

Area	Description	Availability	Cost	Charging regime	Ref
Democratic Services	Notices, Agenda, Reports and Minutes of the Council and its Committees, Panels etc. and background papers, excluding those documents that contain exempt information under Schedule 12 of the Local Government Act 1972 or to which an exemption under the Freedom of Information Act 2000 may apply	On request from the Customer Service Centre, Tenbury Area office and the website	A charge is made for a printed copies other than Notice of Meetings. Free from the website	Schedule of Charges	Democratic Services
Electoral Registration	Elections - Notices of Vacancies	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Electoral Services
Electoral Registration	Elections - Notices of Election	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Electoral Services
Electoral Registration	Elections - Statements of persons nominated	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Electoral Services
Electoral Registration	Elections - Notices of poll	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Electoral Services
Electoral Registration	Elections - Most recent election results	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Electoral Services
Housing	Housing Strategy	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Planning & Housing Services
Housing	Housing Review	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Planning & Housing Services
Housing	Housing waiting list - Common Housing Register leaflet and application form	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Planning & Housing Services
Housing	Advice for Private Tenants	On the website	Free of Charge	Free of charge	Planning & Housing Services
Housing	Details of the Council's policy on discretionary housing grants - Private Sector Housing Assistance Policy	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Planning & Housing Services
Housing	Homes in multiple occupation - Guidance on safety inspection	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Planning & Housing Services
Housing - Public Information Publications	Homelessness review - how to apply	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Neighbour nuisance - coping with	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Difficulty paying rent	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Do it yourself - Shared ownership	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Good Start package information	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Guide for young people leaving home	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Homeless advice and assistance	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Housing social care information	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Low cost home ownership	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services

Housing - Public Information Publications	Private tenancies	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Problems with mortgage payments	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	REACH (Raising Energy Awareness in Communities and Homes Scheme)	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Relationship breakdown and housing	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Rent Deposit Guarantee Scheme	Available on request from the Customer Service Centre	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	"Stay Put" and Housing Advice Service	Available on request from the Customer Service Centre or from the website	Free of Charge	Free of Charge	Planning & Housing Services
Housing - Public Information Publications	Grants - Housing	Available on request from the Customer Service Centre or from the website	Free of Charge	Free of Charge	Housing
Housing & Council Tax Benefits - Public Information Publications	Change of Circumstances - Housing and Council Tax benefits	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Housing & Council Tax Benefits - Public Information Publications	Discretionary housing payments and application form	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Housing & Council Tax Benefits - Public Information Publications	Proof of tenancy	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Housing & Council Tax Benefits - Public Information Publications	Pre-tenancy determination and application form	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Housing & Council Tax Benefits - Public Information Publications	Certificate of Earnings	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Housing & Council Tax Benefits - Public Information Publications	Self Employed earnings	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Housing & Council Tax Benefits - Public Information Publications	Quickcalc - Benefits calculator	Available on the website	Free of charge	Free of charge	Revenue Services
Democratic Services	Public Participation at meetings - Guidance.This scheme is intended to supplement, not replace, contact with your local Councillor. If you have a problem with a Council-related matter, it is suggested that you should first contact your local Councillor(s).	From the website	Free of charge	Free of charge	Democratic Services
Planning	Public Speaking on Planning Applications - Guidance	From the website	Free of charge	Free of charge	Democratic Services
Register of Interests of Town and Parish Councillors	Declarations of interests made by Town and parish Councillors of the District	For inspection on request from the Customer Service Centre	Free of charge	Free of charge	Democratic Services
Environmental Services	Abandoned vehicles and the Council's procedures for dealing with them - Guidance	Available from the Customer Service Centre and from the website	Free of charge	Free of charge	
Access to Information - Freedom of Information	Publication Scheme - Freedom of Information Act	On the website	Free of charge	Free of charge	Legal Services
Access to Information - Freedom of Information Act	Freedom of Information Act 2000 Leaflet - Your rights and the process explained	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Legal Services
Access to Information - Freedom of Information Act	Explanatory notes and request form - Request to access information	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Legal Services
Access to Information - Data Protection Act 1998	Explanatory notes and request form - Request to access information	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Legal Services

Performance and Policy	Council Plan	Available from the website	Free of charge	Free of charge	Performance and Policy
Performance and Policy	Summary Best Value Performance Plan	Available from the website	Free of charge	Free of charge	Performance and Policy
Performance and Policy	Performance Results	Available from the website	Free of charge	Free of charge	Performance and Policy
Performance and Policy	Best Value Review Reports	Available from the website	Free of charge	Free of charge	Performance and Policy
Performance and Policy	Performance Management Framework	Available from the website	Free of charge	Free of charge	Performance and Policy
Performance and Policy	Vision, objectives and priorities of the Council - New Big Picture	Available from the website	Free of charge	Free of charge	Performance and Policy
Performance and Policy	Comprehensive Performance Assessment and inspections by the Audit Committee	Available from the website	Free of charge	Free of charge	Performance and Policy
Byelaws and Orders	Byelaws and Orders relating to the Council and Notices relating to their adoption	On request from the Customer Service Centre	Free of charge	Free of charge	Legal Services
Car Parking	Car Park Orders	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Car Parking	Car park locations and charges	Available on request from the Customer Service Centre and from the website	Free of charge	Free of charge	Environmental Services
Car Parking	Car park permits for residents - Information about the Scheme and application guidance	Available on request from the Customer Service Centre and from the website	Free of charge	Free of charge	Environmental Services
Car Parking	Parking fines. Information about when they will be issued, how and where to pay	Available on request from the Customer Service Centre and from the website	Free of charge	Free of charge	Environmental Services
Parish & Town Council information	Parish & Town Councils contains information relating to meetings the Clerks and Chairmen	Available on request from the Customer Service Centre and available on the website	Free of Charge	Free of charge	
Performance and Policy	Public Consultations - Consultation Exercises - contains details of questions raised in public consultation exercises, a summary of responses, analysis and conclusions	Available on request from the Customer Service Centre and available on the website	Free of Charge	Free of charge	Performance and Policy
Performance and Policy	Vision 21 - Community Strategy	Available on request from the Customer Service Centre and available on the website	Free of Charge	Free of charge	Performance and Policy
Performance and Policy	Community Planning Panel - contains agendas, notes, reports and background papers relating to the meetings of the Community	Available on request from the Customer Service Centre	Free of Charge	Free of charge	Performance and Policy
Performance and Policy	Citizens Panel (Young Persons) - Information including leaflets and volunteer application forms relating to the Citizens Panel	Available on request from the Customer Service Centre	Free of Charge	Free of charge	Community & Economic Development
Community Safety	Community Safety Strategy	Available on request from the Customer Service Centre and available on the website	Free of Charge	Free of charge	Community & Economic Development
Community Safety	Community Safety Audit Summary	Available on request from the Customer Service Centre	Free of Charge	Free of charge	Community & Economic Development
Community Safety	Leaflets relating to various aspects of Community Safety	Available on request from the Customer Service Centre	Free of Charge	Free of charge	Community & Economic Development
Complaints Procedure	Complaints, comments and compliments. Your comments and ideas can help us give a better services to all of our customers. This includes the Councils complaints procedure and advice on	Leaflet available from the Customer Service Centre or from the website	Free of charge	Free of charge	Customer Services
Democratic Services	Structure Charts and membership of the Council's Executive Committee, Regulatory Committees, Overview and Scrutiny Committee, sub-committees, panels and working groups	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Democratic Services
Democratic Services	Committee Diaries giving dates of meetings	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Democratic Services
Democratic Services	Elected members, their wards, addresses and telephone numbers.	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Democratic Services

Democratic Services	Co-opted members - details	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Democratic Services
Democratic Services	Outside bodies on which the Council is represented	On request from the Customer Service Centre and from the website	Free of charge	Free of charge	Democratic Services
Democratic Services	Council Constitution - Includes Articles of the Constitution, information about the responsibility for functions and decision making, Rules of procedure, Codes and Protocols operated by the	On request from Customer Service Centre or from the website	A charge is made for a copy. Free from the website	Schedule of Charges	Democratic Services
Council Services A - Z	An A-Z listing of the services provided by the Council	Available from the website	Free of charge	Free of charge	Customer Services
Council Tax & Business Rates	Council Tax payable by band	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Council Tax & Business Rates	Council Tax Domestic Property Bands	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Council Tax & Business Rates	Rateable Values (for business rates)	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Council Tax & Business Rates	Rural Settlement List (rural rate relief)	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Council Tax & Business Rates	Leaflets or information giving details of Council Tax liability, discounts, benefits, exemptions and frequently asked questions	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Council Tax & Business Rates	Information on Business rate poundage, property valuation, reliefs, etc	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Council Tax & Business Rates	Guidance on Unoccupied Property Rating for Business premises	Available on the website	Free of charge	Free of charge	Revenue Services
Council Tax & Business Rates	Leaflets giving information about Malvern Hills District Council, Worcestershire County Council and West Mercia Police spending	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Revenue Services
Customer Services	Information about opening times, payments on line, services provided by Customer Services	Available from the website	Free of charge	Free of charge	Customer Services
Economic Development	Annual Report - Economic Development - This details the Councils Economic Development work over the past year and future plans	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Information about the Worcestershire Economic Development Partnership - comprises the economic development sections of all six of the county's local authorities, Worcestershire County Council, Advantage West Midlands (the Regional Development Agency), The Learning and Skills Council and the Chamber of Commerce, Herefordshire and Worcestershire. The Partnership provides a number of services to businesses who are looking to expand or relocate from within Worcestershire and indeed around the world.	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Rural Transport Partnership - Information including leaflets and a copy of the current Road Transport Action Plan	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Concessionary Travel Scheme - Information and leaflets	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Economic Development Strategy	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	In CREDIT Newsletter	Available on request from the Customer Service Centre	Free of Charge	Free of charge	Community & Economic Development

Economic Development	Funding Opportunities Directory	Available on request from the Customer Service Centre	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Vacant property register containing details of vacant accommodation and land suitable for businesses throughout the District	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	List of property for sale or rent from the Council	Available on request from the Customer Service Centre and some information available on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Malverns Experience - Information about the Malvern Hills District	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Economic Profile - Information, primarily statistical, about the District	Available on request from the Customer Service Centre and some information available on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Annual Business Survey - Results of the Annual Survey of Local Businesses	Available on request from the Customer Service Centre and Executive Summary available on the website	Free of Charge	Free of charge	Community & Economic Development
Economic Development	Information about the Platinum Awards - The Platinum Awards for Business Excellence have been running annually since 1999 and have continually grown each year. The purpose of the awards is to recognise, celebrate and promote the diversity and expertise of businesses which lie within the Malvern Hills District.	Available on request from the Customer Service Centre and available on the website	Free of Charge	Free of charge	Community & Economic Development
Financial & Budget Information	Annual Statement of Accounts	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Financial Services
Financial & Budget Information	Revenue & Capital Budgets	Available on request from the Customer Service Centre	Free of charge	Free of charge	Financial Services
Financial & Budget Information	Budget Monitoring Reports	Available on request from the Customer Service Centre	Free of charge	Free of charge	Financial Services
Financial & Budget Information	Asset Management & Capital Strategy	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Financial Services
Health & Safety	Health & Safety policy	On request from the Customer Service Centre	Free of charge	Free of charge	Personnel Services
Land Charges	A complete guide to all the statutory requirements - What is a Local Land Charge Search?	Guidance leaflet available on request from the Customer Service Centre	Free of charge	Free of charge	Land Charges
Land Charges	LLC1 only (search in Land Charges Register)	Guidance leaflet available on request from the Customer Service Centre	Statutory charge - see Land Charges fees on website	Land Charges fees	Land Charges
Land Charges	LLC1 only (additional parcels of land)	Guidance leaflet available on request from the Customer Service Centre	Statutory charge - see Land Charges fees on website	Land Charges fees	Land Charges
Land Charges	Con29 Enquiries	Guidance leaflet available on request from the Customer Service Centre	A charge is made - See Land Charges fees on the website	Land Charges fees	Land Charges
Land Charges	Optional enquiries	Guidance leaflet available on request from the Customer Service Centre	A charge is made - See Land Charges fees on the website	Land Charges fees	Land Charges
Land Charges	Additional enquiries	mhc-about-malvern-reuse-2007-09-01_schedule_of_charges_v2_00.pdf	A charge is made - See Land Charges fees on the website	Land Charges fees	Land Charges

Land Charges	Supplemental enquiries (following return of a search)	Guidance leaflet available on request from the Customer Service Centre	A charge is made for each enquiry - See Land Charges fees on the website	Land Charges fees	Land Charges
Land Charges	Additional parcels of land/assessments	Guidance leaflet available on request from the Customer Service Centre	A charge is made - See Land Charges fees on the website	Land Charges fees	Land Charges
Land Charges	Personal Search	Guidance for personal searchers available on the website	Statutory charge - see Land Charges fees on website	Land Charges fees	Land Charges
Land Charges	Inspection of the Land Charges Register	Available on request from the Customer Service Centre	Free of charge	Free of charge	Land Charges
Land Charges	List of Current Search Fees	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Land Charges
Land Charges	Guidelines for Personal Searchers - details the procedure for personal search and who to contact for assistance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Land Charges
Licensing	Gambling Act 2005 - Draft Statement of Principles	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Licensing	Information about Licensing fees	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Licensing	Licensing Act 2003 - Licensing Policy Statement and application forms	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Licensing	Amusements with Prizes Machines	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Licensing	Animal Boarding (Kennels and Catteries) - application form and fee	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Licensing	Butchers and Game Dealers - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Caravan Sites - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Dangerous Wild Animals - guidance, application form and fee	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Dog Breeding - guidance, application form and fee	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Horse Riding - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	House to House Collections - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Hypnotism - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Late Night Refreshment Houses - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Lotteries - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Meat products - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Milk Products - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Pet Shops - guidance, application form and fee	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services

Licensing	Public Entertainments - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Sex Shops - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Skin Piercing - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Street Collections - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Taxis - guidance, application form, fees	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Theatres and Cinemas - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Licensing	Zoos - guidance, application form and fee	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Orders	Public Path Orders	Available on request from the Customer Service Centre	Free of charge	Free of charge	Democratic Services
Orders	Road Closure Orders	Available on request from the Customer Service Centre	Free of charge	Free of charge	Democratic Services
Planning Services - Service standards and performance	The Council has many performance indicators and service standards against which we judge the quality of our service. This section on our website include links to the main service standards and performance indicators for Planning Services. This includes our Customer Charters which set out what we do and how we measure ourselves, the Annual Monitoring Report and monthly	Available on the website	Free of charge	Free of charge	Planning & Housing Services
Planning Services - Access to information	List of charges for the supply of information	Available on request from the Customer Service Centre and on the website	Free of charge	Planning Services List of Charges	Planning & Housing Services
Planning - Building Control	Building control charges - The scheme of charges for Building Control Services	Available on request from the Customer Service Centre and on the website	Free of charge	Building control charges	Planning & Housing Services
Planning - Building Control	Building Control Service - general information including its performance standards etc	Available on the website only	Free of charge	Free of charge	Planning & Housing Services
Planning - Building Control	Building control decisions - decision notices and completion certificates	Available on request from the Customer Service Centre	Inspection free of charge. A charge is made for a copies. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Building Control - Public information publications	Building regulations explanatory booklet	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Planning & Housing Services
Planning - Building Control - Public information publications	Dangerous structures and demolition control	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Planning & Housing Services
Planning - Building Control - Public information publications	"Built in Quality" Award Scheme	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Planning & Housing Services
Planning - Conservation	Conservation Area maps - these maps show the boundaries and designation statements within the District defined as Conservation Areas	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Conservation	Listed buildings - details of all buildings in the District listed as being of special architectural or historic interest	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Development Control	Planning register - contains planning and similar applications, details of Tree preservation orders and applications/notifications for works to trees	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services

Planning - Development Control	Tree preservation guides - leaflet	Available on request from the Customer Service Centre.	Free of charge.	Planning Services List of Charges	Planning & Housing Services
Planning - Development Control	Planning register - contains planning and similar applications, details of Tree preservation orders and applications/notifications for works to trees	Available on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Development Control	Planning Enforcement register - contains details of enforcement action taken by the Council in respect of particular properties	Available on request from the Customer Service Centre.	Inspection free of charge.		Planning & Housing Services
Planning - Development Control	Planning Applications - applications for planning consent and decision notices	Available on request from the Customer Service Centre and on the website	Inspection free of charge. A charge is made for a copy of a decision notice. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Development Control	Planning Appeals - details of appeals against planning or enforcement decisions	Available on request from the Customer Service Centre.	Inspection free of charge. A charge may be made for a copies. See Planning Services list of	Planning Services List of Charges	Planning & Housing Services
Planning - Development Control	Planning Public Notices - public notices for planning applications which require advertising	Available for inspection on request from the Customer Service Centre	Inspection free of charge.	Inspection free of charge.	Planning & Housing Services
Planning - Development Control	Planning Agreements - Planning agreements under S52 and S106 of Town and Country Planning Act 1990 which set out planning requirements attaching to individual planning consents	Available for inspection on request from the Customer Service Centre	Inspection free of charge. A charge is made for a copies. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Development Control	Daily and weekly plan list - details of applications received each day and week	Available for inspection on request from the Customer Service Centre and on the website	Free of charge.	Free of charge.	Planning & Housing Services
Planning - Development Control	Planning Decisions List - details of decisions made on planning applications, published on a weekly basis	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Planning & Housing Services
Planning - Development Control	Development briefs - details of any development briefs produced by the Council	Available on request from the Customer Service Centre and on the website	Inspection free of charge. A charge is made for a copies. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - General Development Control Guidance and Advice	Guide to enforcement	Available on the website only	Free of charge	Free of charge	Planning & Housing Services
Planning - General Development Control Guidance and Advice	Development control advice information - how to make an application, appeal against a decision and comment on applications and submissions of drawings	Available on the website only	Free of charge	Free of charge	Planning & Housing Services
Planning - General Development Control Guidance and Advice	List of contacts within Development Control Section	Available on the website only	Free of charge	Free of charge	Planning & Housing Services
Planning - Local Plan Information	Malvern Hills District Local Plan - The adopted version of the local plan which sets out policies and proposals for guiding planning decisions	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge is made for a copy. See Planning Services list of charges.	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Leominster District Local Plan (Tenbury Area) - The adopted version of the local plan which sets out policies and proposals for guiding planning decisions	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge is made for a copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Local Plan Review - First Deposit Draft Local Plan - Published for consultation. The Plan sets out the District Councils Policies and Proposals for the development and use of land	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge may be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Second Deposit Draft Local Plan - Published for consultation. The plan sets out the District Councils Policies and Proposals for the development and use of land	Available for inspection and purchase from the Customer Service Centre. Also available on CD and the Councils website.	Inspection free of charge. A charge will be made for copy or CD. See Planning Services list of	Planning Services List of Charges	Planning & Housing Services

Planning - Local Plan Information	Local Plan Sustainability Appraisal - This document forms part of the deposit Draft Local Plan, but is available to purchase separately.	Available for inspection and purchase from the Customer Service Centre. Also available on CD and the Councils website.	Inspection free of charge. A charge will be made for copy or CD. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Consultation statement Sets out the various methods used to consult the public and statutory organisations on the review of the Local Plan.	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Key Issues Report. The report covering the key issues relating to the Local Plan Review.	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Supplementary Planning Guidance - Planning guidance on the following Conversion of redundant buildings, Conversion of agricultural and other rural buildings, shop front design, residential design, residential extensions, North Site development brief and Affordable Housing Brief, Affordable Housing SPG	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Affordable Housing Supplementary Planning Guidance. Provides a framework for the provision of affordable housing through the planning process.	Available for inspection on request from the Customer Service Centre	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	North Site Development Brief and Affordable Housing Brief These development briefs provide a framework for the future development of this site. Adopted in August 2004 following public consultation exercise.	Available for inspection and purchase from the Customer Service Centre. Also available on CD and from the Councils website	Inspection free of charge. A charge will be made for copy or CD. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Local Plan Background Documents - Assessment of suggested development sites and settlement boundary changes. Sets out the District Councils response to suggestions for new development sites and settlement boundary changes put forward by a range of landowners, developers, private individuals and organisations at part of the preparation of the Draft Local Plan	Available for inspection and purchase from the Customer Service Centre. Also available on CD and from the Councils website	Inspection free of charge. A charge will be made for copy or CD. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Village facilities survey and public transport study.	Available for inspection and purchase from the Customer Service Centre. Also available on CD and from the Councils website	Inspection free of charge. A charge will be made for copy or CD. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Urban capacity study. This study identifies sources of capacity and potential development sites within urban areas of the district	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Housing land availability report - Sets out the housing land position for the District and covers the period from April 1996-April 2004. The individual sites detailed in the report represent housing sites with the benefit of planning permission which have been completed since April 1996 are under construction and remain	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Employment land availability statement - Sets out the employment land position for the district and covers the period from April 1996 - April 2004. The individual sites detailed in the report represent employment sites with the benefit of planning permission which have been completed since April 1996, are under construction or	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Malvern Urban Greenspace Study - The study identifies and evaluates greenspaces in and around Malvern in terms of their individual and strategic value to the settlement, prepared to inform the Local Plan	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Contains an assessment of retail capacity within the District	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services

Planning - Local Plan Information	Open space in Malvern, Tenbury and Upton - The study is in two parts. Part 1 sets out the Final Report as approved by the District Council but amended to take account of the revised NPFA standards published in 2001. Part 2 was undertaken in Spring 2003. It compares current outdoor playing space provision in both Tenbury and Upton with the revised Six Acre Standard published	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Planning - Local Plan Information	Housing needs assessment for Malvern Hills District - This assessment is an update carried out in October 2004 of the HNA published in July 2002	Available for inspection on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Procurement	Procurement Policy	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of Charge	Performance and Policy
Procurement	Procurement Strategy	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of Charge	Performance and Policy
Procurement	Procurement Procedures	Available from the website	Free of charge	Free of charge	Performance and Policy
Procurement	Contracting Procurement Rules	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of Charge	Performance and Policy
Procurement	Guide - How to do business with Malvern Hills District Council	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of Charge	Performance and Policy
Procurement	Audit of Contracts	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of Charge	Performance and Policy
Procurement	Tender Opportunities - current	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of Charge	Performance and Policy
Environmental Services	Asbestos - guidance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Bonfires (general and dark/black smoke) - guidance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Dog Fouling - guidance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Food - Advice to Business	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Food Hygiene Course and Update Training - guidance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Food Poisoning Investigations - guidance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Health and Safety Inspections and Advice to Business	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Health and Safety Training Course -details	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Infectious Diseases - guidance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services

Environmental Services	Investigation of Injuries, Diseases and Dangerous Occurrences (RIDDOR)	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Noise (from various sources) - guidance	Available on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Pigeons - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Private Burials - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Private Sewers - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Radiation from Radon, Power Lines, Mobile Phones - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Rats - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Sewage and Slurry Spreading - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Smell Nuisance - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Water (mains monitoring) - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	Working Time Directive - guidance	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Environmental Services	High hedges - how to complain , details of fees	Available on request from the Customer Service Centre and the website	Free of charge	Free of charge	Environmental Services
Environmental Services	Caravan sites - register	Extracts from this register available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Cooling Towers - register	Extracts from this register available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Public Sewers - register	Extracts from these records available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Register B, Environmental Protection Act 1999	Extracts from this register available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Contaminated Land register	Extracts from this register available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Food premises register	Extracts from this register available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Register Scrap metal dealers	Extracts from this register available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services

Environmental Services	Springs and spouts monitoring	Extracts from these records available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Sunday trading - Register	Extracts from this register available for inspection upon request to Customer Service Centre.	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Democratic Services	Register of Members Interests	For inspection on request from the Customer Service Centre	Inspection free of charge.	Inspection free of charge.	Democratic Services
Democratic Services	Members attendance at Committee Meetings	For inspection on request from the Customer Service Centre and on the website	Free of charge	Free of charge	Democratic Services
Democratic Services	Members Allowances	For inspection on request from the Customer Service Centre and from the website	Free of charge	Free of charge	Democratic Services
Democratic Services	Gifts and Hospitality register - Councillors	For inspection on request from the Customer Service Centre	Inspection free of charge.	Inspection free of charge.	Democratic Services
Planning Services	Planning register - contains planning and similar applications, details of Tree preservation orders and applications/notifications for works to trees	Available on request from the Customer Service Centre.	Inspection free of charge. A charge will be made for copy. See Planning Services list of charges	Planning Services List of Charges	Planning & Housing Services
Personnel	Council's recruitment policy and procedures	On request from the Customer Service Centre and on the website	Free of charge	Free of charge	Personnel Services
Personnel	Current vacancies	On request from the Customer Service Centre and on the website	Free of charge	Free of charge	Personnel Services
Personnel	Jobs	On request from the Customer Service Centre and on the website	Free of charge	Free of charge	Personnel Services
Personnel	Job descriptions	On request from the Customer Service Centre and on the website	Free of charge	Free of charge	Personnel Services
Personnel	Person specifications	On request from the Customer Service Centre and on the website	Free of charge	Free of charge	Personnel Services
Personnel	Guidance to applicants	On request from the Customer Service Centre and on the website	Free of charge	Free of charge	Personnel Services
Personnel	Equal opportunities policy	On request from the Customer Service Centre and on the website	Free of charge	Free of charge	Policy and Performance
Refuse and Recycling	Refuse collections - Bank holidays notices of dates	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Refuse and Recycling	Recycling Centres - details of locations	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Refuse and Recycling	Compost bins - information relating to use and purchase	Available on request from the Customer Service Centre	Free of charge	Free of charge	Environmental Services
Refuse and Recycling	Recycling calendar - check your weekly recycling collections	Available from the website	Free of charge	Free of charge	Environmental Services
Sport and Recreation	Malvern Hills Sports Directory - One stop reference point to information about local clubs and facilities within the Malvern Hills District	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Sport and Recreation	Leaflets, booklets and booking forms and press releases published by the Council in respect of Council Sport, Recreation and Play Development Services	Available on request from the Customer Service Centre and on the website	Free of Charge	Free of charge	Community & Economic Development
Environmental Services	Air Pollution Monitoring	Available on request from the Customer Service Centre	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Food Service Plan	Available on request from the Customer Service Centre	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services
Environmental Services	Contaminated Land Strategy	Available on request from the Customer Service Centre and on the website	Inspection free of charge. A charge may be made for copies	Schedule of Charges	Environmental Services

Street Naming and Numbering	Street naming and numbering - guidance	Available on the website only	Free of charge	Free of charge	Environmental Services
Customer Services	Information about opening times, payments on line, services provided by Tenbury Wells Area Office	Available from the website	Free of charge	Free of charge	Customer Services
Tourism	Visitor and Accommodation Guide	Available on request from the Customer Service Centre and Tourism Information Centres in the District. Some of the information contained in the Guide is available on the website	A charge is made for a copy.	A charge is made for a copy.	Community & Economic Development
Tourism	Brochure for overseas use	Available on request from the Customer Service Centre and Tourism Information Centres in the District.	Free of charge	Free of charge	Community & Economic Development
Tourism	Guides, factsheets, maps and trails	Available on request from the Customer Service Centre and Tourism Information Centres in the District.	Charges are made		Community & Economic Development
Tourism	Eating Out Guide (guide to restaurants etc)	Available on request from the Customer Service Centre and Tourism Information Centres in the District.	Free of charge	Free of charge	Community & Economic Development
Tourism	Mini Guides to Malvern, Upton and Tenbury Wells	Available on request from the Customer Service Centre and Tourism Information Centres in the District.	A charge is made		Community & Economic Development
Tourism	Conference Guide (Guide to conference facilities in the District)	Available on request from the Customer Service Centre, Tourism Information Centres in the District and from the website	Free of charge	Free of charge	Community & Economic Development
Tourism	Malvern Hills Events List - List of forthcoming events in the District	Available on request from the Customer Service Centre, Tourism Information Centres in the District and from the website	Free of charge	Free of charge	Community & Economic Development
Tourism	Street Maps of towns within the District	Available on request from the Customer Service Centre, Tourism Information Centres in the District.	A charge is made		Community & Economic Development
Tourism	Other Tourism promotional material including leaflets, booklets, factsheets, postcards and posters	Available on request from the Customer Service Centre, Tourism Information Centres in the District.	A charge may be made for some items. Some items free of charge		Community & Economic Development
Personnel	Quarterly return on the number of employees, made for purposes of national statistics	On request from the Customer Service Centre	Free of charge	Free of charge	Personnel Services
Performance and Policy	Council Directorate Structure - Details of directorate structure, names, job titles, pictures	Available from the website	Free of charge	Free of charge	Performance and Policy
Democratic Services	Members Allowances Scheme	Available from the website	Free of charge	Free of charge	Democratic Services
Financial & Budget Information	Capital Strategy	Available from the website	Free of charge	Free of charge	Legal & Governance
Financial & Budget Information	Asset Management Plan	Available from the website	Free of charge	Free of charge	Legal & Governance
Communications	Communication & Consultation Policy and Strategy	Available from the website	Free of charge	Free of charge	Performance and Policy
Community Safety	Community Strategy	Available from the website	Free of charge	Free of charge	Community & Economic Development