



NORWICH
City Council

Publication Scheme

April 2025

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Introduction

Under the Freedom of Information Act 2000, Section 19 (1) and (2) Norwich City Council (the council) has a duty to adopt and maintain a publication scheme describing:

- the classes of information it publishes
- how and where such information is published
- whether or not a charge is made for such information.

The purpose of a publication scheme is to let everyone know what information will be automatically or routinely published by the council and to ensure a significant amount of information is available to the public, without the need for a specific request to be made. Other information is available from the council by individual request under the Freedom of Information Act 2000, Environmental Information Regulations 2004, the INSPIRE Regulations, and the Data Protection Act 2018. Many requests are for routine information, this guide will assist the public in locating what they want quickly and efficiently.

If there is any information required that does not appear in this publication scheme, please email: DPO@norwich.gov.uk or contact us via our postal address at:

Information Governance Manager
Norwich City Council
City Hall
Norwich
NR2 1NH

Obtaining information

Much of the information listed in this scheme is supplied free of charge and can be downloaded from our website www.norwich.gov.uk. Where this is the case, the appropriate link is shown.

Charges

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

Management of the scheme

The officer responsible for the adoption and maintenance of the scheme is the Executive Director of Resources.

Review of the scheme

This scheme is amended periodically as necessary.

Who we are and what we do

Council constitution

The council's constitution consists of a number of documents that, under the Local Government Act 1972, are required to be brought together and made available for public inspection. The articles of the constitution set out the basic principles that underlie the way the council operates. The other parts of the constitution include:

- the functions that are the responsibility of the executive
- details of the council and the committees to which the council has delegated various powers and the terms of reference of the various committees and other bodies
- the standing orders that regulate the proceedings at meetings
- financial regulations
- the code of practice for the procurement of works, supplies and services
- codes of conduct for members and employees
- the schedule for the payment of members' allowances
- and a description of the management structure of the council's workforce.

Council structure

The council is managed by an Executive Leadership Team (ELT), which comprises the Chief Executive Officer, Executive Directors, and the Section 151 officer. The structure of the council is organised around the services we deliver.

Further information can be found on our website:

[Senior Leadership Team and Council Directorate Structure](#)

The council's main office is located at:

City Hall
St Peters Street
Norwich
NR2 1NH

You can call us on 0344 980 3333 between 9am & 4pm, Monday to Friday. If required a face-to-face appointment is available to book over the phone. At the time of your appointment please access the building via our Bethel Street entrance.

Councillors' information and contact details

Councillors' contact details are available on our website:

[Councillors and decision making](#)

Most recent election results

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

[Previous election results](#)

Contact details for all services

Information about the council's services can be found using the A-Z feature on our website. Our website contains details of our major front-line services, including the types of service each department provides and the cost, if applicable. [A-Z of services](#)

Relationships with other authorities

The council, in its role of community leader, works in partnership with a range of statutory, voluntary, community and business organisations to improve the quality of life for people living, working, and visiting Norwich. These organisations change on a regular basis and may work with one, multiple or all services within the council.

These include but are not limited to:

- Norfolk County Council, including social care, education, fire and rescue.
- Local and district councils, Broadland District Council, South Norfolk District Council, Breckland Council, North Norfolk District Council, East Suffolk Council, Great Yarmouth Council
- NHS bodies including, NSFT, NNUH
- Norfolk and Suffolk Constabulary
- Third sector organisations including, Citizens Advice Bureau, Age UK, MAP Norfolk, Shelter, Norfolk Integrated Domestic Abuse and Catch22.

What we spend and how we spend it

Financial statements, budgets and variance reports

The council spends public money and it is important the public can see how we have spent that money. Our website contains a large amount of information on financial matters, including the medium-term financial plan, the revenue budgets and the capital programme. Budgets for the various service groupings are also shown. Detailed financial information is available on the website for at least the last three years.

[Financial statements](#)

[Statement of accounts](#)

Spending reviews

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

[Cabinet committee papers](#)

Financial audit reports

The audit committee approve the statement of accounts, which is the document that audits all the council's financial activities, both income and expenditure, for a financial year. These can be found on the website under the committee papers for audit committee:

[Audit committee papers](#)

Members' allowance scheme

Councillors are entitled to receive an annual allowance from the council, as laid down under national legislation. This is called the *Members' allowance scheme*. They may also claim expenses for any travelling etc., that they do while performing

their duties. The allowances, which members may decline if they wish, are subject to deductions for income tax and national insurance:

[Members' allowance scheme](#)

Staff allowances and expenses

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

[Contact us](#)

Pay and grading structure

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

[Pay policy statement](#)

Senior staff pay structure

The annual salary information for the Chief executive Officer and Executive Directors can be found on our website in the annual statement of accounts.

[Statement of accounts](#)

Election expenses

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

[Contact us](#)

Procurement procedures

We have a strategy for procuring goods, works and services and the rules for financial governance provide a set of controls to make sure the council does this each time. The contract standing orders sets out in detail the way we invite bids for contracts and promote effective and fair competition to achieve good value for money.

[Procurement strategy](#)

Contracts currently being tendered

Any opportunities for contractors and suppliers for the work the council intends to contract for, and the goods and services the council intends to buy either now or in the future can be found on our website:

[Procurement](#)

List of contracts awarded and their value

If you require information concerning contracts the council has awarded please refer to the contract register available on our website:

[Contracts register](#)

District auditor's report

As part of the council's audit of accounts process, there is a requirement to publish the annual audit and inspection letter, produced by the auditors, on the council's website:

[Statement of accounts](#)

Financial statements for projects and events

Any financial information relating to projects or events can be requested from the relevant service. [Contact us](#)

Internal financial regulations

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

[Constitution](#)

Funding for partnership arrangements

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

[Contact us](#)

What our priorities are and how we are doing

Policy framework and blueprint

Our community-led plan is the council's most strategic document which sets out our vision for Norwich over the next five years (2024-29). It includes our five priorities and what we aiming to achieve. This will guide everything the council will do for the city and its residents and visitors for the period. As such it acts as the overarching policy framework for the council.

[Corporate plan](#)

Service strategies

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

[Service strategies](#)

Council performance

The council has a comprehensive performance management framework to ensure the vision, priorities and targets within its community led plan are delivered. The overall progress on delivering the community led plan is formally reported quarterly to the council's cabinet and scrutiny committee. More information on performance including the quarterly performance reports can be found on the performance section of the council's website:

[Performance and open data](#)

How we make decisions

Timetable of council meetings

The calendar of meetings shows the dates and times of committee and council meetings. Please note that meeting dates and times do occasionally change. For accurate dates of forthcoming meetings go to the website or contact the democratic services team.

[Calendar of meetings](#)

Details of all the agenda, paper, reports and minutes are available on the website. Please note some of the information may be exempt from publication under the terms of the Local Government Act 1972.

[Committee papers](#)

Major policy proposals and decisions

Decisions on the policy and budget framework are made by full council. Other policy and strategic decisions are made by the cabinet and/or the relevant committee.

Details of the decisions can be found in the committee papers section of the website:

[Committee papers](#)

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

- an item at the meeting will be considered in private because it will contain exempt information under Part 1 of Schedule 12A to the Local Government Act, 1972 (as amended) and the public interest in withholding the information outweighs the public interest in disclosing it;
- a key decision will be made. A "key decision" means a Cabinet decision which, is likely to;
 - (i) result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the council's budget for the service or function to which the decision relates; or
 - (ii) be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the City.

Facts considered when framing major policies

All major policies and strategies and the facts and reasons behind them would be agreed by the relevant committee and the details can be found in the committee papers section of the website or requested from the relevant service.

[Committee papers](#)

[Contact us](#)

Public consultations

The council publishes current consultations on the website, which include details of what we are asking your ideas and opinions about and how you can have your say:

[Consultations](#)

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

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

[Contact us](#)

Our policies and procedures

Policies and procedures for conducting council business

There are a number of procedures around how the council conducts its business, the include but are not exclusive to:

- including codes of practice,
- procedural standing orders,
- delegated decision making and authority,
- communication between councillors and staff,
- codes of conduct for councillors and staff,
- terms of reference for committees,
- rights of the public at meetings

For more information, please refer to our website:

[Constitution](#)

Or contact the Information Governance Team via email at:

foi-queries@norwich.gov.uk

Customer care and service standards

We believe that customers have the right to a consistent good standard of service whenever and however they contact us. That includes delivering the kind of customer service that we would want for ourselves: easy, fair, honest and helpful.

For more information, please see our website:

[Customer service standards](#)

To improve the services the council provides, we want to get your feedback. There are a number of ways to contact the council and details are on our website:

[Customer feedback](#)

Equality and diversity policy and procedures

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

The council's equality policy explains our expectations of ourselves and our partners regarding equalities. It is at the heart of all decision making and service planning at the council. The council's equality strategy sets out its objectives for a four-year period and is supported by a comprehensive action plan.

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

on the council's website.

[Equality and diversity](#)

Safeguarding adults policy and procedures

The council has a duty of care to support adults at risk of abuse. This policy sets out to ensure that all allegations of abuse are recorded and investigated, and that procedures are in place to deal with them. [Safeguarding adults](#)

Safeguarding children policy and procedures

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

[Safeguarding children](#)

Policies and procedures around the recruitment and employment of staff

The council advertises vacancies on the website and in the media.

For details of current vacancies please refer to our website:

[Job vacancies](#)

For job application guidance and our equal opportunity policy, please refer to the link below:

[Shortlisting and interviews | Job application guidance](#)

Records management and personal data policies

Under the Freedom of Information Act 2000, anyone can request information from the council provided there is no legal reason why it should not be released.

Information concerning the environment will be processed under the Environmental Information Regulations 2004. If the information is personal information the request will be processed under the Data Protection Act 2018.

[How to make an FOI request](#)

[Data Subject Access request](#)

Lists and registers

Public registers and registers held as public records

The council maintains several public registers, although some of the registers it maintains are not available for public inspection, for example the housing register as this contains personal information.

Registers we are responsible for include:

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

Please contact the relevant service of the council for details via the link below.
[A-Z of services](#)

Asset registers and information asset register

The Strategic Asset Management Framework (SAMF) demonstrates the link between the council's extensive property portfolio and the delivery of community led objectives. It also establishes why we hold assets, how they align to the council's vision and objectives and what actions need to be taken to ensure our assets are performing effectively and efficiently. For more information please refer to the website:

[Asset Management](#)

Register of councillors' financial and other interests

Councillors have a duty to record any financial or other interests they have as described in part five, Members' code of conduct of the Constitution and this is available for public inspection via the council website under each member's contact details. [Councillor contact](#)

Register of gifts and hospitality

Councillors have a duty to record any gifts or hospitality they receive, and a register is maintained by the council. This is also available for public inspection via the council website under each member's contact details.

[Councillor contact](#)

Licensing registers

The council is responsible for issuing and maintaining registers for alcohol, entertainment, taxi and gambling licenses. Full details are available via the website:

[Licensing information](#)

Planning lists

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

[Planning](#)

Register of electors

There are two types of electoral register, the full register and the edited register. The registers cannot be accessed electronically and details of who can see and who can have copies (and how to obtain them) are explained on our website:

[Election services](#)

Disclosure logs

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

[Statement of accounts](#)

CCTV

For information relating to the CCTV surveillance cameras situated in Norwich,

please refer to our website:

[CCTV](#)

Body worn cameras

For information relating to use of the body worn cameras, please refer to our website:

[Parking PCN Privacy Notice](#)

The services we offer

Advice and guidance

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

[A-Z of services](#)

My Norwich

Is a service for residents of Norwich, it contains a postcode look up and provides information related to your street. Please refer to the link below for more information

[My Norwich](#)

My account

My Account is where you can sign up and manage your Council Tax account, Benefit claims, and, if you are a tenant of Norwich City Council, your housing services.

[My account](#)

Benefits

People on low incomes can apply for either housing benefit, council tax reduction or both to help meet the cost of rent and council tax. Details of how to apply, how the benefits are paid, how to appeal, assistance for the self-employed and details of the local housing allowance scheme, can be found on our website:

[Benefit information](#)

Car parking

The council manages 11 pay and display surface car parks, 1,071 spaces in total, which are open 24 hours a day, 7 days a week. The council also manages three multi storey car parks at Rose Lane, St Andrews and St Giles Street. Charges apply at all times, including bank holidays and public holidays. For more information please refer to our website:

[Car parking](#)

Community

[Get Involved](#) is our programme of support for those living and working in Norwich to participate in community activity easily.

Council tax

The council is responsible for the collection of council tax, which helps pay for local services such as the police, fire service, refuse collection, social services and

education. Our website details information about council tax, including advice on discounts, how to appeal, what the money is spent on and the charges and banding of houses.

[Council tax](#)

Children and young people

To find out more about the nearest community centers, as well as about activities and facilities in the area, visit our website:

[Community centres](#)

Cultural services

Norwich has a lively, creative, cultural life with all types of arts, sports, film, theatrical and musical activities taking place throughout the year. The Lord Mayor's procession and the Norfolk and Norwich festival are major cultural events for the people of Norwich and beyond. The council, together with other organisations, works hard to promote and develop Norwich as a regional center for culture and as a tourist destination, which will bring jobs and investment into the city and benefit local people. Please visit our website for details of future events:

[Events](#)

Election information

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

[Election services](#)

Environmental services

The council provides services to help preserve the health and well-being of our natural environment and of the people who live and work in Norwich. Details of all our services can be found via the A-Z on our website:

[A-Z of services](#)

Homes and housing services

The council provides social housing, is responsible for housing advice, advising on prevention of homelessness, assisting with applying for housing, and working with private landlords. Details of all housing services can be found on our website:

[Housing](#)

Information for visitors to the city

Visit Norwich www.visitnorwich.co.uk is the official tourism website for Norwich, Broadland and South Norfolk. Themed pages provide a wealth of visitor information on the vibrant city of Norwich and the surrounding area.

Leaflets, books and newsletters

Citizen magazine is a quarterly publication produced by the council which is delivered free to homes and businesses in Norwich. An electronic copy of the magazine is available on our website:

[Citizen magazine](#)

The council also publishes several leaflets and guidance relating to services it provides which is available on our website or can be requested from the relevant service.

[A-Z of services](#)

Licensing responsibilities

The council is responsible for issuing a license for all taxi (Hackney carriage) and private hire drivers and vehicles, any licenses to do with animal premises (e.g. zoos, boarding kennels, pet shops) and food premises.

The council also deals with the licensing of premises that sell or supply alcohol or provide entertainment (public entertainment, theatres, cinemas, registered members' clubs, late night hot food provision and indoor sport entertainment).

Details of all the various licenses and the registers can be found on our website:

[Licensing](#)

Media releases

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

[Press releases](#)

Older people

The council works in collaboration with the Norfolk Older Peoples Partnership (NOPSP) and aims to ensure that older people in Norfolk lead independent and fulfilling lives. Please see NOPSP website for more information.

www.norfolkolderpeoplespartnership.co.uk

Parks and open spaces

Norwich City Council manages many natural areas in the city, including Mousehold Heath, 18 allotment sites, 23 parks, 78 open spaces, 82 children's playgrounds and 61 other natural areas. For further information please visit our website:

[Parks and open spaces for hire](#)

Planning services

A great deal of information on planning is available on our website, including finding out about planning applications and appeals, conservation, landscape and trees, building control and regulations, planning policy (e.g. the Local Development Framework), local land searches and street naming and numbering please refer to the website for more information:

[Planning information](#)

Services for local businesses

Our aim is to develop Norwich as a prosperous and vibrant city by attracting inward investment, supporting local businesses, encouraging skills development and enterprise, and making the city an attractive place to live and work. For information about our 2040 inclusive economy vision please see our website:

[Economic development](#)

Services for which the council can charge, together with those charges

Some of the services provided by the council are free, others we may charge for. Each service has their own section on the website where details of charges can be found. [A-Z of services](#)

Streets and travel

Although Norfolk County Council has the major responsibility for roads and transport, there is a dedicated section of our website which gives details of the latest travel information, how we can help you to get out and about on public transport and how to advise the Norfolk County Council of problems with the roads.

[Streets and travel](#)

Transport planning

The Council and Norfolk County Council share responsibility for transport planning in Norwich. Norfolk County Council prepares strategic policies, which are set out in their Structure plan and Local transport plan. Please refer to their website:

[Home - Norfolk County Council](#)

Document Control

Version	Status	Date	Summary of changes
1.0	Draft	11/04/2025	-



If you need this information by email to use with the read-aloud function or in an alternative format, contact us on 0344 980 3333 or visit www.norwich.gov.uk/Intran

Norwich City Council – April 2025