

**Class 2: How we deliver our functions and services**

Information about our work, our strategies and policies for delivering functions and services and information for our service users.

[Strategic Plan](#)

[Business Plan](#)

[British Sign Language Plan](#)

[Customer Charter](#)

**Information about decisions of the Standards Commission and Hearings policies**

[Standards Commission Decision](#) – Case referred by CESPLS

[Hearing Process Guide and Rules](#)

[Abbreviated Hearing Process](#)

[Relevancy of Evidence](#)

[Guidance for Unrepresented Respondents](#)

[Policy on factors considered by Hearing Panel when making decision on sanction](#)

[Notification of Hearings for determination of a breach of the Code of Conduct](#)

[Cases where no further action will be taken](#)

[Decisions of the Hearing Panel](#)

**Guidance for councillors and Members of Devolved Public Bodies**

[Guidance on the Councillors' Code of Conduct 2018](#)

[Councillors' Code of Conduct – Guidance only 2018](#)

[Guidance on the Councillors Code of Conduct 2017](#)

[Guidance on the Model Code of Conduct for Members of Devolved Public Bodies](#)

[Standard Presentation to Local Authorities](#)

[Standard Presentation to Members of Devolved Public Bodies](#)

**Advice for councillors and Members of Devolved Public Bodies**

[Advice Note for Councillors on Bullying and Harassment](#)

[Advice Note for Councillors on Distinguishing between their Strategic Role and any operational work](#)

[Flowchart on making Declarations of Interest](#)

[Advice Note for Members of Devolved Public Bodies on the Application of Article 10 of the ECHR](#)

[Advice Note for Councillors on the Application of Article 10 of the ECHR](#)

[Advice for Members on how to Declare Interests](#)

[Advice for Councillors on How to Declare Interests](#)

[Advice for Councillors on Arm's Length External Organisations](#)

[Advice on the use of Social Media for Members of Devolved Public Bodies](#)

[Advice on the Role of the Standards Officer](#)

[Advice on Relations between Members and Employers of Devolved Public Bodies](#)