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# **North East Lincolnshire Council**

## **Freedom of Information Act 2000**

### **Publication Scheme**

## Introduction

- 1.1 North East Lincolnshire Council is committed to being open and transparent in how we deliver our services and make our decisions. To support this commitment and assist public access to the information we routinely and proactively publish, we have adopted the Information Commissioner’s model publication scheme.
- 1.2 Our publication scheme sets out the classes of information we publish, where you can find it and if a charge will be made for the information.

### Classes of information

- 1.3 The classes of information available through the publication scheme are:

<b>Who we are and what we do.</b>	Organisational information, locations and contacts, constitutional and legal governance.
<b>How we make decisions.</b>	Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.
<b>What we spend and how we spend it.</b>	Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.
<b>What our priorities are and how we are doing.</b>	Strategy and performance information, plans, assessments, inspections and reviews.
<b>Our policies and procedures.</b>	Current written protocols for delivering our functions and responsibilities.
<b>Lists and registers.</b>	Information held in registers required by law and other lists and registers relating to the functions of the authority.
<b>The services we offer.</b>	Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.

### Access to the information

- 1.4 The information we make available may be held in many forms, where possible we will provide the information free of charge on our website <http://www.nelincs.gov.uk/>. Where it is not possible to provide the information on our website, we will tell you how you can obtain it.

- 1.5 Information will be provided in the language in which it is held, to comply with our legal requirements we will be happy to provide the information in another language or an alternative format (Braille, large print or spoken word).

### **Information available on request**

- 1.6 Where the scheme states that information is available on request, this can be done by
- Writing to us at Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU;
  - Telephoning (01472) 313131;
  - Emailing [customerrequests@nelincs.gov.uk](mailto:customerrequests@nelincs.gov.uk); or
  - Visiting one of the Council's Customer Access Points.

### **Inspection of documents**

- 1.7 Where the scheme states that information is available for inspection, contact details will be provided to arrange an appointment.

### **Charges may be made for some information**

- 1.8 In certain circumstances it may be necessary for a charge to be made for the information you require, these include where:
- The document is a priced publication;
  - Costs are incurred in providing you with the information;
    - third party fees;
    - photocopying;
    - postage and packaging; or
    - printing of information available on the website.
- 1.9 The charges made for routinely published information will be justified, transparent and kept to a minimum.
- 1.10 Charges for information not in the publication scheme will be in accordance with the associated legislation or the Council's Charging Policy which can be found at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/freedom-of-information/deal-information-requests/> . We will provide you with details of the charge due and how it has been calculated.
- 1.11 Where a charge is made, payment will be required prior to the release of any information.

## **Information not included in the Publication Scheme**

- 1.12 Some information is not included in the Publication Scheme, this includes:
- Where disclosure is prevented by law, or is exempt under the Freedom of Information Act or Environmental Information Regulations, or is otherwise properly considered to be protected from disclosure;
  - Information in draft form;
  - Information considered to be archived; and
  - Information which cannot be straightforwardly made available by the Council.
- 1.13 The information held by the Council that is not published under this scheme can be requested in writing by you, when its disclosure will be considered in accordance with the provisions of the Freedom of Information Act and Environmental Information Regulations.
- 1.14 Details on how to make a request and how we will deal are available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/freedom-of-information/> .

## **Copyright and re-use of information**

- 1.15 Although, the Freedom of Information Act and the Environmental Information Regulations provide you with a right of access to the information we hold, they do not provide you with the right to re-use it in any way that would infringe the copyright of that information. Details on the re-use of information including how to apply for a licence are available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/freedom-of-information/re-use-public-sector-information/>

## **Providing feedback about the Publication Scheme**

- 1.16 We would welcome and value your feedback about the publication scheme, to allow the scheme to be further developed to meet your needs.
- 1.17 Details of how you can provide us with feedback is available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/compliments--complaints-and-suggestions/>

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If you require further information about the Publication Scheme please contact

Name	Paul Ellis
Post	Corporate Records and Information Manager
Department	Policy, Performance and Development
Telephone	(01472) 323372
E-mail address	<a href="mailto:FOI@nelincs.gov.uk">FOI@nelincs.gov.uk</a>

A copy of this scheme can be found at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/freedom-of-information/freedom-information-publication-scheme/>

# Who we are and what we do

## The Council's Constitution

The Council's Constitution is available on our website at <http://www.nelincs.gov.uk/council/policies-and-strategies/governance-and-democracy/constitution/> . Our Constitution is based on a Leader and Cabinet operating model and explains how decisions are made, by whom and the procedures and processes followed in doing so. It also sets out Codes of Conduct which regulate behaviour and relationships expected of those both within the Council and who have dealings with it.

A printed copy of the Council's Constitution is available on request for a fee of £25.00.

If you have any questions about our Constitution please contact

Name	Paul Windley
Post	Senior Democratic Services Officer
Department	Law and Democratic Services
Telephone	(01472) 324121
E-mail address	paul.windley@nelincs.gov.uk

## Statistics and information about North East Lincolnshire

North East Lincolnshire is a unitary authority located at the mouth of the river Humber, on the east coast of England, and includes the towns of Cleethorpes, Grimsby and Immingham. It is an area of great contrast, combining urban areas with a popular seaside resort and a number of smaller rural settlements. The area consists of 15 electoral wards, the boundaries of which were allocated in 2003. North East Lincolnshire is home to a population of 157,300 (mid-2010 population estimates, ONS).

Key statistics and information about North East Lincolnshire are available through our local information system 'North East Lincolnshire Informed', which is available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/statistics-about-north-east-lincolnshire/local-information/> .

The Ordnance Survey mapping included within our website is provided by North East Lincolnshire Council under licence from the Ordnance Survey. Information about the conditions for using our Interactive Maps service and how to obtain a licence for Ordnance Survey mapping/map data for your own use is available at <http://www.nelincs.gov.uk/council/getting-the-best-from-our-sites/maps/>

## **The Council's Senior Management Team and Directorates**

Details of the Council's Corporate Management Team and directorates including a brief outline of the services they provide can be found at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/council-departments/directorates-within-north-east-lincolnshire-council/>.

North East Lincolnshire Council's Adult Social Care provision merged with the Primary Care Trust in September 2007 to form the North East Lincolnshire Care Trust Plus. Details of the services provided by the Care Trust Plus are available at <http://www.nelctp.nhs.uk/services/> or by contacting North East Lincolnshire Care Trust Plus, 1, Prince Albert Gardens, Grimsby, North East Lincolnshire, DN31 3HT Telephone: 01472 625300.

## **Contacting the Council**

The Council's main contact details are available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/customer-services/contact-north-east-lincolnshire-council/>

## **Council News releases**

To keep informed of what is happening in North East Lincolnshire you can see the Council's News releases at <http://www.nelincs.gov.uk/news> or read the Council's newspaper 'Linc Up' which is delivered to the majority of homes in North East Lincolnshire and is available on our website at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/council-departments/lincup/>

## **Data Protection and information sharing**

In order to provide effective and efficient services we will collect, process and hold your personal information. For this purpose we are registered as a data controller with the Information Commissioner's Office. Our Data Protection Notifications detailing the purposes we use your information for and our Privacy Notice setting out our commitment to managing and using your personal information proportionately, correctly and securely can be viewed at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/data-protection/privacy-notice/>

To deliver the services you require we may need to share your information with our partners. In collaboration with the North East Lincolnshire Local Strategic Partnership we have developed and agreed a Community Charter for Information Sharing. This charter sets out both our commitment and that of our LSP partners to share the information we hold about you, in a fair and transparent way. A copy of the charter is available at

<http://www.nelincs.gov.uk/council/the-council-as-an-organisation/data-protection/information-sharing/>

Further information on how we manage your personal information in accordance with the principles of the Data Protection Act 1998, is available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/data-protection/>

The Council's Records Management Policy, setting out our commitment for the management of the data, information and knowledge we collect, hold and use throughout its lifecycle, is available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/data-protection/data-information-knowledge-management/>

### **Location and opening times of Council offices**

<b>Council offices</b>	<b>Link to the information</b>
Customer Access Points	<a href="http://www.nelincs.gov.uk/council/the-council-as-an-organisation/customer-services/customer-access-points/">http://www.nelincs.gov.uk/council/the-council-as-an-organisation/customer-services/customer-access-points/</a>
Archives	<a href="http://www.nelincs.gov.uk/resident/libraries-and-archives/archives--local-and-family-history/records-archives/">http://www.nelincs.gov.uk/resident/libraries-and-archives/archives--local-and-family-history/records-archives/</a>
Business and Enterprise Centres	<a href="http://www.nelincs.gov.uk/business/property--business-centres-and-support/business-centres/">http://www.nelincs.gov.uk/business/property--business-centres-and-support/business-centres/</a>
Children's Centres	<a href="http://www.nelincs.gov.uk/resident/family-information-and-children-s-centres/find-your-nearest-children-s-centre/">http://www.nelincs.gov.uk/resident/family-information-and-children-s-centres/find-your-nearest-children-s-centre/</a>
Community centres and facilities	<a href="http://www.nelincs.gov.uk/resident/community-learning-and-resource-centres/">http://www.nelincs.gov.uk/resident/community-learning-and-resource-centres/</a>
Crematorium	<a href="http://www.nelincs.gov.uk/resident/births--deaths-and-marriages/registering-a-death/grimsby-crematorium/">http://www.nelincs.gov.uk/resident/births--deaths-and-marriages/registering-a-death/grimsby-crematorium/</a>
Grimsby Town Hall	<a href="http://www.nelincs.gov.uk/council/councillors-democracy-elections/mayor-and-civic-information/grimsby-town-hall/">http://www.nelincs.gov.uk/council/councillors-democracy-elections/mayor-and-civic-information/grimsby-town-hall/</a>
Leisure Centres	<a href="http://www.nelincs.gov.uk/resident/sport-and-leisure/leisure-centres/">http://www.nelincs.gov.uk/resident/sport-and-leisure/leisure-centres/</a>
Libraries	<a href="http://www.nelincs.gov.uk/resident/libraries-and-archives/find-a-library-and-opening-hours/">http://www.nelincs.gov.uk/resident/libraries-and-archives/find-a-library-and-opening-hours/</a>
Markets	<a href="http://www.nelincs.gov.uk/resident/arts--events-and-tourism/markets/">http://www.nelincs.gov.uk/resident/arts--events-and-tourism/markets/</a>
Meridian Park	<a href="http://www.nelincs.gov.uk/resident/arts--events-and-tourism/meridian-park/">http://www.nelincs.gov.uk/resident/arts--events-and-tourism/meridian-park/</a>
Museums and heritage	<a href="http://www.nelincs.gov.uk/resident/museums-and-heritage">http://www.nelincs.gov.uk/resident/museums-and-heritage</a>
The Register Office	<a href="http://www.nelincs.gov.uk/resident/births--deaths-and-marriages/">http://www.nelincs.gov.uk/resident/births--deaths-and-marriages/</a>

Council offices	Link to the information
Youth Centres	<a href="http://www.nelincs.gov.uk/resident/schools-and-education/view-youth-centres-and-their-services/">http://www.nelincs.gov.uk/resident/schools-and-education/view-youth-centres-and-their-services/</a>

The location and opening times for all Council offices can be found in the A to Z section on the Council's website at <http://www.nelincs.gov.uk/>

### **Local Councillors**

North East Lincolnshire has 42 ward Councillors representing 15 wards.

You can find out more information about the ward you live in at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/wards/>

If you are unsure of which ward you live in you can use the ward postcode search at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/councillors-information-and-advice/ward-search/>

The current political composition of North East Lincolnshire Council and a list of your Councillors and their contact details, surgeries and membership of committees can be found at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/councillors-information-and-advice/>

The Terms of Office for each Councillor can be found at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/councillors-information-and-advice/councillors-terms-office/>

Contact details for the political parties represented on North East Lincolnshire Council can be found at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/political-parties/political-parties-represented-north-east-lincolnsh/>

On behalf of its Councillors North East Lincolnshire Council maintain the following Registers

- Register of Members Financial and other interests
- Register of Members Gifts and Hospitality

These registers are available for inspection by contacting Law and Democratic Services on (01472) 324000

### **The Mayor of North East Lincolnshire**

Information about the Mayor of North East Lincolnshire is available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/mayor-and-civic-information/>

### **Relationships with other authorities**

Details of the outside bodies which have Councillor Representation are available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/councillors-information-and-advice/>

### **How to become a Councillor**

Information on how to become a councillor is available at: <http://www.nelincs.gov.uk/council/councillors-democracy-elections/councillors-information-and-advice/become-councillor/>

### **Parish and Town Councils**

Details of the Parish and Town Councils in North East Lincolnshire can be found at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/parish-and-town-councils/>

### **Local MPs and MEPs**

Information about the Members of Parliament representing the parliamentary constituencies covering North East Lincolnshire, and the Members of the European Parliament representing Yorkshire and the Humber including how to contact them is available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/local-mps-and-meps/>

### **Voting in North East Lincolnshire**

Details of how to register to vote in North East Lincolnshire and the electoral register are available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/elections/information-registering-vote/>

Please be aware that the offices of the Returning Officer and of the Electoral Registration Officer are separate to the functions of North East Lincolnshire Council and information held by us on their behalf is not currently covered by the Freedom of Information Act. However, where information about elections is held by us with regard to Council functions we will make this information available through this publication scheme.

### **Results of Elections in North East Lincolnshire**

The results for recent local, parliamentary and European elections are available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/elections/election-results/>

**Election expenses**

Following an election the Returning Officer will make available for inspection the candidates' election expenses in accordance with the provisions of the Representation of the People Acts.

If you require printed copies a charge of 20p per sheet will be made in accordance with the Representation of the People Acts.

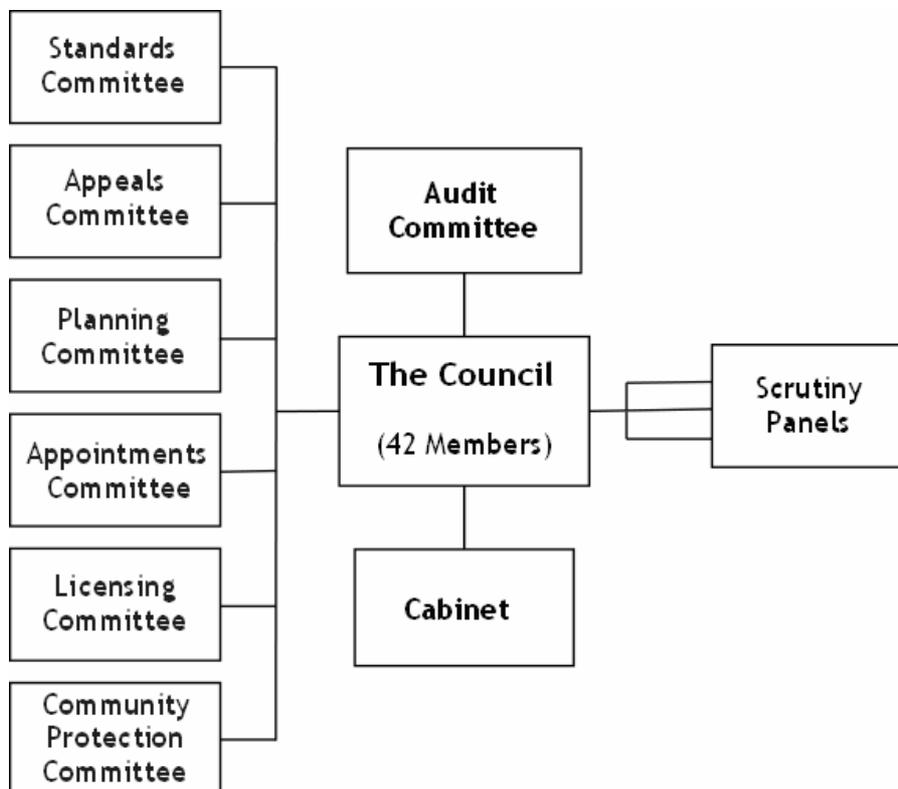
# How we make decisions

## Decision making at North East Lincolnshire Council

Information on the how decisions are made by North East Lincolnshire Council can be found at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/decision-making/>

This is further explained in Article 13 of the Council's Constitution <http://www.nelincs.gov.uk/council/policies-and-strategies/governance-and-democracy/constitution/>

Diagram 1 - The Council's democratic structure



## Full Council

The Full Council of all 42 elected members is the ultimate decision-making body of North East Lincolnshire Council. The role of the full Council is to approve the Council's main policies, its annual budget as well as other matters that are set out in the Constitution.

However, as the Council cannot meet to determine every single decision that needs to be made, the Council has put in place a scheme for delegation of decision-making. The Council receives reports from the Cabinet and other

committees within the council that either recommends further action to be taken by the Council or reporting on matters where they personally have made and implemented decisions.

### **Cabinet**

Cabinet is the key decision making body of the Council, information about the structure of Cabinet, its membership and the portfolios they cover are available on the Council's website at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/cabinet/>

### **Forward Plan**

The key decisions to be taken by the Cabinet over the coming four months are published in a document called the Forward Plan. Key Decisions are usually those which are likely to result in significant expenditure or savings or are likely to have significant effects on those living or working in an area comprising two or more Wards.

A copy of the Forward Plan is available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/decision-making/forward-plan-key-decisions/> or can be inspected at the following Council offices.

**Municipal Offices,**  
Town Hall Square,  
Grimsby,

**Grimsby Town Hall,**  
Town Hall Square,  
Grimsby,

**Grimsby Central Library,**  
Town Hall Square,  
Grimsby,

**Civic Offices,**  
Knoll Street,  
Cleethorpes,

**Customer Access Point,**  
1 – 3 Kennedy Way,  
Immingham,

## **Council meetings**

Agendas and reports for forthcoming Council meetings and the agendas, reports and minutes of past meetings, along with details of the memberships of each Board, Committee and Panel can be found at <http://www.nelincs.gov.uk/meetings/>

## **Appeals Committee**

The Appeals Committee is responsible for hearing personnel related appeals and any other appeal or review process not within the remit of any other committee.

## **Appointments Committee**

The Appointments Committee is responsible for the recruitment of Chief Officers and certain ancillary matters. It also has responsibility for considering applications for redundancy and early retirement in accordance with the Council's prevailing policies.

## **Audit Committee**

The Audit Committee is responsible for approving the annual statement of accounts, monitoring the Council's internal control environment (including risk management), reviewing internal and external audit activity and the promotion of corporate governance.

## **Community Protection**

The Community Protection Committee is responsible for all licensing matters, excluding those under the Licensing Act 2003.

## **Licensing Committee**

The Licensing Committee is responsible for all licensing functions conferred by the Licensing Act 2003.

## **Overview and Scrutiny**

Overview and scrutiny is a process that enables councillors who are not members of the council's decision making cabinet to review and scrutinise matters affecting local people.

Information on the scrutiny panels including the reviews that have been undertaken, the role of members and how you can get involved is available on the Council's Website at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/scrutiny/overview-scrutiny/>

## **Planning Committee**

The Planning Committee is responsible for all planning applications that cannot be determined under delegated powers as well as other matters in relation to Highways, Transportation and Rights of Way.

## **Standards Committee**

The Standards Committee is responsible for monitoring and reviewing the operation and effectiveness of the ethical framework, which includes the members' code of conduct. The Standards Committee includes 4 independent (non-elected) members and 4 parish council representatives. The Committee has adopted Local Assessment arrangements that set out how complaints of alleged misconduct about Elected Members and Parish Councillors will be dealt with. More information about Local Assessment is available on the Council's Website at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/standards/standards-committee-local-assessment-complaints/>

## **Public speaking at Council meetings**

Information on how you can speak at the Full Council or Planning Committee meetings is available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/decision-making/public-speaking-council-meetings/>

## **Consultation and engagement**

We strongly believe that the views of local people should inform the decisions we take, and be at the heart of the policies we develop and the services we provide. Community engagement provides people with opportunities to have a greater say about what happens in North East Lincolnshire, through participating in and influencing local decision making. More details about consultation and engagement in North East Lincolnshire and how you can get involved are available at <http://www.nelincs.gov.uk/council/consultation-and-engagement>

# What we spend and how we spend it

Information on our current and previous spending, financial planning and protection for public finances is available at <http://www.nelincs.gov.uk/council/council-finances-and-spending> this includes

- The Statement of Accounts
- The Annual Audit Letter
- The Annual Governance Report
- The Budget Summary and Medium Term Financial Plan
- Section 52 Statements

## **Council's financial regulations**

The Council's Financial Regulations can be found in Article 14 and Part 4 of the Constitution which is available at <http://www.nelincs.gov.uk/council/policies-and-strategies/governance-and-democracy/constitution/>

## **Councillors' Allowances**

All Members of North East Lincolnshire Council are entitled to be paid a basic allowance, with an additional 'special responsibility allowance' received by Members if they are a Cabinet member or Chair/Deputy Chair of a committee. Members are only entitled to claim one Special Responsibility Allowance, if applicable. Members are no longer paid an attendance allowance according to their attendance at meetings.

Details of the allowances paid to Members are available at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/councillors-information-and-advice/councillors-allowances/>

Details of the Members' Allowance Scheme can be found in Part 6 of the Constitution which is available at <http://www.nelincs.gov.uk/council/policies-and-strategies/governance-and-democracy/constitution/>

## **Payments to suppliers**

Details of the payments we have made to external bodies and suppliers over £500 (excluding VAT) and all Credit Notes are published monthly at <http://www.nelincs.gov.uk/council/council-finances-and-spending/council-spending-over--500/>

### **Senior Management salaries**

Details of the salaries paid to the Council's senior management team are available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/council-departments/directorates-within-north-east-lincolnshire-council/>

### **Council Contracts**

Details of the contracts awarded by the Council are available at <http://www.nelincs.gov.uk/business/tenders-and-contracts/contracts-awarded/>

### **Procurement Alliance North & North East Lincolnshire (PANNEL)**

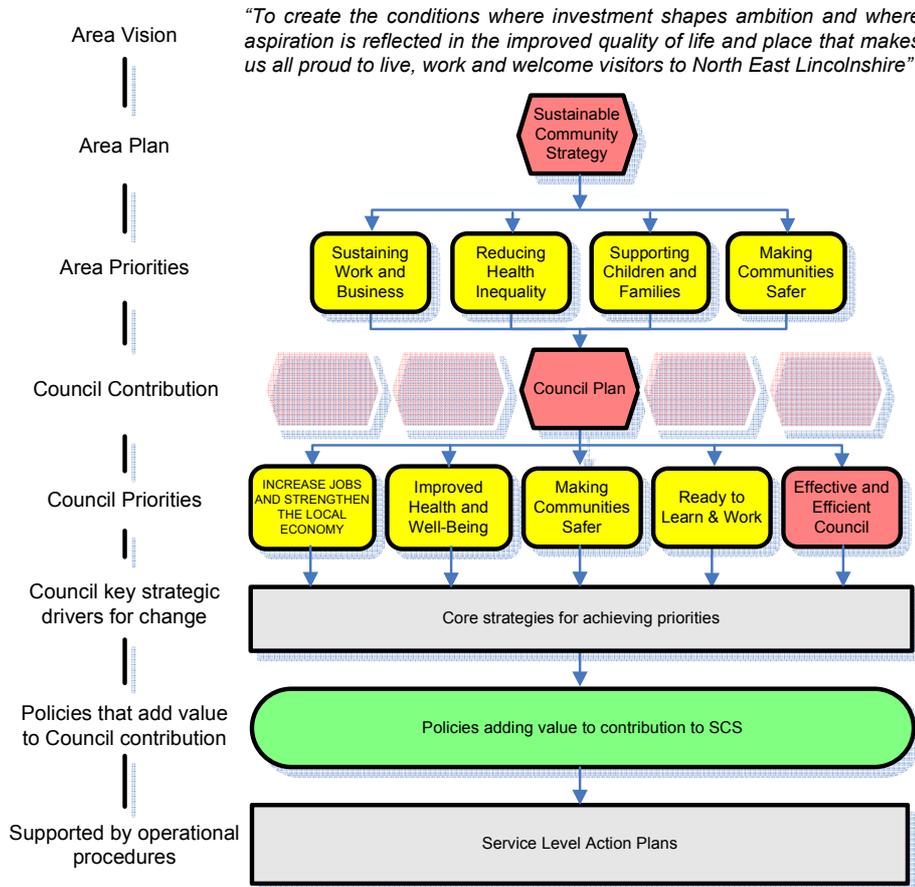
North East Lincolnshire and North Lincolnshire Councils have established a joint procurement team, Procurement Alliance North & North East Lincolnshire (PANNEL). Details of our joint procurement strategy, annual procurement plan, policies, terms and conditions, newsletter and supplier guidance are available at: <http://www.nelincs.gov.uk/business/tenders-and-contracts/panel/>

For further information, please contact

Postal Address	PANNEL Grimsby Office Municipal Offices, Town Hall Square Grimsby, North East Lincolnshire DN31 1HU
Telephone	(01472) 324153
E-mail address	<a href="mailto:procurement@nelincs.gov.uk">procurement@nelincs.gov.uk</a>

# Our priorities and how we are doing

## Policy and Decision Making in North East Lincolnshire



## The Sustainable Community Strategy

The Council works closely with its partners through the North East Lincolnshire Strategic Partnership and the local community to identify the priorities for the area and develop a Sustainable Community Strategy. The Sustainable Community Strategy is the long term aspirational vision for the area and is the building block for all of our major strategies and policies. The Council use the Strategy to develop its Council Plan and associated service plans and resource allocation and budget investment / disinvestment based on these priorities.

A copy of the Sustainable Community Strategy is available at <http://www.nelincs.gov.uk/council/policies-and-strategies/governance-and-democracy/sustainable-community-strategy/>

Information on North East Lincolnshire's Strategic Partnership, including a list of the partner organisations, is available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/our-strategic-partnership/>

Information on the third sector in North East Lincolnshire is available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/our-strategic-partnership/third-sector-homepage/>

### **Council Plan**

The Council Plan highlights the Council contribution to the area plan and is reviewed every year to ensure that our community, our employees, our councillors, our partners and other external organisations can see clearly what we are trying to achieve with the resources we have available to us. The plan is monitored quarterly to ensure that we remain on track in delivering the outcomes set out in the plan.

Copies of the current and previous Council Plans are available at <http://www.nelincs.gov.uk/council/policies-and-strategies/governance-and-democracy/council-plan-2011-2015/>

### **Council Performance**

The Annual Governance Report is available at:  
<http://www.nelincs.gov.uk/council/council-finances-and-spending/annual-governance-report/>

Information on the internal reviews of the Council's performance and activity is available through:

- The Audit Committee at <http://www.nelincs.gov.uk/meetings/committee/8>
- The Scrutiny Panels at <http://www.nelincs.gov.uk/meetings>
- The Overview and Scrutiny area at <http://www.nelincs.gov.uk/council/councillors-democracy-elections/scrutiny/overview-scrutiny/>

# Our policies and procedures

It is our policies that drive change within our organisation. Our Constitution highlights the importance of policy led decisions based on sound evidence to ensure the decisions we make are consistent and the process is transparent.

We regularly consult with people living and working in North East Lincolnshire to identify and confirm what our priorities should be. These priorities inform the objectives of our Council Plan, from which, we develop key strategies and operational policies with action plans to be monitored by senior managers and elected members. The impact of our policies is wider than just our services, as their outcomes affect the quality of life experiences for local people and are therefore part of the long-term objectives of the Sustainable Community Strategy, which is North East Lincolnshire's foremost partnership plan.

## The Council's core strategic documents

The Council's key strategies and policies are available on our website at <http://www.nelincs.gov.uk/council/policies-and-strategies>, or on request from

Team	Policy and Partnerships Team
Telephone	(01472) 325927
E-mail address	<a href="mailto:PPD-PolicyTeam@nelincs.gov.uk">PPD-PolicyTeam@nelincs.gov.uk</a>

## Impact Assessments

To ensure that the impact and implications of implementing a new strategy, policy or project are identified a number of impact assessments are carried out, these include:

**The Equality Impact Assessment** assesses the likely equality implications either of implementing a new policy or initiative or of the operation of a current policy, function or service on different equality groups and identify actions to remove any barriers.

**The Integrated Impact Assessment Screening Tool** appraises the sustainability of a new or current policy function or service and assesses the impact on health and the environmental.

**Strategic Environmental Assessment tool** assesses the environmental impact of some plans and policies that the Council is required by law to produce and those related to development.

### **Equality and Diversity**

Information on equality and diversity including guidance for people settling in North East Lincolnshire is available at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/equality-and-diversity/>

### **Recruitment and employment**

North East Lincolnshire Council complies with all applicable legal requirements and recognises its duties within The Health and Safety at Work etc Act 1974. We are committed to ensuring the Health, Safety and Welfare of all our employees and any others who could be affected by our acts or omissions.

Details of current vacancies and career opportunities within North East Lincolnshire Council are available at <http://www.nelincs.gov.uk/resident/jobs-and-careers/current-vacancies/>

### **Feedback — Complaints, Compliments and Suggestions**

Information on the Council's Complaints, Compliments and Suggestions procedures are available on request or on our website at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/compliments-complaints-and-suggestions/>

## Public lists and registers

Below are a number of the lists and registers maintained by the Council, if the specific list or register you require is not here, please contact us using the e-mail [FOI@nelincs.gov.uk](mailto:FOI@nelincs.gov.uk) for details of how to request access to it. Please be aware that where the list or register contains personal information, it will be made available to you in accordance with the Data Protection Act.

Details of licences issued by the Council, can be found on the 'Licences and street trading index page' at <http://www.nelincs.gov.uk/business/licences-and-street-trading/>

### Animal Boarding Establishments

List or Register	Access
Boarding Animals Establishment	Available on request through the Council's website at <a href="http://www.nelincs.gov.uk/business/licences-and-street-trading/animal-licensing/boarding-animals-establishment/">http://www.nelincs.gov.uk/business/licences-and-street-trading/animal-licensing/boarding-animals-establishment/</a>

### Children and Family Services

List or Register	Access
Children and Family Services - lists of registered <ul style="list-style-type: none"> <li>• Childminders</li> <li>• Day Nurseries</li> <li>• Out of School Clubs</li> <li>• Crèches</li> <li>• Pre-school Playgroups</li> <li>• Unregistered provision and activities</li> </ul>	Available through the Council's website at <a href="http://www.nelincs.gov.uk/resident/family-information-and-children-s-centres">http://www.nelincs.gov.uk/resident/family-information-and-children-s-centres</a>

### Democratic Services

List or Register	Access
Forward Plan	Available on the Council's website at <a href="http://www.nelincs.gov.uk/council/councillors-democracy-elections/decision-making/forward-plan-key-decisions/">http://www.nelincs.gov.uk/council/councillors-democracy-elections/decision-making/forward-plan-key-decisions/</a>
Members Register of <ul style="list-style-type: none"> <li>• Financial &amp; other interests</li> <li>• Gifts and Hospitality</li> </ul>	<p>Inspection of the Register is free by appointment with</p> <p>Law and Democratic Services Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU</p> <p>Telephone: (01472) 324121 E-mail: <a href="mailto:paul.windley@nelincs.gov.uk">paul.windley@nelincs.gov.uk</a></p>

## Economic Development

List or Register	Access
Greater Grimsby Business Directory  Details of local businesses in Grimsby, Cleethorpes and Immingham	Available on the Council's website at <a href="http://www.greatergrimsbybusinessdirectory.co.uk">www.greatergrimsbybusinessdirectory.co.uk</a>

## Electoral Services

List or Register	Access
Electoral Register (Full Register)	<p>Inspection of the Register under supervision is available during normal opening hours at:</p> <ul style="list-style-type: none"> <li>• Cleethorpes library;</li> <li>• The Customer Access Points;</li> <li>• Grimsby library</li> </ul> <p><b>Please note</b> handwritten notes can be made but no other form of copying is allowed.</p>
Electoral Register (Edited Register)	<p>Inspection of the Register is available free at Grimsby Customer Access Point</p> <p>Details of how to purchase a copy of the edited register can be found at <a href="http://www.nelincs.gov.uk/council/councillors-democracy-elections/elections/information-registering-vote/">http://www.nelincs.gov.uk/council/councillors-democracy-elections/elections/information-registering-vote/</a></p> <p>A printed copy costs £10 for the order plus £5 per thousand (or part) entries on the register requested</p> <p>An electronic copy costs £20 for the order plus £1.50 per thousand (or part) entries on the register requested</p>

## Environmental

List or Register	Access
Environmental permits - pollution legislation	Inspection can be arranged through the Council's website at <a href="http://www.nelincs.gov.uk/resident/environment/contaminated-land/developing-contaminated-land-within-north-east-lin/">http://www.nelincs.gov.uk/resident/environment/contaminated-land/developing-contaminated-land-within-north-east-lin/</a>
Contaminated Land Public Register	Available on the Council's website at <a href="http://www.nelincs.gov.uk/council/policies-and-strategies/environmental-protection/contaminated-land-inspection-strategy/">http://www.nelincs.gov.uk/council/policies-and-strategies/environmental-protection/contaminated-land-inspection-strategy/</a>

**Highways and Transport – Highways Network**

<b>List or Register</b>	<b>Access</b>
<p>Definitive Map and Statement</p> <p>Public Rights of Way</p>	<p>Details of the Definitive Map and Statement are available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/transport--streets-and-parking/public-rights-of-way/">http://www.nelincs.gov.uk/resident/transport--streets-and-parking/public-rights-of-way/</a></p> <p>To apply for a Definitive Map Modification Order, please contact the Public Rights of Way Mapping Officer, Telephone: (01472) 324500</p>
<p>Adopted Highway Record (list of streets maintainable at public expense)</p>	<p>Available for inspection by appointment with</p> <p>Technical Support Officer Highway Network, Origin One, 1 Origin Way, Europarc, Grimsby, North East Lincolnshire, DN37 9TZ</p> <p>Telephone: (01472) 324528</p>
<p>Register of Gating Orders</p>	<p>Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/transport--streets-and-parking/public-path-gating-orders/">http://www.nelincs.gov.uk/resident/transport--streets-and-parking/public-path-gating-orders/</a></p>
<p>Street Works Register</p> <p>New Roads and Street Works Act 1991, Section 58 Notice</p>	<p>Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/transport--streets-and-parking/roads-and-pavements/roadworks/">http://www.nelincs.gov.uk/resident/transport--streets-and-parking/roads-and-pavements/roadworks/</a></p>
<p>Parking — Off-Street Orders</p>	<p>Available for inspection by appointment with</p> <p>Principal Traffic Engineer Highways &amp; Transport, Traffic Section Origin One, 1 Origin Way, Europarc, Grimsby, North East Lincolnshire, DN37 9TZ</p> <p>E-mail: <a href="mailto:traffic@nelincs.gov.uk">traffic@nelincs.gov.uk</a></p>
<p>Parking — On-Street Orders / 10 Consolidations</p>	<p>Available for inspection by appointment with</p> <p>Principal Traffic Engineer Highways &amp; Transport, Traffic Section Origin One, 1 Origin Way, Europarc, Grimsby, North East Lincolnshire, DN37 9TZ</p> <p>E-mail: <a href="mailto:traffic@nelincs.gov.uk">traffic@nelincs.gov.uk</a></p>

**Land and Property**

<b>List or Register</b>	<b>Access</b>
Register of council land and property ownership Land Terrier	The on-line application form to request this information is available on the Council's website at <a href="http://www.nelincs.gov.uk/business/council-assets-and-facilities/council-land-and-property-ownership/">http://www.nelincs.gov.uk/business/council-assets-and-facilities/council-land-and-property-ownership/</a>
Local Land Charges Register	<p>Inspection of the Register is free by appointment with</p> <p>Local Searches, Law and Democratic Services Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU</p> <p>Telephone: (01472) 324032      E-mail: <a href="mailto:locallandcharges@nelincs.gov.uk">locallandcharges@nelincs.gov.uk</a></p> <p>A search of the Register by the Council costs £20.00 per search</p> <p>A charge of £36.00 will be made for copies of each document requested</p>
House in Multiple Occupancy	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/housing/houses-in-multiple-occupancy/houses-multiple-occupation/">http://www.nelincs.gov.uk/resident/housing/houses-in-multiple-occupancy/houses-multiple-occupation/</a>
Caravan Site Licenses Register	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/housing/caravan-sites/caravan-parks-gypsy-amp-traveller-camps/">http://www.nelincs.gov.uk/resident/housing/caravan-sites/caravan-parks-gypsy-amp-traveller-camps/</a>

**Planning**

<b>List or Register</b>	<b>Access</b>
Planning Application Register including Tree Applications  Conditions & Reasons Register  Appeals Register  Application Tracker	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/planning-and-development/search-for-a-planning-application/">http://www.nelincs.gov.uk/resident/planning-and-development/search-for-a-planning-application/</a>
Conservation Areas & Article 4 Directions	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/planning-and-development/investigating-and-exploring-the-past/conservation-areas-article-4-directions/">http://www.nelincs.gov.uk/resident/planning-and-development/investigating-and-exploring-the-past/conservation-areas-article-4-directions/</a>
Enforcement Notices Register	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/planning-and-development/a-guide-to-planning-enforcement/enforcement-notice-register/">http://www.nelincs.gov.uk/resident/planning-and-development/a-guide-to-planning-enforcement/enforcement-notice-register/</a>
Hazardous Substances Register	Available on request to  Development Management Services — Planning Origin 2, 2 Origin Way, Europarc Grimsby, North East Lincolnshire, DN37 9TZ  E-mail <a href="mailto:Planning@nelincs.gov.uk">Planning@nelincs.gov.uk</a>
Permitted Development Rights List	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/planning-and-development/get-helpful-planning-advice-and-guidance/permitted-development-rights/">http://www.nelincs.gov.uk/resident/planning-and-development/get-helpful-planning-advice-and-guidance/permitted-development-rights/</a>
Telecommunications Register	Available on request to  Development Management Services — Planning Origin 2, 2 Origin Way, Europarc Grimsby, North East Lincolnshire, DN37 9TZ  E-mail <a href="mailto:Planning@nelincs.gov.uk">Planning@nelincs.gov.uk</a>

**Public Protection**

<b>List or Register</b>	<b>Access</b>
Cooling Towers	Available on the Council's website at <a href="http://www.nelincs.gov.uk/business/trading-standards/apply-for-a-licence/cooling-towers/">http://www.nelincs.gov.uk/business/trading-standards/apply-for-a-licence/cooling-towers/</a>
Food Hygiene Inspection Ratings - Scores on the Doors	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/environmental-health/scores-on-the-doors/scores-doors-entrance/">http://www.nelincs.gov.uk/resident/environmental-health/scores-on-the-doors/scores-doors-entrance/</a>
Food Premises Register	<p>Inspection of the Register is free by appointment see the Council's website for details <a href="http://www.nelincs.gov.uk/resident/environmental-health/food-hygiene-and-safety/food-safety/">http://www.nelincs.gov.uk/resident/environmental-health/food-hygiene-and-safety/food-safety/</a></p> <p>Copies of the Register can be purchased at a cost of £175.00 each, or £8.00 per entry</p>
Gambling Act 2005 Register	<p>Inspection of the Register is free by appointment, see the Council's website for details <a href="http://www.nelincs.gov.uk/business/licences-and-street-trading/gambling-and-gaming-machines/gambling-premises-licence/">http://www.nelincs.gov.uk/business/licences-and-street-trading/gambling-and-gaming-machines/gambling-premises-licence/</a></p> <p>Copies of the Register can be purchased at a cost of £15.00</p>
Hackney Carriage and Private Hire Register	<p>Inspection of the Register is free by appointment, see the Council's website for details <a href="http://www.nelincs.gov.uk/business/licences-and-street-trading/taxis-and-minicabs/hackney-carriage-private-hire-guidance-notes/">http://www.nelincs.gov.uk/business/licences-and-street-trading/taxis-and-minicabs/hackney-carriage-private-hire-guidance-notes/</a></p>
Licensing Act 2003 Register	<p>Inspection of the Register is free by appointment with</p> <p>Licensing Manager Public Protection Service Thrunscoe Centre, Highgate, Cleethorpes North East Lincolnshire, DN35 8NX</p> <p>Telephone: (01472) 324759 Email: <a href="mailto:licensing@nelincs.gov.uk">licensing@nelincs.gov.uk</a></p> <p>Copies of the Register can be purchased at a cost of £10.00</p>
Licensed Petroleum Premises	<p>Inspection of the Register is free by appointment with</p> <p>Environmental Health Manager Thrunscoe Centre, Highgate, Cleethorpes North East Lincolnshire, DN35 8NX</p> <p>Telephone: (01472) 324759 Email: <a href="mailto:environmental.health@nelincs.gov.uk">environmental.health@nelincs.gov.uk</a></p> <p>Copies of the Register can be purchased at a cost of £170.00 each, or £7.50 per entry</p>

List or Register	Access
Licensed Poisons Premises	Inspection of the Register is free by appointment with  Trading Standards Manager Public Protection Service Thrunsoe Centre, Highgate, Cleethorpes North East Lincolnshire, DN35 8NX

### Registration and Celebratory Services

List or Register	Access
Approved Premises list  Civil ceremony venues	Available on the Council's website at <a href="http://www.nelincs.gov.uk/resident/births--deaths-and-marriages/arranging-your-civil-ceremony/civil-ceremonies-register-office-grimsby/">http://www.nelincs.gov.uk/resident/births--deaths-and-marriages/arranging-your-civil-ceremony/civil-ceremonies-register-office-grimsby/</a>
Current Register of Births, Deaths and Marriages	Inspection of the Register is free by appointment with the Registrar, see the Council's website for contact details <a href="http://www.nelincs.gov.uk/resident/births--deaths-and-marriages">http://www.nelincs.gov.uk/resident/births--deaths-and-marriages</a>  Copies of certificates are available on request from the Registrar of Births and Deaths (RBD) or Superintendent Registrar (SR) at <ul style="list-style-type: none"> <li>• £3.50 from the RBD on the day of registration, otherwise £7.00.</li> <li>• £9.00 from the SR for the short version or full form birth certificate</li> </ul>
Indexes of Births, Deaths and Marriages	Inspection by appointment only with Superintendent Registrar, see the Council's website for contact details <a href="http://www.nelincs.gov.uk/resident/births--deaths-and-marriages">http://www.nelincs.gov.uk/resident/births--deaths-and-marriages</a>  Statutory fee of £18.00 for 6 hours
Notices of forthcoming marriages or civil partnerships	On display at the Register Office during normal office hours for the statutory period
National Assistance burials in North East Lincolnshire	Available on the Council's website at <a href="http://www.nelincs.gov.uk/council/the-council-as-an-organisation/freedom-of-information/disclosure-list/national-assistance-burials-deaths-north-east-linc/">http://www.nelincs.gov.uk/council/the-council-as-an-organisation/freedom-of-information/disclosure-list/national-assistance-burials-deaths-north-east-linc/</a>

## Services provided by the council

The A to Z on the Council's website provides an index of the key services we provide and access to advice, guidance and information relating to it. The link for the **A to Z of Council services** is <http://www.nelincs.gov.uk/>. The information on our website is available to you free of charge.

You can find out more about services at a local area through the **Interactive Mapping** tool on the Council's website, available through 'Find my nearest' at <http://www.nelincs.gov.uk/resident/>, or the 'Maps home page' at <http://www.nelincs.gov.uk/council/getting-the-best-from-our-sites/maps/>

Interactive Maps provides you with three choices:

- **My House** which provides property specific information around where you live, including school catchment areas, your ward and local councillors.
- **My Nearest** which provides details of the nearest council services to you, including schools, parks, libraries, recycling and planning applications.
- **My Maps** which allows you to decide what items you want to see and flag those nearest to you.

Please be aware — The Ordnance Survey mapping included within the website is provided by North East Lincolnshire Council under licence from the Ordnance Survey in order to fulfil its public function to make available Council held public domain information. Persons viewing this mapping should contact [Ordnance Survey copyright](#) for advice where they wish to licence Ordnance Survey mapping/map data for their own use.

If you cannot find the service you require please contact us by e-mail, telephone or in person and we will be pleased to provide you with assistance.

The main **contact numbers and postal address** for North East Lincolnshire Council are available on our website through the link <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/customer-services/contact-north-east-lincolnshire-council/>

Details of the **Customer Service Points** in Cleethorpes, Grimsby and Immingham and the services they provide are available on our website through the link <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/customer-services/customer-access-points/>

If you have any **feedback** about Council services you can send us a complaint, compliment or suggestion, details of the feedback scheme can be found on our

website through the link <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/compliments--complaints-and-suggestions/>

To keep informed of what is happening in North East Lincolnshire you can find out about upcoming events through the **Events Calendar** at <http://www.nelincs.gov.uk/events>, view the Council's **News releases** at <http://www.nelincs.gov.uk/news> or read the **Council's newspaper 'Linc Up'** which is delivered to the majority of homes in North East Lincolnshire and is available on-line at <http://www.nelincs.gov.uk/council/the-council-as-an-organisation/council-departments/lincup/>

Details of the **Tourist Information Centres** in Cleethorpes and Grimsby and the services they provide are available on our website through the link <http://www.nelincs.gov.uk/resident/arts--events-and-tourism/tourist-information-centre/>