



NORTH
NORFOLK
DISTRICT
COUNCIL

Publication Scheme 2019

PREVIOUS VERSIONS: 2011, 2014

REVISED: 2014, 2016, 2017



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Part One - Introduction

1. Scope and Purpose

The authority has adopted the Model Publication Scheme issued by the Information Commissioner's Office.

This publication scheme commits the authority 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.

Information held by the authority 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.

The scheme commits the authority:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.
- To specify the information which is held by the authority and falls within the classes below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this 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.
- To publish any dataset held by the authority that has been requested, and any updated versions it holds, unless the authority is satisfied that it is not appropriate to do so; to publish the dataset, where reasonably practicable, in an electronic form that is capable of re-use under the terms of the Re-use of Public Sector Information Regulations 2015, if they apply, and otherwise under the terms of the Freedom of Information Act section 19. The term 'dataset' is defined in section 11(5) of the

- Freedom of Information Act. The term ‘relevant copyright work’ is defined in section 19(8) of that Act.

The classes of information 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.

2. Access to the Scheme

The authority will indicate clearly to the public what information is covered by this scheme and how it can be obtained. Much of the information will be provided on our website. Where it is impracticable to make information available on our website or when an individual does not wish to access the information by the website, the authority will indicate how 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 are 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 authority 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.

3. Charges

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 authority 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 the circumstances, including the general principles of the right of access to information held by public authorities, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.
- Charges may also be made for making datasets (or part of datasets) that are relevant copyright works available for re-use. These charges will be in accordance with the terms of the Re-use of Public Sector Information Regulations 2015, where they apply, or with regulations made under section 11B of the Freedom of Information Act, or with other statutory powers of the authority.
- If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

4. Review of the Scheme

This Scheme will be amended periodically as necessary and a full review will be carried out every 2 years.

Part Two – Classes of information

1. Who we are and what we do

1.1. Council constitution

The [Council's constitution](#) consists of a number of documents that, under the Local Government Act 2000, are required to be brought together and made available for public inspection. The articles of the constitution set out the basic principles that underlie the way the council operates. The other parts of the constitution includes 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 (Cabinet); 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; code of conduct for members and employees; the schedule for the payment of member's allowances; and a description of the management structure of the council's workforce.

1.2. Council democratic structure

Information can be found at <https://www.north-norfolk.gov.uk/council-democratic-structure> or by contacting democraticservices@north-norfolk.gov.uk

1.3. Council leadership structure

The Council's Corporate Leadership Team consists of Nick Baker and Steve Blatch as Corporate Directors and Head of Paid Service. Visit the [Management structure of the Council](#) page on the website for further information.

1.4. Location and opening times of Council properties

The Council may be contacted at:

North Norfolk District Council
Council Offices
Holt Road
Cromer
Norfolk
NR27 9EN

Tel: 01263 513811

For further information such as location and opening times visit the [Contact Us](#) page of the Council website.

1.5. Councillors' information and contact details

For [Councillors' contact details](#) visit the Council website. Further information can also be obtained by contacting democraticservices@north-norfolk.gov.uk

1.6. Contact details for all services

Visit the [Contact Us](#) page of the Council website.

1.7. Election results

Information can be found on the [Upcoming elections](#) page of the Council website or contact elections@north-norfolk.gov.uk.

1.8. Relationships with other authorities

North Norfolk District Council 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 the area.

Should you be unable to find the information you require from our website, please send your request to:

FOI Officer

North Norfolk District Council
Council Offices
Holt Road
Cromer
NR27 9EN

Email: freedom.information@north-norfolk.gov.uk

1.9. Other office holders

The **Returning Officer** is the person who has the overall responsibility for the conduct of elections. The Returning Officer is an officer of the Council who is appointed under the Representation of the People Act 1983, although appointed by the Council the role of the Returning Officer is one of a personal nature and distinct and separate from their duties as an employee of the Council.

For further information please contact register@north-norfolk.gov.uk or call 01263 516327.

Councils have a duty to appoint a **Monitoring Officer** to ensure the lawfulness and fairness of Council decision making. The Monitoring Officer serves as the guardian of the Council's Constitution and the decision-making process and providing guidance to councillors and officers on the Council's constitution and its powers. The Monitoring Officer also works closely with the Council's

Standards Committee to assist it in its role of promoting and maintaining high standards of conduct and probity within the Council.

For further information please contact the Monitoring Officer on 01263 516057.

2. What we spend and how we spend it

2.1. Financial statements, budgets and variance reports

The Council spends public money and it is important that the public can see how we have spent that money. The website contains a large amount of information on financial matters, including the Financial Plan, the Revenue Budgets and the Capital Programme. [Detailed financial information](#) is available on the website for at least the last three years.

2.2. Spending Reviews

The Council undertakes regular reviews of actual against budgeted spend on both the Capital and Revenue Budgets and these are reported to Cabinet. For details of the latest reviews, these can be found on the website under the [committee papers for Cabinet](#).

2.3. Financial Audit Report

The [Audit Committee](#) approve the [Statement of Accounts](#) which is the document that audits all the Council's financial activities for a financial year.

2.4. Members' allowances scheme

Councillors are entitled to receive an annual allowance from the Council, as laid down under national legislation. This is called the Scheme of Members Allowances. 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. Visit the website for [details of this scheme](#).

2.5. Staff allowances and expenses

FOI Officer
North Norfolk District Council
Council Offices
Holt Road
Cromer
NR27 9EN

Email: freedom.information@north-norfolk.gov.uk

2.6. Pay and grading structure

The Council has a [pay policy statement](#) which has been produced in accordance with Sections 38 to 43 of the Localism Act 2011 ("the Act"), which, from 2012

onwards, requires all local authorities to publish an annual statement of their policy for the relevant financial year.

2.7. Election expenses

Information can be obtained by contacting elections@north-norfolk.gov.uk

2.8. Procurement procedures

We have a strategy for procuring goods, works and services and the Rules for Financial Governance provide a set of controls to ensure 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. Visit the [Procurement](#) section of the website for further information.

2.9. Details of 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 near future are on the [contracts and tenders](#) page of the website.

2.10. List of contracts awarded and their value

Any details around contracts the Council has awarded can be requested from:

Financial Services Manager
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN

Email: accountancy@north-norfolk.gov.uk

2.11. District Auditor's report

This can be requested from the:

Financial Services Manager
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN

Email: accountancy@north-norfolk.gov.uk

2.12. Financial statements for projects and events

Financial information relating to projects or events can be requested from:

Financial Services Manager
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN

Email: accountancy@north-norfolk.gov.uk

2.13. Internal financial regulations

The Rules of Financial Governance and Contract Standing Orders which are the rules by which the Council seeks to maintain proper financial and internal control of its activities can be found in the [Council's constitution](#).

2.14. Funding for partnership arrangements

Each partnership will have separate funding arrangements and details of any particular partnership funding arrangement can be requested from:

Financial Services Manager
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN

Email: accountancy@north-norfolk.gov.uk

2.15. Payments to Suppliers over £500

We as a Council believe that it is important to be open and transparent with our local residents in terms of how we spend our money. The information provided will include:

- [Transactions for values greater than £500](#) to external suppliers
- Spend incurred in providing services

2.16. Payments to Senior Officers

'Senior Officers' are the Corporate Leadership Team and are defined as being a statutory chief officer as defined in the LGHA 1989 section 2(6); a non-statutory chief officer as defined in the LGHA 1989 section 2(7); or someone with responsibility for the management of the authority, being able to direct or control its major activities, whether solely or collectively.

This information can be requested from:

Financial Services Manager
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN

Email: accountancy@north-norfolk.gov.uk

3. What our priorities are and how we are doing

3.1. Annual Reports

The [Corporate Plan](#) 2015 - 2019 sets out what this Council wants to achieve. There are five key areas for the authority, namely:

- Jobs and the Local Economy
- Housing and Infrastructure
- Coast and Countryside
- Health and Well-Being
- Delivering Service Excellence

The [Annual Report](#) contains an assessment of how we are doing against our action plan and targets, what we have done to achieve these targets and how we are improving the way the Council works.

3.2. Service strategies and plans

Each service has responsibility for their own policies, strategies and service plans and many of them can be found on the website <https://www.north-norfolk.gov.uk/>

Should you be unable to find the information you require from our website, please send your request to:

FOI Officer
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN

Email: freedom.information@north-norfolk.gov.uk

3.3. Managing performance

The Council's [Performance Management Framework](#) sets out how the Council will manage performance. This includes agreeing an Annual Action Plan and assessing quarterly performance reports of the progress in delivering the plan.

Our [Performance and Risk](#) section of the website contains information about our performance against all the targets set out in the Corporate Plan.

3.4. National and local performance indicators

Our [Performance and Risk](#) section of our website contains information about our performance or contact the Performance and Risk Team at performance@north-norfolk.gov.uk

3.5. Strategies developed in partnership

Partnership working is high on the Central Government agenda and can provide opportunities for providing improved delivery of major projects or services. This requires the creation of a sustainable relationship with suppliers in the public, private, social enterprise or voluntary sectors to deliver services, carry out major projects or acquire supplies and equipment.

The Council also seeks to enter into collaborative arrangements with other Councils and public bodies to combine buying power, to procure or commission goods, works or services jointly or to create shared services for the mutual benefit of all.

The [Procurement](#) section of our website contains further information or contact our Finance Team at accountancy@north-norfolk.gov.uk

3.6. Economic development action plan

NNDC's Economic Development Service is key to ensuring that the work of the District Council and its partners is built around a common and shared understanding of local economic challenges and what needs to be done to address them.

The service encompasses the following areas, channelled through five themes:

- A vision for North Norfolk
- A sound understanding of the economic conditions of the area
- The economic linkage between the district and the wider economy
- The nature and form of local economic challenges and opportunities
- Network connections to Business Support, Economic Creation, Marketing North Norfolk, Investor development and Strategic Voice

View our [Economic Growth: Strategy and Action Plan](#) for further information or by contact the team at economic.development@north-norfolk.gov.uk

3.7. Cabinet work programme

The [Cabinet Work Programme](#), formerly known as the Forward Plan, sets out the decisions due to be made by Cabinet. It is updated on a monthly basis.

3.8. Capital strategy

For further information see section 2.1.

3.9. Comprehensive area assessment

In 2009 North Norfolk District Council took part in the [Comprehensive Area Assessment](#) (CAA) process for Norfolk. This was a new way of assessing local public services in England. It examined how well councils were working together with other public bodies to meet the needs of the people they serve.

The assessment was positive for Norfolk as a whole and for North Norfolk District Council as the assessment concluded that North Norfolk District Council performs adequately overall scoring 3 out of 4 for use of resources and 2 out of 4 for managing performance.

3.10. Inspection reports

All Councils are subject to independent external review by auditors with the final conclusions and recommendations being presented to the Council in the Annual Audit & Inspection Letter.

To assist public accountability, local authorities are required to make arrangements to publish their [Annual Audit Letter](#) and make it readily available to residents of the District and other interested parties.

3.11. Impact assessments

An equality impact assessment is a tool for identifying the potential impact of a council's policies, services and functions on its residents and staff. It can help staff provide and deliver excellent services to residents by making sure that these reflect the needs of the community. The Council subjects all its policies and strategies to an impact assessment and further details are available upon request to:

Human Resources
North Norfolk District Council
Council Offices
Holt Road
Cromer
NR27 9EN

Email: hr@north-norfolk.gov.uk

3.12. Customer care and service standards

The Council is committed to providing quality services. We have a formal complaints procedure, see our [compliments, complaints and suggestions](#).

3.13. Annual Monitoring Report (Local Development Framework)

Monitoring is an important part of the planning process and plays a critical part in identifying changing situations that may trigger a review of policies. We prepare [Annual Monitoring Reports](#) in order to assess the extent to which policy objectives are being achieved.

3.14. Site Allocations Plan

The [Site Allocations Plan](#) document identifies which sites should be developed in order to achieve the broad aims of the Core Strategy. It includes allocations for new housing, employment, retail and other development, together with other uses of land such as parks and open space.

3.15. Core Strategy

The [Core Strategy](#) is a major Development Plan Document which provides the overarching approach for development in North Norfolk. It sets out a long-term spatial vision, objectives and policies to guide public and private investment up to 2021. The document includes a set of Development Control policies which are used to assess individual planning applications. All new development proposals should accord with the Core Strategy.

3.16. ICT Strategy 2014-2017 and Digital Strategy 2015

The previous IT Strategy (2009 - 2011) focused on using IT to deliver better public services. This Strategy is about making the best use of the investments that have already been made and ensuring new investment creates further efficiencies, reduces costs and enables new ways of working.

The Digital Strategy sets out how the Council will review and structure its technology to enable people to get what they need from the Council easily and adapt to support the future ends of our citizens and our authority.

A copy of the strategies can be requested from:

Head of Business Transformation
North Norfolk District Council
Holt Road
Cromer
NR27 9EN

4. How we make decisions

4.1. Timetable of council meetings

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

Please note that meeting dates and times do occasionally change, please refer to 4.2 below to confirm the details of a particular meeting you wish to attend or contact democraticservices@north-norfolk.gov.uk

4.2. Agendas, officer's reports, background papers and minutes of meetings

Details of all the [agendas, papers, reports and minutes](#) are available on the Council's website. Please note that some of the information may be exempt from publication under the terms of the Local Government Act 1972.

4.3. Major policy proposals and decisions

All major policies and strategies would be agreed by the relevant committee and the details can be found in the [committee](#) section of the website.

There is a section on the website that describes the [decision-making process](#) at the Council.

Further information can be obtained from democraticservices@north-norfolk.gov.uk or contact the relevant service area.

4.4. 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 either be found in the [committee](#) section of the or request from the relevant service area – see section 7.2.

4.5. Public consultations

We regularly consult with residents, the public and people who use our services. Visit our [council consultations](#) page for details of any current public consultations or contact our Communications team at communications@north-norfolk.gov.uk

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

Any other information relating to our decision-making process may be requested from the relevant service area – see section 7.2.

5. Our policies and procedures

5.1. Policies and procedures for conducting council business

There are a number of procedures around how the Council conducts its business, including codes of practice, procedural standing orders, delegated decision making and authority, communication between councillors and staff, code of conduct for councillors and staff, terms of reference for committees, rights of the public at meetings. These can be found in the Council's [Constitution](#).

5.2. Policies and procedures for delivering our services

Each service provided by the Council has a section on the website and these can be accessed from the homepage <https://www.north-norfolk.gov.uk>

Any other information relating to our policies and procedures may be requested from the relevant service area – see section 7.2 or by writing to:

FOI Officer
North Norfolk District Council
Council Offices
Holt Road
Cromer
NR27 9EN

Email: freedom.information@north-norfolk.gov.uk

5.3. Policies and procedures about the recruitment and employment of staff

The Council advertises vacancies in the media and on its website at <https://www.north-norfolk.gov.uk/jobs/>. Here you will also find information and guidance such as application forms, information about our temporary staff register, work experience and equal opportunities.

Further information can also be requested from our Human Resources team at hr@north-norfolk.gov.uk.

5.4. Customer service

The Council is committed to providing quality services. We have a [formal complaints procedure](#).

5.5. Records management and personal data policies

Under the Freedom of Information Act 2000 anyone can [make a Freedom of Information request](#) information from the Council provided there is no legal

reason why it should not be released. Information concerning the environment will be processed under the Environmental Information Regulations.

If the information is personal information the request will be processed under the Data Protection Act. Visit our [request your own personal information](#) page for further information.

5.6. Charging regimes and policies

Details of fees and charges made by the Council can be found in the [Budget Book](#) or by contacting Finance at accountancy@north-norfolk.gov.uk. Some publications in all classes may carry a charge, at rates determined from time to time by the Council and details of these charges can be obtained from the relevant service – see section 7.2.

Details of other charges issued by the Council can be found by looking at the relevant area on the Council's website at <https://www.north-norfolk.gov.uk> or by contacting the appropriate service area.

5.7. Planning Policy

The [Planning Policy](#) Team is responsible for preparing documents setting out the Council's approach to the management of development in the District. This involves preparing plans containing policies and proposals that set out what can be built and where. There are two main levels of planning guidance, National Planning Policy Framework and Local Development Framework.

6. Lists and Registers

6.1. 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.

Most of our public registers such as our licensing registers including business premises register, register of private water suppliers, food premises register, are available in the [Licence](#) section of our website.

6.2. Asset registers and information asset register

Information relating to our asset register and asset management plan can be obtained from our Assets and Leisure Team by emailing propertyservices@north-norfolk.gov.uk.

6.3. Register of councillors' financial and other interests

All [Members of the Council](#) are required by law to register their financial and other interests. The Register is maintained by the Monitoring Officer and is available for inspection by the public, free of charge, during office hours.

These registers can be viewed on our website:

- [Registers of Parish Council interests](#)
- [Register of interests for Councillors](#)

6.4. Register of gifts and hospitality

Councillors and staff are required to record any gifts or hospitality they receive and a register is maintained by the Monitoring Officer at the Council. The register is available for inspection by the public, free of charge, during office hours.

6.5. Licensing registers

The Council is responsible for issuing and maintaining licenses for a wide range of subjects. Visit the [Licence](#) section of the website for our licensing registers and further information.

6.6. Planning lists and applications

There is a wide range of [planning information](#) on our website. Search for [planning applications and weekly lists](#) on our website.

6.7. Register of electors

There are two types of electoral register; the full register and the edited register. The registers cannot be accessed electronically. Further information can be obtained from register@north-norfolk.gov.uk

6.8. Disclosure logs

The Council maintains a log of all Freedom of Information requests received. A copy of this log is available on request from:

FOI Officer
North Norfolk District Council
Council Offices
Holt Road
Cromer
NR27 9EN

Email: freedom.information@north-norfolk.gov.uk

7. Services provided by the Council

7.1. A-Z of Council services

The Council has a website which contains information about all of the services it provides <https://www.north-norfolk.gov.uk/>

7.2. Table of Council services

This [organisational chart](#) shows the structure of the services provided by the Council.

7.3. Services for local businesses

There is a dedicated section on the website which gives information around the [services, support and advice for businesses](#) in the area and also for anyone thinking of starting a new business.

7.4. Information for visitors to the area

The Council publishes a number of leaflets and guides to assist visitors to North Norfolk and there is a dedicated section on our website relating to tourism and details of the [Tourist Information Centres](#) around the District.

7.5. Beach huts and chalets

North Norfolk's beautiful coastline can be enjoyed by [hiring a beach hut or chalet](#).

7.6. Role of the Monitoring Officer

Councils have a duty to appoint a **Monitoring Officer** to ensure the lawfulness and fairness of Council decision making. For further information see section 1.9.

7.7. Media releases

All press releases issued by the Council can be accessed via our website at <https://www.north-norfolk.gov.uk/news/>

Further information can be obtained by contacting the Communications team at media@north-norfolk.gov.uk

7.8. Election information

There is a dedicated [Voting and Election](#) section on the website which includes information about how to register to vote, where and how to vote when there are elections and previous election results.