

Scrutiny – 19 December 2007

EQUALITIES ANNUAL REPORT 2006-2007

Report of Strategic Director (Operations)

Statutory Powers

Civil Partnership Act 2004, Disability Discrimination Acts 1995 and 2005, Employment Equality (Religion or Belief) Regulations 2003, Employment Equality (Sexual Orientation) Regulations 2003, Equal Pay Act 1970, Gender Recognition Act 2004, Human Rights Act 1998, Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000, Sex Discrimination Act 1975 (amended 1986), The Equality Act 2006 amends the Sex Discrimination Act of 1975 and the Equal Pay Act 1970 (as amended by the Employment Equality (Sex Discrimination Regulations 2005).

Financial Implications – None.

Purpose

To provide Members with an overview of progress made with respect to the Action Plan within the Corporate Equality Scheme, the timetable for Equality Impact Assessment (EIA) and to report on the work towards Level 2 of the Local Government Equality Standard (LGES). The report provides a context to the statutory obligations contained within the LGES covering the six strands of equality (race, gender, disability, sexual orientation, religion/belief and age).

The Corporate Equalities Scheme directly supports Council's Commitment CC1: Equality of opportunity and particularly focusing on hard to reach and vulnerable groups.

RECOMMENDATIONS

That Scrutiny notes the progress against the Council's duty to promote equalities and recommends to Executive the updated Equality Impact Assessment timetable and Corporate Equality Scheme Action Plan.

Background

1. The Corporate Equality Scheme (CES) was adopted in April 2006 and sets out South Hams District Council's commitment to equality. The Scheme seeks to promote equality for all and ensures that the Council fulfils its community leadership role in providing services to the best of its ability. The scheme is a "live" document that has to respond to community, organisational and legislative changes. The scheme is to be monitored annually and reviewed every three years to ensure the aims contained within it are being met.
2. The CES was created in response to the guidelines set out within the Equality Standard for Local Government in England (revised in 2006). The Standard was devised by the Commission for Racial Equality, the Disability Rights

Commission, the Equal Opportunities Commission and the DIALOG unit of the Employers' Organisation for local government, with advice from the Audit Commission.

3. The key components of the Corporate Equality Scheme are:
 - (i) a framework for policy relating to the six strands of equality;
 - (ii) an Action Plan to ensure progress and equality compliance can be monitored and evidenced; and
 - (iii) a 3-year rolling timetable of Equality Impact Assessments to ensure that any policy or strategy development is undertaken in the knowledge of potential equality implications and that reasonable change can be incorporated as part of normal service delivery improvements to ensure all South Hams' residents and employees are treated equally and services are provided appropriately and effectively.

Strategic Risk Assessment

4. The following are the significant risks and opportunities identified:

Opportunity	Risks	Mitigation
Ensuring the Council complies with its duty to eliminate unlawful discrimination, promote equality of opportunity and good community relations.	<p>Services delivered by the Council are not sufficiently flexible to cope with the needs of all sectors of the community.</p> <p>The Council does not comply with its equality duties.</p>	<p>Awareness of service users through consultation as part of undertaking Equality Impact Assessments ensures services are as accessible and flexible as possible and equitable for all.</p> <p>The monitoring and promotion of the Corporate Equalities Scheme ensures that the impacts of equality related legislation is beneficial in terms of improved service delivery and good employer relations.</p>

Progress Against the Corporate Equality Scheme Action Plan

5. The Action Plan within the CES identifies and tracks eleven over-arching actions in relation to equality compliance listed (Table 1). Within these headings a series of 27 targets and their progress to date is included in Appendix A. The CES is designed to enable the Council to achieve and evidence the desired level within Equality Standard for Local Government (ESLG) and meet the two main statutory performance indicators for equality (BVPI 2a and 2b).

1. Identification of functions and policies relevant to our equality commitments.
2. Assessment and consultation on the likely impact of proposed policies.
3. Monitoring of policies for adverse impact on equality.
4. Publication of the results of assessment, consultation and diversity monitoring.
5. Public access to Council information and services.
6. Arrangements for staff training on equality and diversity issues.
7. Employment diversity monitoring.
8. Recruitment and selection procedures.
9. Obligations on parties that the Council works with.
10. Disability Equality duties.
11. Review of the Scheme.

Table 1 – Corporate Equality Scheme – Summary of Action Plan

The Equality Standard for Local Government (BVPI 2a)

6. Local authorities are advised to use the Equality Standard for Local Government (ESLG) to ensure that they address equality issues strategically and systematically and the Statutory Performance Indicator BVPI2a measures the level of conformity to that Standard. The Standard recognises that while councils differ greatly, the Standard takes account of differences in the range of services offered according to type of council, different levels of activity and experience in the field of equality, and specific local contexts.
7. Following the principles for the modernisation of local government, the ESLG seeks to encourage a local response to local circumstances. To do this, the Standard places considerable emphasis on the establishment of key processes within the local authority to make equality a corporate goal and mainstream it into all aspects of the council's work. These are set out in the Standard as five levels of achievement:

Level 1:	Commitment to a Comprehensive Equality Policy
Level 2:	Assessment and community engagement
Level 3:	Setting equality objectives and targets
Level 4:	Information systems and monitoring against targets
Level 5:	Achieving and reviewing outcomes
8. The rules for applying the test of which standard the Council conforms to mean that the overall level reported for the South Hams as a whole can be no higher than for any department of the authority and for any of the four areas covered by the standard (leadership and corporate commitment; consultation and community development and scrutiny; service delivery and customer care; and employment and training).
9. South Hams has achieved Level 1 of the ESLG and work was 81% complete towards Level 2 during 2006/07. Level 2 can be broadly described as:

Level 2: The authority has engaged in an impact and needs assessment, consultation process and an equality action planning process for employment and service delivery.

10. As such the main areas of work outstanding to achieve Level 2 in 2007/08 are:
 - Ensuring that all services monitor their respective functions and policies where relevant for adverse equality impact.
 - Ensuring that all services that report to council bodies incorporate a risk assessment of equalities.
 - The publication of a summary of EIA results for each service.
11. In addition to a flexible and fully informed CES, other Council duties and functions must be assessed and be responsive to equality of opportunity for all.
12. The Council has access and is taking advantage of free external mentoring support funded by LIFT SW whose objective is to see all south west authorities achieve at least Level 2 within the ESLG.
13. **Procurement** – the Equality Standard specifies that Local Authorities should aim to deliver equal employment and service outcomes in public services whether they are delivered directly or through contracts. Procurement practices should fully embrace the principles of the Standard and contracts should be subject to Equality Impact Assessment, equality objective setting and monitoring. Importantly, contractors should understand the aims of the Equality Standard and should agree to work within those terms. Contract monitoring and management should be designed to secure the delivery of equality objectives.
14. The Corporate Procurement Officer for South Hams and Teignbridge District Councils has been working to ensure that the Councils' procurement standards are in line with the Equality Standard. Consequently a Procurement Strategy has been proposed for adoption by South Hams District, West Devon Borough Council and Teignbridge District Council, to provide a unified approach to the procurement of services across the South Devon and Dartmoor area.
15. **Gender Equality** – since the adoption of the CES a further legal duty has been introduced. The Gender Equality Duty came into force in April 2007 as part of the Equality Act 2006, amending the Sex Discrimination Act 1975. The duty seeks to ensure that public authorities promote equality between men and women and eliminate unlawful sex discrimination.
16. The current CES contains a Gender Equality Policy within which the Council sets out four equality objectives;
 - Actively promote gender equality in all areas of our work.
 - Act to eliminate unlawful gender discrimination wherever this is seen.
 - Ensure that gender equality commitments are understood throughout the organisation.
 - Ensure that parties that we work with are made aware of, and are encouraged to adhere to, our equality policies and values.
17. At the present time the CES Gender Equality Policy adheres to the specific duties as set out in the Equality Standard. In addition, the EIA timetable will help in the assessment of the impacts of current and proposed Council

strategies, policies and procedures which is in-line with the guidance on this specific duty.

18. Further work will now need to be undertaken to gather and use information on how Council policies and practices affect gender equality in the workforce and in the delivery of services. This will then enable the Council to determine if any further gender equality objectives are required and to action them as appropriate.
19. All of this work will ensure that within 2007/08 the Council can achieve and evidence Level 2 of the Equality Standard for Local Government.

Timetable for Equality Impact Assessments

20. The need to ensure that EIA's are undertaken is evident when considering the positive and negative effects Council strategies, policies and procedures may have on different groups of people. This applies to both staff and communities within the South Hams. EIA's in conjunction with ongoing monitoring helps to ensure the needs of various groups can be met. This also and supports community cohesion.
21. Significant progress has been made within services to ensure existing strategies and policies are assessed for equality compliance. A total of 37 out of the 41 assessments identified have been completed in Year 1 (April 2006 to March 2007) of the 3-year rolling timetable. In addition 5 EIA's scheduled for assessment in Year 2 (2008/09) have been completed ahead of schedule to fit with service or policy changes taking place in advance of their 2008 target date.
22. Also as new policies and strategies have been developed during the course of the year, they too have been equality impact assessed as part of the due process of policy/strategy formation. As such there some EIA's that do not appear within the initial EIA timetable but will feature in future review years.
23. The overall 3-year review programme allows for any uncompleted assessments to be rolled into the following year. The full updated EIA timetable is listed in Appendix C.
24. Members should be aware that South Hams' employee profile (Appendix B) demonstrates how the age profile of the Council's workforce has altered during 2006/07. For example representation in band 15-20 years has reduced at the same time as representation in bands 55-60 and 66+ has increased. This alone may give rise to age specific issues within future the Equality Impact Assessments of Personnel related policy.

The Duty to Promote Race Equality (BVPI2b)

25. This indicator monitors that an authority has a Race Equality Scheme (RES) in place. The indicator also specifies what the RES must contain in order to achieve compliance. Authorities 'score' one point for each item the RES is required to cover (18 items) and the item score is expressed as a percentage for reporting against the Statutory Performance Indicator BVPI2b.

26. In 2006/07 (Year 1 of the CES) South Hams achieved 100% with respect to this indicator, as is evidenced by the inclusion of the Race Equality Scheme within the CES and actions completed.

Case Studies

27. These case studies are examples to highlight service improvement outcomes achieved through the Council's work to support, and promote equality issues. These outcomes also support to the Council's Social Inclusion Policy.

Case Study 1: Langage Migrant Worker's Initiative

28. Information provided by the Department for Communities and Local Government indicates that migrant workers deliver vital public services, such as care workers, teachers, doctors, nurses and construction workers. Many workers in the South Hams area are employed in local factories, warehousing, food processing, and packing and within the tourism industry.
29. The Council, in conjunction with project developer Centrica and researched by South Hams Council for Voluntary Service (CVS), has produced a handbook aimed at providing useful information and signposting on topics, such as employment, finance, emergency services and health and well-being.
30. This handbook is aimed at overseas workers, such as those working on the Langage Energy Centre, and is supported by the Citizens Advice Bureau providing an on-site advice service once a week covering issues such as employment law, migrant worker status and discrimination. The handbook helps to promote awareness of how to access Council services and information about the South Hams and Plymouth areas is available to workers from overseas and in a range of languages appropriate for them to make effective use of it.
31. Statistics produced by the Department for Work and Pensions, and based upon National Insurance number allocations to overseas nationals entering the UK (previously Migrant Workers Statistics), indicates that 380 foreign nationals have registered in the South Hams area as of 14th May 2007. The same source also reports that 935 people registering for Workers Registration Scheme May 2004 to March 2007.

Case study 2: Gypsy and Travellers' Liaison

32. The Council has adopted a policy to ensure that liaison with all gypsy and traveller groups within the South Hams takes place on a regular basis. Officers are trying to build a comprehensive database of encampments so as to ensure that access to various Council services is available to these communities.
33. The database enables officers to alert other organisations such as Devon County Council and the local Primary Care Trusts, to any education and health care needs specific to each encampment. The database also enables a cohesive joined-up approach to service provision to ensure issues can be resolved in the most direct and effective manner.
34. The aim is to ensure that, rather than react to issues raised by neighbouring residents, the Council can help to predict the likely requirements of the gypsy and traveller communities, such as waste removal and other advice.

35. The Devon Race Equality Council has been involved in co-ordinating work to improve Council understanding of issues faced by gypsies and travellers and to give planning advice tailored to the specific needs of these communities.

Next Steps

36. The Equalities Monitoring Group which includes the Executive Portfolio Holder for equalities meets regularly to monitor progress against the CES. This group also reviews the Council's specific duties under the Equality Standard for Local Government, monitors Equality Impact Assessments and ensures the Council is prepared for any further legislative change in equalities.
37. An annual update for Year 2 (2007/08) will be scheduled at the year end date in June 2008.

Conclusion

38. Steady progress has been made with respect to implementation of Corporate Equalities Scheme actions and the EIA reviews for 2006/07. Some actions remain outstanding which has meant that progress of BVPI2a stood at 81%, at the end of Year 1 of the Scheme. However the remaining 19% have seen progression in the intervening period since the end of 2006/07 and the time of this report being written.
39. Equality Impact Assessments are proceeding ahead of schedule and new policies and projects are being rolled into the timetable of reviews as necessary to ensure full assessment of the equalities issues.

Ben Dancer
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Scrutiny
19 December 2007

Paula Brooks
Strategic Director (Operations)

Background Papers

South Hams District Council: Corporate Equality Scheme – April 2006
The Equality Standard for Local Government (revised) - March 2007
The Equality Act 2006

Equality Action Plan 2006/07 to 2008/09 (Status as at 2006/7)

Ensure that the public has access to Council information and services				
No	Description	Responsible Officer(s) / Body	Target Date	Status
Identify functions and policies relevant to our equality commitments				
1	Corporate Management Team (CMT) to list the functions and policies (including proposed policies) identified as being relevant to equality. CMT to review this list at least every three years.	CMT	30 January 2006	Completed
Assess and consult on the likely impact of proposed policies				
2	CMT to nominate Equality Co-ordinators within their service areas who will be responsible for carrying out Equality Impact Assessments on the functions and policies identified as being relevant to equality.	CMT	30 January 2006	Completed
3	Equality Co-ordinators to carry out Equality Impact Assessments on the functions and policies deemed relevant to equality, within the three year timeframe.	CMT / Equality Co-ordinators	To commence April 2006	On-going
4	Managers to ensure that all reports to Council bodies which seek adoption of new or reviewed policy include a written statement, within the risk assessment section of the report, on the impact on equality.	All staff who complete reports	To commence April 2006	Ongoing
Monitor policies for adverse impact on equality				
5	Research and implement a system for the collection of (external) diversity data, where appropriate.	Corporate Equality Monitoring Group / CMT	October 2006	Completed
6	Once a system for the collection of (external) diversity data in place, relevant managers are to monitor their functions and policies for any adverse impact on equality and where an adverse impact is identified, carry out appropriate remedial action.	CMT / Delegated Managers	To commence October 2006	On-going
Publish the results of assessment, consultation and diversity monitoring				
7	Responsible managers to ensure that a summary of the results of Equality Impact Assessment, (external) diversity monitoring and consultation concerning equality are published periodically, as appropriate for example on the Council's website.	CMT / Delegated Managers	To commence September 2006	Outstanding - to be progressed in 2007/08

8	Equality Co-ordinators responsible for carrying out Equality Impact Assessments to ensure that where an adverse impact is identified, appropriate remedial action is taken.	CMT / Equality Co-ordinators	To commence April 2006	On-going
9	Head of Customer Services, when reviewing the Corporate Complaints procedure, to consider the need for a more detailed explanation of the investigation process.	Head of Customer Services	30 September 2006	Completed
10	Community Safety and Emergency Planning Officer to consider the need for a written policy / procedure on the reporting and recording of racial incidents and also to consider training requirements for those staff involved in the investigation process.	Community Safety & Emergency Planning Officer	30 September 2006	On-going

Arrangements for staff training on equality and diversity issues

11	Head of Personnel Services to arrange Equality and Diversity training for all staff, Managers Diversity Training for managers and Members of the Council and bespoke Equality Impact Assessment Training for staff delegated with the responsibility of carrying out Equality Impact Assessments.	Head of Personnel Services	On-going	On-going
12	Head of Personnel Services to review the Equality and Diversity training package, in light of the Corporate Equality Scheme and the six equality strands e.g. training should include basic information about the major faith groups.	Head of Personnel Services	To commence 30 June 2006	On-going
13	Head of Corporate Services to include reference to the Corporate Equality Scheme and Equality and Diversity training for Members in the new Chairperson's briefing materials.	Head of Corporate Services	31 August 2006	On-going
14	Head of Corporate Services to include the Corporate Equality Scheme within the Members' Manual, in order to ensure that Members are aware of their rights and responsibilities under the document.	Head of Corporate Services	30 September 2006	Completed

Employment diversity monitoring

15	Head of Personnel Services to review the wording of the Equality Monitoring Form to include an explanation of why equality data is requested and how it will be used.	Head of Personnel Services	30 June 2006	On-going
16	Head of Personnel Services to monitor employee diversity data through-out the year, in order to identify any cases or areas of disadvantage. Where disadvantage is identified, appropriate remedial action is to be taken.	Head of Personnel Services	To commence April 2006	On-going

17	Head of Personnel Services to report the findings of employee diversity monitoring to the Council's Personnel Panel on an annual basis.	Head of Personnel Services	April 2007	On-going
Recruitment and selection procedures				
18	Head of Personnel Services to ensure that all recruitment and selection procedures comply with equality legislation and the Council's equality policies.	Head of Personnel Services	30 September 2006	Completed
19	Head of Personnel Services to review the standard wording of job advertisements, to ensure that they are fully inclusive and that it is clear that applications from all sections of the community are welcomed, including from people with a disability as defined by the Disability Discrimination Act.	Head of Personnel Services	30 June 2006	Completed
20	Head of Personnel Services to seek guidance as necessary and review the wording of job advertisements, job descriptions, person specifications and application forms in light of the new Age Regulations due to come into force in October 2006, once published.	Head of Personnel Services	30 September 2006	Completed
21	Head of Personnel Services to arrange for staff who make selection decisions to receive appropriate training in relation to equality and selection.	Head of Personnel Services	On-going	On-going
22	Head of Personnel Services to ensure that volunteers, agency staff and student placements are made aware of the aims and objectives of the Corporate Equality Scheme and their responsibilities under it.	Head of Personnel Services	April 2006	On-going
23	Head of Improvement to ensure that the Procurement Strategy includes a provision relating to how contractors and sub-contractors are to be made aware of the aims and objectives of the Corporate Equality Scheme and their responsibilities under it.	Head of Improvement	April 2006	Completed (document produced ready for adoption)
Disability Equality duties				
24	Corporate Equality Monitoring Group to consider how South Hams District Council meets the new disability duties and identify further actions as required to ensure compliance	Corporate Equality Monitoring Group	30 June 2006	Completed

Review of the scheme

25	Corporate Equality Monitoring Group to monitor the implementation of the Corporate Equality Scheme and the Equality Impact Assessment Programme.	Corporate Equality Monitoring Group	Commencing May 2006	On-going
26	Corporate Equality Monitoring Group to monitor developments in equality legislation, e.g. Equality Act, and take appropriate action as necessary to ensure that the organisation complies with equality legislation.	Corporate Equality Monitoring Group	Commencing May 2006	On-going
27	Council's Executive body to review the Corporate Equality Scheme at least every three years.	Executive	April 2009	On-going

Appendix B

South Hams District Council Staff Profile 2006 & 2007

	Number of Staff 2006	% of Staff 2006	Number of Staff 2007	% of Staff 2007
Gender				
Total number of Staff	725	100%	518	100%
Male	375	52%	314	61%
Female	350	48%	204	39%
Age				
Total number of Staff	725	100%	518	100%
Age band 15-20years	76	10.5%	2	0.4%
Age band 21-25years	60	8.3%	29	5.6%
Age band 26-30years	60	8.3%	37	7.1%
Age band 31-35years	74	10.2%	48	9.3%
Age band 36-40years	85	11.7%	65	12.6%
Age band 41-45years	88	12.1%	65	12.6%
Age band 46-50years	90	12.4%	78	15.1%
Age band 51-55years	94	13%	80	15.4%
Age band 56-60years	78	10.8%	75	14.5%
Age band 61-65years	15	2.1%	32	6.2%
Age band 66years+	5	0.1%	7	1.4%
Disability				
Total number of responses	387	53.4%	387	53.4% (response rate)
Staff with a disability	11	2.8%	11	2.8%
Ethnicity				
Total number of responses	424	58.5%	405	78.2% (response rate)
White (including White British, White Irish and other White background)	420	99.1%	402	99.3%
Mixed (including White and Black Caribbean, White and Asian, White and Black African and other mixed background)	2	0.5%	1	0.3%
Asian or Asian British (including Indian, Bangladeshi, Pakistani, Sikh and other Asian background)	1	0.2%	1	0.3%
Black or Black British (including Caribbean, African, and other Black background)	1	0.2%	1	0.3%
Chinese (including Chinese and other Chinese background)	0	0%	0	0%

Equality Impact Review Timetable (Updated as of 2006/7)

Note: Policies, strategies and functions of the Council of relevance to equality duties and commitments are listed by service area, in bold text, and designated for assessment during Year 1 (2006/7), Year 2 (2007/8) or Year 3 (2008/9).

		Status
Year 1	Business Development Team	
	Standard Charge Appeals	Completed
	Community Regeneration	
	Community Involvement Policy	Completed
	Community Strategy 2006 onwards	Completed
	Open Space, Sport and Recreation Supplementary Planning Document (SPD)	Completed
	Prosperity Strategy 2006 onwards	Completed
	Sherford Area Action Plan (AAP)	Completed
	Customer Services	
	Cash Office function	Completed
	Corporate Complaints	Completed
	Customer Access Strategy	Completed
	Customer Charter	Completed
	Customer Services function	Completed
	Reception function	Completed
	SHDC website	Completed
	Environmental Health	
	Enforcement Policy	Completed
	Health and Safety Enforcement	Completed
	Housing Strategy [to be reviewed with Community Regeneration]	Completed
	Licensing	Completed
	Improvement Team	
	Performance Plan / Performance pages for Council Tax booklet	Completed
	Procurement Strategy	Completed
	Social Inclusion Policy and Strategy [Corporate document]	Completed
	Landscape and Leisure	
	Active South Hams	Completed
	Operations Team	
	Assisted Collections	Completed
	Bulky Waste Collections	Completed
	Personnel and Payroll	
	Appraisal	Completed
	Career Break	Completed
	Carers' Leave	Completed
	Code of Conduct	Completed
	Compassionate and Supported Leave	Completed
	Disciplinary Procedure	Completed
	Domestic Leave	Completed
	Flexi-Time	Completed
	Grievance	Completed
	Job Share Policy	Completed
	Joint Staff Consultative Forum (Follaton and Leisure Services)	Completed
	Managing Attendance	Completed
	Managing Performance	Completed
	Merit Pay	Completed
	Parental Leave	
	People with Learning Disabilities	
	Recruitment Manual	
	Training and Development	

Year 2	Community Regeneration	
	Core Strategy	
	Grants Policy	Completed
	Housing Allocation Policy	
	Statement of Community Involvement	Completed
	Customer Services	
	SHDC switchboard	Completed
	Environmental Health	
	Food Safety Enforcement	Completed
	Food Sampling	
	Private Sector Renewal	
	Financial Services	
	Anti-Fraud and Corruption Policy	
	Code of Conduct and Good Practice for Investigators	
	Code of Conduct and Good Practice for Revenue and Benefits	
	Visiting Officers	
	Customer Services Policy	
	Debt Recovery Policy	
	Housing Benefit and Council Tax Benefit Recovery of	
	Overpayments strategy	
	Policy on training and development of staff within Housing &	
	Council Tax Benefits section	
	Improvement Team	
	Climate Change Policy and Strategy [Corporate document]	
	Citizens' Panel / Sounding Board Surveys	
	General Satisfaction Surveys	
	Partnership Policy and Framework [Corporate Document]	
	Operations Team	
	Lower Ferry	
	Trade Waste	
	Personnel and Payroll	
	Data Protection	Completed
	Distress - guidance for staff	
	Managing Stress	
	Private use of Telephones	
	Safety Policy	
	Redundancy and Early Retirement	
	Tobacco	
	Pay and Grading – Single Status Review	
	Public Relations	
Communications Policy (including Press Releases and South Hams Magazine)		
Property Services		
Asset Strategy		
Employment Estates Policy		

Year 3	Business Development Team	
	Abandoned Vehicles	
	Assisted Collections	
	Communication with our Customers	
	Contamination of Recyclable Material / Non-separation of Waste	
	Dropping of Litter	
	Fly-tipping	
	Holiday / Second Home Waste	
	Markets Policy	
	Location of Containers	
	Missed Collections	
	Point of Collection	
	Provision of Containers to New Developments	
	Replacement Containers	
	The Provision of Additional Containers	

Waiving Charges for Waste Collection Services	
Waste Not Stored in a Suitable Container	
Waste Placed Out on the Wrong Day of Collection	
Community Regeneration	
Local Development Scheme / Annual Monitoring Report	
Validation of Planning Applications Supplementary Planning Documents	
Corporate Services	
Civic events (arranging and attendance at)	
Constitution (e.g. procedural rules, prayers at Council)	
Personal Searchers attending the Council to search the Land Charges Register	
Publication of statutory documents (e.g. committee meeting agendas and minutes)	
Scheme of Members' allowances	
Setting the Calendar of committee meetings	
Street Closure Orders	
Customer Services	
Post Room Services	
Environmental Health	
Contaminated Land	
Dog Wardens	
Emergency Call Out	
Pest Control	
Private Water Supplies	
Improvement Team	
Environmental Policy [Corporate Document]	
Staff Survey	
Operations Team	
Beach Cleaning	
Boundary & Re-visits	
Clinical Waste	
Dead Animals	
Fly tipping	
Parks & Ground Maintenance	
Public Conveniences	
Street Scene (inc Dog & Litter bin emptying)	
Personnel and Payroll	
Hospitality [Policy generated by Corporate Services]	
Internet and Email [Policy generated by Corporate Services]	
Planning and Building Control	
Building Control Site Inspections	
Committee Site Inspections	
Development Control Scheme of Delegation	
Local Plan Policies	
Minor Amendments	
Permitted Development Enquiries	
Planning Agreements (S106)	
Pre-Application Advice	
Public Participation at Planning Committee	
Supplementary Planning Guidance / Documents	
Validation of Planning Applications	
Property Services	
Estate Management Service	
Repairs and Maintenance / Capital Programme	