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| **Our policies and procedures** Current written protocols, policies and procedures for delivering our services and responsibilities.  | **Link to Information**Where the information is not available online, please use the contact details provided to obtain a copy  |
| **Policies and procedures for conducting council business**  | [The Constitution](https://www.hartlepool.gov.uk/info/20004/council_and_democracy/370/hartlepool_borough_councils_constitution)  |
| **Policies and procedures for delivering our services**  | [The Constitution](https://www.hartlepool.gov.uk/info/20004/council_and_democracy/370/hartlepool_borough_councils_constitution) [Access to Information](https://www.hartlepool.gov.uk/info/20032/access_to_information/500/access_to_information) |
| **Pay policy statement**  | [Council Pay Policy](https://www.hartlepool.gov.uk/downloads/download/305/pay_policy) |
| **Policies and procedures about the recruitment and employment of staff**  | [Jobs, Training and Volunteering](https://www.hartlepool.gov.uk/info/20010/jobs_training_and_volunteering) [Health and Safety](https://www.hartlepool.gov.uk/info/20003/business/507/health_and_safety_at_work) [Equality & Diversity Policy](https://www.hartlepool.gov.uk/info/20004/council_and_democracy/428/equality_and_diversity)  |
| **Customer service**  | [Customer Services](https://www.hartlepool.gov.uk/contact) [Complaints and Comments](https://www.hartlepool.gov.uk/info/20004/council_and_democracy/429/complaints_comments_and_compliments) |
| **Records management and personal data policies**  | [Access to Information](https://www.hartlepool.gov.uk/info/20032/access_to_information/500/access_to_information) |
| **Charging regimes and policies**  | [Access to Information](https://www.hartlepool.gov.uk/info/20032/access_to_information/500/access_to_information)**Contact:** Freedom of Information OfficerLegal DivisionCivic CentreHartlepool TS24 8AYTel: 01429 523182Freedomofinformation@hartlepool.gov.uk |
| **Licensing**  | [Licensing](https://www.hartlepool.gov.uk/info/20023/licences_and_permits/257/fees_and_charges) [Street Trading](https://www.hartlepool.gov.uk/info/20023/licences_and_permits/282/street_trading)  |
| **Land Charges**  | [Local Land Charges](https://www.hartlepool.gov.uk/info/20013/planning_and_building_control/588/local_land_charges)  |
| **Registrars Fees**  | [Certificate Fees](https://www.hartlepool.gov.uk/info/20002/births_marriages_and_deaths/411/certificate_fees) [Marriage & Civil Partnership Fees](https://www.hartlepool.gov.uk/info/20002/births_marriages_and_deaths/448/marriage_and_civil_partnership_fees)  |