability	Website: West Suffolk Council Email: policy@westsuffolk.gov.uk Phone: 01638 719453
Cost	No charge

Internal and external organisations performance reviews

Description	Performance reports go to Performance and Audit Scrutiny Committee (PASC). Reports on statutory external inspections and audits.
Availability	Website: West Suffolk Council Email: finance@westsuffolk.gov.uk Phone: 01284 757372
Cost	No charge

Decisions plan

Description	Decisions plan Gives notice of forthcoming executive decisions expected to be made.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Statistical information produced in accordance with the Government's Single Data List

Description	A range of data produced by services to meet returns required by the Government's Single Data List: Anglia Revenues Partnership • Single Housing Benefit Extract • Housing Benefit Recoveries Return • Returns on outcomes of DWP data-matching referrals on Housing Benefit claims
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	• Housing Benefit subsidy estimates and claims • Discretionary Housing Payment estimates and claims • Council Tax Requirement (CTR1, CTR2, CTR3 or CTR4) • Quarterly Return of Council Taxes and National Non-Domestic Rates (QRC1 to QRC3) • Quarterly Return of Council Taxes and National Non-Domestic Rates (QRC4) • Quarterly Revenue Outturn • Council Tax base (CTB) • National Non-Domestic Rates Return (NNDR) 1 • National Non-Domestic Rates Return (NNDR) 3 • Council Tax data acquisition Audit • National Fraud Initiative Environmental Health • Food Hygiene (LAEMS) • Food Standards (LAEMS) • Approved Food Premises • Food Hygiene Rating Scheme (FHRS) • Local Pollution Control Statistical Survey • Local Authority Private Water Supplies Data Submission • Pollutant Release and Transfer Reference • Health and Safety Enforcement Data Elections • Electoral statistics – we send statistics when we publish the register on 1 December • Return of statistical information relating to conduct of elections • Statement of results • Statement of postal ballot papers • Return of statistical information relating to annual canvass of electors Housing • Annual Rough Sleepers count or estimate • Homelessness Case Level Information Collection (H-CLIC) • Local Authority under the Homelessness Provisions of the Homelessness Reduction Act and 1996 Housing Act
	Licensing • Alcohol and late-night refreshment licensing • Taxi survey • Animal activities licensing data Public Health and Housing • Count of traveller caravans Strategic Housing • Local authority housing statistics • Self-build and custom housebuilding

	- Housing delivery test data Planning - PS1 or 2 General Development Control statistical returns - CPS1 or 2 General Development Control statistical returns - House Building Return (P2a) - Self-build and custom building - Neighbourhood plan grants
Availability	The above list is for information only – returns are sent directly to central government.
Cost	No charge

Overview and scrutiny

Description	Much of the work carried out in this area is subject to the Overview and Scrutiny and Performance and Audit Scrutiny Committees: - Reports and recommendations following individual reviews - Scrutiny work programmes - Annual reports - Performance and audit management, scrutiny and review - Development of the budget framework - Treasury management and financial resilience monitoring
Availability	On the council's website, current work programmes and annual reports: (earlier versions on request). Individual reviews are not listed separately but can be found by looking at the business undertaken at each scrutiny committee. Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Section 4. How we make decisions

Decision-making processes and records of decisions, available at least for the current and previous five years.

Timetable of Council meetings

Description	Calendar of meetings
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Decision notices

Description	Decision notices
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Agendas, officers' reports, background papers and minutes of Council, Cabinet, committee, subcommittee and standing forum meetings

Description	The information that is required to be publicly available under local authority access to information rules.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.co.uk Phone: 01284 757176
Cost	No charge

Appointments to Cabinet, the current roles and responsibilities of Cabinet members, scrutiny committees, regulatory committees and appointments to outside bodies

Description	Current appointments to the above bodies.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Major policy proposals and decisions

Description	Information that can be made available to the public without damaging internal policy development and relations with other public authorities is included in the Committee reports to support decisions.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Public involvement in meetings and decision making

Description	Current information and public involvement in meetings and decision making.
Availability	Article 3 of Part 2 of the constitution deals with the public's rights, including rights to information and participation at meetings. More details are available in the Access to Information Rules in Part 4 of the constitution. Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Public consultation

Description	Proposals for consultation and information about how to respond, including meetings and public consultation meetings are also published on the council's website. The results and outcomes of consultations are included in the committee papers to support decision making.
Availability	Current consultations are notified on the council's website.
Cost	No charge

Internal communications guidance, criteria used for decision-making, internal instructions, manuals and guidelines

Description	Access to internal instructions, manuals and guidelines for dealing with the business of the council to help the public understand how decisions are made, including: • delegations register • code of corporate governance • code of conduct for members • protocol on member and officer relations • the council's Equality Impact Assessment • other guidance, for example on corporate style in communication and a checklist for ensuring all factors are taken account of in decisions can be made available on request.
Availability	Delegations register – Responsibility for functions This is detailed under Part 3 of the constitution which includes the scheme of delegation to officers – see section 1 of this document Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge

Complaints about councillors

Description	Complaints about councillors are dealt with by the council's Monitoring Officer: • Procedure • Local assessments, investigations and determinations
Availability	Website: West Suffolk Council Email: councillor.conduct@westsuffolk.gov.uk Phone: 01284 757144
Cost	No charge

Section 5. Our policies and procedures

Current written protocols, policies and procedures for delivering our services and responsibilities available on our website. Current information only. Some of the information will be covered by the council's constitution.

Description	Corporate • Anti-fraud and Anti-corruption Policy • Anti-Money Laundering Policy • Enforcement Policy • Code of Corporate Governance • Modern Slavery and Human Trafficking Statement • Sponsorship and Advertising Policy • Whistleblowing Policy Customer Services • Corporate Complaints Policy Data and information • Publication Scheme • Data Protection Policy • Data Quality Policy • Information Security Policy • Record Management Guidance Economic development • Growth Investment Strategy Environment • Contaminated Land Strategy • Home Energy Conservation Act (HECA) Progress Report • Municipal Waste Management Strategy • Tree Management Policy Families and Communities • Equality and Diversity scheme
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	- Families and Communities Approach - Children and Adults Safeguarding Policy Health and safety - Health and safety policies Housing - Housing Standards Civil Sanctions Policy - Homelessness Reduction and Rough Sleeping Strategy 2018-23 - Housing Strategy (including supporting strategies) - Housing Assistance Policy and Application Guidance - HMO Guidance and Standards - Housing Standards Civil Sanctions Policy - Lettings Policy - Procedure for s1938 (2) Non-cooperation Notices - Temporary Accommodation Procurement and Placement Policy - Tenancy Strategy Human Resources - Workforce Strategy Licensing - Gambling Act Statement of Policy 2019-22 - Statement of Licensing Policy - Sex Establishment Policy - Street Trading and Vending Policy - Hackney Carriage and Private Hire Licensing Conditions Policy Handbook - Mobile home, Park home and Caravan Site Licence Guidance Resources and Performance - Fees and Charges Policy - Investment Framework - Policy for granting loans to external organisations - General sundry debt policy (excluding Council Tax and business rates) - Asset Management Strategy Summary - Asset Management Plan
Availability	Codes of practice Can be viewed under Part 5 of the constitution – see section 1 of this document Procedural standing orders Found in the full constitution Internal guidance about the division of responsibilities between committees and delegated authority

	This is detailed under Part 3 of the constitution which includes the Scheme of Delegation to officers – see section 1 of this document Policies on communications between councillors and members of staff and similar information This is detailed under Part 5 of the constitution in respect of the Member and Officer Protocol – see section 1 of this document Council procedure rules, Access to information procedure rules, Budget and policy framework procedure rules, Cabinet and committee procedure rules, Scrutiny committee procedure rules, Financial procedure rules, Contract procedure rules and Officer employment procedure rules. These are detailed under Part 4 of the constitution – see section 1 of this document. Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176 Strategic Framework Website: West Suffolk Council Email: policy@westsuffolk.gov.uk Phone: 01638 719454
Cost	No charge

Policies and procedures for delivering our services

Description	Procedures for handling information requests – Freedom of information (FOI) and Data subject Access Request (DSAR)
Availability	Website: West Suffolk Council Email: data.protection@westsuffolk.gov.uk Data Subject Access Requests can be made verbally and in writing
Cost	No charge

Policies and procedures about the recruitment and employment of staff

Description	If vacancies are advertised as part of recruitment policies, details of current vacancies will be readily available: • recruitment and selection guidance • current pay scales • employee benefits • organisational layers • regulated policies
Availability	Website: www.westsuffolk.gov.uk Email: human.resources@westsuffolk.gov.uk Phone: 01638 719454
Cost	No charge

Equalities

Description	• Equality scheme • Equality and diversity
Availability	Website: www.westsuffolk.gov.uk Email: policy@westsuffolk.gov.uk Phone: 01638 719454
Cost	No charge

Customer service

Description	Standards for providing services to the council's customers, including the complaints procedure. Complaints procedures will include those covering requests for information and operating the publication scheme. • Complaints, compliments and comments procedure
Availability	Website: West Suffolk Council Email: customer.services@westsuffolk.gov.uk Phone: 01284 763233
Cost	No charge

Records management and personal data policies

Description	Records management and personal data policies can be found in the following: • Information Security Policy • Record Management Guidance • Data protection (including data sharing) policies
Availability	Website: West Suffolk Council Email: ict.help@westsuffolk.gov.uk Phone: 01284 757677 and Email: data.protection@westsuffolk.gov.uk Phone: 01284 757168
Cost	No charge

Charging regimes and policies

Description	West Suffolk Fees and Charging Policy lays out how fees and charges are to be structured.
Availability	Website: West Suffolk Council
Cost	No charge

Section 6. Lists and registers

Current information only.

Public registers and registers held as public records

Description	Electoral register The website gives details on how to inspect both the edited and full register, how to purchase the edited register and who is entitled to a free copy.
Availability	Website: West Suffolk Council Email: elections@westsuffolk.gov.uk Phone: 01284 757131
Cost	The relevant prescribed fees are: For sale of the full register and the notices of alteration: - in data format, £20 plus £1.50 for each 1,000 entries (or remaining part of 1,000 entries) in it - in printed format, £10 plus £5 for each 1,000 entries (or remaining part of 1,000 entries) in it
Description	Local Land Charges (LLC) register
Availability	Website: My West Suffolk Email: land.charges@westsuffolk.gov.uk Phone: 01284 757656
Cost	No charge
Description	Register of councillors' financial and other interests Members' full Register of Interests (which includes financial interests) can be viewed against each individual councillor.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176
Cost	No charge
Description	Register of gifts and hospitality Members' full Register of Interests (which includes declared gifts and hospitality) can be viewed against each individual councillor on the website and clicking on the councillor of choice.
Availability	Website: West Suffolk Council Email: democratic.services@westsuffolk.gov.uk Phone: 01284 757176 Register of Gifts and Hospitality (officers) please contact the Democratic Services Team above
Cost	No charge

Planning and building control

Description	• Core strategy • Joint Development Management Policies Document • Policies maps • Sustainability appraisals/Strategic environmental assessment • Statement of Community Involvement • Local development scheme • Supplementary planning documents • Habitats regulations assessment • Neighbourhood plans • Authority monitoring reports and Five-year land supply reports • Brownfield register • Self-build register • Strategic Housing and Economic Land Availability Assessment (SHELAA) • Planning register • Register of enforcement and stop notices • Register of building regulations applications • Concept statements and masterplans • Area plans • Development briefs
Availability	Website: West Suffolk Council Email: planning.technical@westsuffolk.gov.uk and planning.policy@westsuffolk.gov.uk Phone: 01284 763233
Cost	Planning policy No cost to view online, by email or by personal visit. There will be a cost if printed documents are required. Development control • Area plans – no charge to view • Planning register – no charge to view • Planning guidance – charges apply, see website for further information, charges as per pre-application service from our website • Listing descriptions – referred to Historic England Listings • OS site plans not provided but refer to website which has details of providers Building Control • Copy of Building Regulation Decision or Completion Certificate £40 plus VAT • Re-open archived applications where no request for inspection made within three years - £80 plus VAT • Historical Property Searches for all Building Regulation information relating to a property - £40 plus VAT • Responses to professional letters for commercial purposes £60 plus VAT • Exemption Confirmation Letter - £60 plus VAT

	Description Local Land Charges (LLC) register Responses to LLC1 applications and personal searches of the Local Land Charge Register will be obtained through the HM Land Registry's national centralised register. You will be able to access the new digital service through HM Land Registry Portal , Business Gateway and on GOV.UK - Search for local land charges from HM Land Registry . For more information, visit GOV.UK - Guidance on the Local Land Charges Programme
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Licensing

Description	License types, how to apply and register of licenses granted, including: • Hackney carriage drivers and vehicles • Private hire vehicles, drivers and operators • Motor salvage operators • Premises licenses • Club premises certificates • Personal licenses • Gambling licenses, permits and registrations
Availability	Website: West Suffolk Council Email: licensing@westsuffolk.gov.uk Phone: 01284 758050
Cost	There is a charge of £10.50 for a copy of a license.

Consumer protection

Description	Customer protection documents include: • Register of food premises • Register of notices served under the Food Safety and Health and Safety at Work Acts • Statement of the environment report • Review and assessment of local air quality • Contaminated land register
Availability	Website: West Suffolk Council Email: env.health@westsuffolk.gov.uk Phone: 01284 757053 or Email: foodandsafety@westsuffolk.gov.uk Phone: 01284 757054 Other registers are available to view on appointment at the office, some can be emailed on request.
Cost	No cost to view online, by email, or by personal visit, will be a cost if details are printed.

CCTV

Description	Details of the locations of any overt CCTV surveillance cameras operated by or on behalf of the council
Availability	Website: www.westsuffolk.gov.uk Phone: 01284 763233
Cost	No charge

Section 7. Services provided by the council

Information about the services the council provides, including leaflets, guidance and newsletters. Current information only. A starting point will be a list of the services the council is responsible for.

Regulatory and licensing responsibilities

Statutory orders

Description	Statutory orders including: • tree preservation orders • compulsory purchase orders (only published on the rare occasion these are carried out) • enforcement orders
Availability	Website: West Suffolk Council
Cost	No charge

Licensing

Description	Application forms for licenses and schedule of fees: • Gambling licenses, permits and registrations • Hackney carriage vehicle and drivers licenses • Private hire operator, vehicle and driver licenses • Sex shops • Street trading consents and street vending permits • Acupuncture • Pet shops • Animal boarding • Dog breeding • Street and house to house collections • Houses in Multiple Occupation • Scrap metal dealers • Motor vehicle salvage operators • Dangerous wild animals • Zoos • Caravans – sites • Premises licensing and club premises certificates • Temporary Event Notices • Personal licenses
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	Application forms for licenses for: • Ear and body piercing • Electrolysis • Micro pigmentation • Tattooing
Availability	Skin piercing Website: West Suffolk Council Email: foodandsafety@westsuffolk.gov.uk Phone: 01284 757048 All other licenses Website: West Suffolk Council Email: licensing@westsuffolk.gov.uk Phone: 01284 757103
Cost	No charge for forms/information (actual licenses carry varying fees)

Services for local businesses

Description	Information on business rates
Availability	Website: West Suffolk Council Email: economic.development@westsuffolk.gov.uk Phone: 01284 757114
Cost	No charge

Services for other organisations

Description	Trade waste
Availability	Website: West Suffolk Council Email: commercial.services@westsuffolk.gov.uk Phone: 01284 758800
Cost	This is a chargeable service.

Services for members of the public

Housing

Description	Information for prospective and current tenants: • Housing Options • Choice Based Letting (Home-Link) • Homeless Reduction Strategy • Lettings Policy • Sheltered and Retirement Housing • West Suffolk Lettings Partnership
Availability	Website: West Suffolk Council Email: • Customer.services@westsuffolk.gov.uk • landlords@westsuffolk.gov.uk Phone: • Housing Triage 01284 751850

	• Choice Based Letting (Home-Link) 01284 751850 • West Suffolk Lettings partnership 01284 757673
Cost	No charge

Community

Description	Various information on community initiatives including: • Western Suffolk Community Safety Partnership Plan • Public spaces protection orders • Community grants (including how to apply)
Availability	Website: West Suffolk Council Email: families.communities@westsuffolk.gov.uk Phone: 01284 757079
Cost	No charge

Revenues and benefits

Description	Revenues and Benefits service is delivered by Anglia Revenues partnership on behalf of the council – as well as links to Anglia Revenues Partnership, information found below is also available on our website: • Information on obtaining benefits or assistance • Appeal and review procedures • Council Tax valuation list • Information on Council Tax levels and assessment • Payment methods • Liability to pay
Availability	Website: Anglia Revenues Partnership Contact: Anglia Revenues Partnership - Contact us Phone: 01284 763233
Cost	No charge

Information for visitors to the area

Description	Leisure information, events and museums: • Tourist Information • Parks, sport and leisure centres • Parking • Heritage • What's on in West Suffolk • Roadworks and road closures for events
Availability	Website: West Suffolk Council Email: communications@westsuffolk.gov.uk Phone: 01284 757033
Cost	No charge

Information and advice for Council Tax

Description	Council Tax information and advice available.
Availability	Website: Anglia Revenues Partnership

	Contact: Anglia Revenues Partnership - Contact us Phone: 01284 757275
Cost	No charge

Information and advice for business rates

Description	Business rates information and advice available.
Availability	Website: Anglia Revenues Partnership Contact: Anglia Revenues Partnership - Contact us Phone: 01284 757221
Cost	No charge

Information and advice for benefits

Description	Benefits information and advice available.
Availability	Website: Anglia Revenues Partnership Contact: Anglia Revenues Partnership - Contact us Phone: 01284 757269
Cost	No charge

Information and advice for planning and building control

Description	Information and advice available: • Article 4 Directions • maintaining historic and listed buildings • windows in historic buildings • colours and finishes for historic buildings • listed buildings • damp in old buildings • speaking at the Development Control Committee
Availability	Website: West Suffolk Council Email: int.planning.help@westsuffolk.gov.uk Phone: 01284 763233
Cost	No charge

Information and advice waste collection and recycling

Description	Leaflets and advice available.
Availability	Website: West Suffolk Council Email: commercial.services@westsuffolk.gov.uk Phone: 01284 758800
Cost	No charge

Information on media releases

Description	All news releases issued proactively by the council for the last 12 months.
Availability	Website: West Suffolk Council Email: communications@westsuffolk.gov.uk

	Phone: 01284 757033
Cost	No charge

Information and advice on elections and electoral registration

Description	Information and advice currently available on the council's website: • Registration forms and links to government application portal • Postal voting forms and links to government application portal • Overseas voters guidance and links to government application portal • Forthcoming elections – for example, notice of poll and nominations • Election results • Review of polling districts and location of polling stations • Nomination papers • Standing for election and current vacancies • Voting procedures • Boundaries and Ward Maps • Marked copies of registers • Voter ID information • Annual canvass details
Availability	Website: West Suffolk Council Email: elections@westsuffolk.gov.uk Phone: 01284 757131
Cost	Mostly no charge, but charges are made for copies of the register (whether data or paper copies).