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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 Officer  Legal Division  Civic Centre  Hartlepool TS24 8AY  Tel: 01429 523182  [Freedomofinformation@hartlepool.gov.uk](mailto:Freedomofinformation@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) |