

EAST AYRSHIRE COUNCIL

POLICY AND RESOURCES COMMITTEE – 8 February 2006

REVIEW OF THE FIRST YEAR OF IMPLEMENTATION OF FREEDOM OF INFORMATION

Report by Depute Chief Executive/Executive Director of Corporate Support

1. PURPOSE OF REPORT

1.1 Freedom of Information

- (a) To report on the first year of operation of Freedom of Information
- (b) To confirm the existing charging arrangements
- (c) To seek approval for changes to the Council's Publication Scheme and to seek approval to delegate authority for some future changes to appropriate officers.

2. BACKGROUND

- 2.1** The Policy and Resources Committee has received various reports in relation to the introduction of the Freedom of Information (Scotland) Act 2002, the implications of this, and the associated development and implementation of a Records Management strategy.
- 2.2** In February 2004 the Policy and Resources Committee approved the Council's initial Publication Scheme, as required under Freedom of Information legislation.
- 2.3** In March 2005 the Policy and Resources Committee approved the creation of a new post – Freedom of Information Officer. This postholder became the nominated Freedom of Information Officer (replacing the Head of Administrative and Legal Services), with the Head of Administrative and Legal Services now acting as the Proper Officer to review appeals, (replacing the Depute Chief Executive/Executive Director of Corporate Support).

3. PROGRESS REPORT

- 3.1** The arrangements put in place to manage Freedom of Information (Fol) requests have generally worked very well. Some changes were made during the year in the light of experience. We have formally recorded approximately 350 requests, which is below average for Scottish local authorities.
- 3.2** Within East Ayrshire Council, we have developed a system where routine requests for information are responded to directly and are not recorded as Fol

requests. Non-routine requests are referred to departmental Fol representatives, with the Freedom of Information Officer available for guidance, support and to co-ordinate cross-departmental requests.

- 3.3** To 20 January 2006 we have received 357 requests for information and responded to 347 of them. The following section provides an analysis of these requests. For 77% of the requests we provided all the information requested and in a further 7% we either provided some information or did not hold what was required. For 6% of the requests we refused to provide the information requested and gave reasons for doing so. We have received 29 requests for review and 3 applicants have ultimately taken their request to the Scottish Information Commissioner for a decision.
- 3.4** The law requires that requests are responded to within 20 working days. On average we respond within 14 working days, with the average work required being between less than 2 hours.
- 3.5** Development and Property Services has received most requests (43%) with many of these relating to Planning and Building Control. Almost half of the requests came from companies, with the main area of interest being in relation to Property Enquiry Certificates. Requests from individuals formed almost a quarter of all requests, with journalists making just under 20% of all requests. One company has made 44 requests, and four companies made over one quarter of all the requests we received. Overall, some 207 individuals or organisations have made requests for information.
- 3.6** A Freedom of Information Database has been developed to improve the way we monitor and report on Fol activities. This helped provide the analysis above. Our intranet section of Fol has been revised to provide information, guidance and support for staff. Plans are in hand to refine the way the Publication Scheme is displayed on the web-site to make it easier to find information. We intend reviewing the Publication Scheme on an annual cycle so that we can both increase the information provided and simplify access to this information.

All in all the first year of Fol has been well managed by all those involved.

4. FEES FOR PROVIDING INFORMATION

- 4.1** The Freedom of Information Act allows for councils to charge fees under some circumstances. A council may not charge for the first £100 worth of effort. Over £600 a council may charge the full cost (or refuse to supply the information). Between £100 and £600 we may charge a maximum of 10% of the allowable cost, which is based upon a notional charge of £15 per hour.
- 4.2** The effect of these rules is that the first 7 hours worth of work must be free. For forty hours of effort we could charge a maximum of £50. Over 40 hours we can either refuse or charge the full cost.

- 4.3** At the February 2005 meeting, this committee agreed to a recommendation that we should not charge for the provision of information unless the expected costs would exceed the £600 threshold. It was also agreed that this should be reviewed in a years' time.
- 4.4** In the past year we have only had one instance where a request would have exceeded the £600 limit, and we issued a fees notice in this case. For the remaining 346 cases, 336 of them were responded to in less than 7 hours and therefore must be free. For the remaining 10 cases the maximum total fee we could have charged is £120.
- 4.5** It is recommended that we continue the current practice of not charging for requests below the £600 threshold.

5. PUBLICATION SCHEME

- 5.1** The Freedom of Information (Scotland) Act requires each public body to develop and maintain a Publication Scheme, which acts as a directory of information available from the Council. Our Publication Scheme was agreed in February 2004. The Scottish Information Commissioner requires that each Publication Scheme is reviewed on a regular basis. An up-to-date Publication Scheme is attached for approval. None of the changes proposed require the prior approval of the Scottish Information Commissioner (See 5.2 below).
- 5.2** In accordance with the Council's current arrangements, the Policy and Resources committee approves our Publication Scheme. However experience shows that there can be situations where there is a need for several routine changes, often on a regular basis.

The Scottish Information Commissioner has given guidance on levels of changes and the need for his approval. His guidance is:

- (a) Cases where no approval or notification is required

Routine changes involving changes to format, or contact details, or the addition of additional documents to an existing class of information.

- (b) Cases where the Commissioner should be notified

The addition of new classes of information, or changes to the charging regime, as long as these are not significantly higher.

- (c) Cases where the Commissioner's approval is required

The addition of a class of information which will involve a charge or the removal of an existing class of information.

5.3 It is proposed that the Council's Scheme of Delegation is modified to enable officers to make some changes to the Publication Schedule, as follows:

(a) where no approval or notification is required

Changes can be made by the Freedom of Information Officer

(b) where the Commissioner should be notified

Changes can be approved by the Head of Administrative and Legal Services

Where the Commissioner's approval is required for changes we will seek the approval of this committee prior to contacting the Commissioner.

5.4 The Council's Corporate Management Team continues to receive regular update reports on FoI performance and related issues and endorses the recommendations set out in this report.

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications associated with these proposals.

7. POLICY/LEGAL IMPLICATIONS

7.1 The proposals will ensure ongoing compliance with the Freedom of Information (Scotland) Act 2002 and the associated requirements for proper records management arrangement throughout the Council.

8. PERSONNEL IMPLICATIONS

8.1 The proposals contained in the report have no immediate staffing implications for the Department.

9. RECOMMENDATIONS

9.1 It is recommended that Committee agree to the proposals contained in the report.

Elizabeth Morton
Depute Chief Executive/
Executive Director of Corporate Support
20/01/06

BACKGROUND PAPERS

Revised Publication Scheme

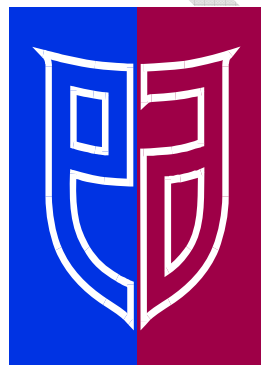
Any person wishing further information on this report should contact David Mitchell, Head of Legal and Administrative Services. 01563 576061

Implementation Officer: Colin Urie, Freedom of Information Officer

EAST AYRSHIRE COUNCIL

PUBLICATION SCHEME

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002



East Ayrshire

COUNCIL

Document Control

Releases

Version number	Authorisation	Date
Version 1	Council	May 2004
Version 2	John MacKenzie	February 2005
Version 3		

Change Control

Revision	Details	Authorisation	Date
2.0.1	Change contact details to Colin Urie	CU/	24/6/2005
2.0.2	Alterations to Section 8 – Access details	CU/	24/6/2005
2.0.3	Standard address formats	CU/	24/6/2005
2.0.4	Web links	CU/	1/7/2005
2.0.5	Office addresses	CU/	1/7/2005
2.0.6	Contents page added	CU/	1/7/2005
2.0.7	Strathclyde Fire & Rescue updated	CU/	12/9/2005
2.0.8	Index updated	CU/	12/9/2005
2.0.9	Addresses from Transport	CU/JF	9/11/2005
2.0.10	Access to Planning info	CU/DMcD	9/11/2005

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1. Introduction

East Ayrshire Council welcomes the introduction of the Freedom of Information (Scotland) Act as a vehicle for greater accountability and democracy in Scotland. In preparing this publication scheme, which has been drawn up under Section 23 of the Act, the Council has been mindful of the value of openness and transparency.

2. About East Ayrshire Council

Set in beautiful Ayrshire countryside, East Ayrshire has something to offer everyone. With an estimated population of over 120,000, traditional Scottish country villages mix with the bustle of the towns. With a growing local economy, a host of business opportunities, excellent housing, a wide choice of education and unrivalled leisure facilities, the area offers an enviable quality of life.

With 32 elected members and approximately 6000 employees, East Ayrshire Council has earned a reputation for providing services effectively and at a consistently high level. Every department aims to deliver a quality service and all activities are carried out with the Council's core values of quality, equality, access and partnership in mind.

The Council is divided into 4 departments. A summary of the responsibilities of each department is provided below.

Neighbourhood Services - The Department of Neighbourhood Services delivers a wide range of high quality public services throughout East Ayrshire. These services include: housing services (central services, contract compliance, operations, policy); building and works (maintenance operations, capital operations, commercial services); leisure services (leisure development, community recreation, outdoor services, libraries, registration and information services, Dean Castle Country Park, museums, arts and theatres); protective services (emergency planning, trading standards, environmental health, licensing & community safety, cleansing services).

Corporate Support - The Department of Corporate Support provides a range of services to Council through Administrative and Legal Services (including procurement), Information Technology Services, Personnel Services, Corporate Development and Communication and Finance Services.

Development & Property Services - The Development & Property Services Department, through its three divisions, is responsible for regulating and providing advice and assistance for: Economic Development, Property & Technical Services; Planning and Building Standards; Roads and Transportation.

Educational & Social Services - The Department is responsible for: 9 secondary schools; 46 primary schools; 4 special schools; 12 nursery schools; 3 Day Nursery/Family Centres; 18 nursery classes within schools;

4 residential homes for the elderly; 2 children's homes; 3 Adult Learning Centres; 2 adult residential units; 32 Community Education Centres; 8 Community Wings (many of which have integral community learning centres).

Other services

Strathclyde Fire & Rescue and Strathclyde Police carry out fire and police services on behalf of the Council. The East Ayrshire Licensing Board has responsibility for licensing the sale of alcohol and for betting in East Ayrshire. Each of these statutory authorities has its own publication scheme. In addition, the Ayrshire Valuation Joint Board carries out assessor and electoral registration services for the Council; each of these functions has its own publication scheme. These schemes can be accessed by using the contact details listed below:

Strathclyde Fire & Rescue

Headquarters
Bothwell Road
Hamilton
ML3 0EA

Tel. 01698 300999

E-mail: opinions@strathclydefire.org Internet: www.strathclydefire.org

Strathclyde Police

Strathclyde Police Headquarters
173 Pitt Street
Glasgow
G2 4JS

Tel. 0141 532 2000

E-mail: contactus@strathclyde.police.uk Internet: www.strathclyde.police.uk

Ayrshire Valuation Joint Board

9 Wellington Square
Ayr
KA7 1DS

Tel. 01292 612221

E-mail: avjb@south-ayrshire.gov.uk Internet: www.ayrshire-vjb.gov.uk

East Ayrshire Licensing Board

Council Headquarters
London Road
Kilmarnock
KA3 7BU

Tel: 01563 576005

Fax: 01563 576179

E-mail: patricia.duncan@east-ayrshire.gov.uk

Internet: www.east-ayrshire.gov.uk

3. What Is A Publication Scheme?

Under Section 23 of the Freedom of Information (Scotland) Act, 2002, public authorities have a duty to adopt and maintain a scheme relating to the publication of information. The publication scheme, to be approved by the Scottish Information Commissioner, must specify:-

- the classes of information that the authority intends to publish;
- the manner in which information in each class is, or is intended to be, published; and
- whether the published information is free or whether a charge will be made for it.

The term “publish” simply means, “to make publicly available” in whatever format the information exists (for example as an electronic document, printed book, video or leaflet). The Council aims to ensure that the content and structure of its scheme reflects the types of information in which there is a clear public interest and will review and update its publication scheme on a regular basis.

The East Ayrshire Council publication scheme has been prepared with the aid of a Council-wide information-gathering audit. Public consultation has been carried out by inviting comments on the Council website as to the content of the scheme. As part of the consultation process, Local Committees were also asked to make comment on the scheme prior to it being submitted to the Council’s Policy and Resources Committee for final approval.

The body of the scheme is structured into categories and classes, and is based upon the local authority categories developed as part of the Accessible and Personalised Local Authority Website (APLAWS) project – a de facto standard in e-government. All classes of information are to be found under one of the following 12 main category headings: Advice, Benefits and Emergencies; Business; Community and Living; Education and Learning; Environment and Waste; Housing; Jobs and Careers; Leisure and Culture; Planning and Building Standards; Social Care and Health; Transport and Streets; Your Council.

If the information you require is not current and does not appear elsewhere in this scheme, it may be available from the Council’s Archive Service, details listed below. While inspection of historical information is free, there may be a charge for providing you with photocopies of a document, currently 10 pence an A4 sheet and 15 pence an A3 sheet. In addition, some remote enquiries from outwith East Ayrshire may involve a flat-rate research fee.

Ayrshire Archives Centre
Craigie Estate
Ayr KA8 0SS
Tel: 01292 287584
E-mail: archives@south-ayrshire.gov.uk
Internet: www.ayrshirearchives.org.uk

4. Responsibility for The Publication Scheme

Responsibility for the overall running of the scheme rests with David Mitchell, Head of Administrative & Legal Services, East Ayrshire Council, Council Headquarters, London Road, Kilmarnock, KA3 7BU. Tel: 01563 576161 E-mail: david.mitchell@east-ayrshire.gov.uk

Responsibility for the day-to-day running of the scheme lies with Colin Urie, Freedom of Information Officer, Council Headquarters, London Road, Kilmarnock, KA3 7BU. Tel: 01563 576094 E-mail: colin.urie@east-ayrshire.gov.uk

5. Exemptions

East Ayrshire Council's aim is to be as open as possible. However, information may be withheld from any of the classes of information listed below where we consider that disclosure may seriously prejudice law enforcement, legal proceedings or our regulatory or enforcement activity or where the disclosure is otherwise prohibited by law. We may also withhold information which may seriously prejudice the commercial interests of any person or organisation. We may also withhold information which is personal information under the Data Protection Act 1998.

In these cases, we will withhold the information and indicate why the information is being withheld. If you wish to complain about information which is being withheld from you, please read the "complaints" section below.

6. Records Management & Archiving Policy

The Council recognises the importance of good records management. A Council-wide records management service is currently being developed in order to manage records created or otherwise held by the Council, from the time they were created until ultimate disposition. An integral part of the service is the records centre, a central repository for the storage of the Council's non-current records. Additionally, those records identified for permanent preservation for historical reasons, will be held in archive quality accommodation. For further information please contact Colin Urie, Freedom of Information Officer, Council Headquarters, London Road, Kilmarnock, KA3 7BU. Tel: 01563 576094 E-mail: colin.urie@east-ayrshire.gov.uk

7. Copyright

Information obtained from this publication scheme can be copied or reproduced without formal permission provided it is copied or reproduced accurately, is not used in a misleading context and provided that the source of the material is identified and the copyright status acknowledged.

In circumstances where the copyright holder of requested information is not East Ayrshire Council but a third party, it is recommended that prior consent is obtained from the copyright holder before the information is copied or reproduced.

8. Accessing Information from East Ayrshire Council

We aim to make as much information as possible readily accessible using this Publication Scheme and our website. If there is something you want to know about the Council, then we would recommend you try:

- Searching this Publication Scheme, which lists the types of information we hold and how you can access it. Most information listed in our Publication Scheme is available from the East Ayrshire Council website www.east-ayrshire.gov.uk. Access to the internet is available at council libraries.
- Additional information may also be found by searching our website, www.east-ayrshire.gov.uk

If you do not have access to the internet or the information is not available for downloading from the internet then you should contact us for assistance. You can contact us:

By writing: You should address your request to the relevant department named in the “classes of information” section, below. When requesting information, please include the following details: your name and address, the information or documents you want to see and any fee applicable to this information (see “classes of information” section, below).

By e-mail: If the information you request is not available via the website, but is listed in our publication scheme, we will send it to you by e-mail, wherever practicable. Email your request to freedomofinformation@east-ayrshire.gov.uk

By phone: Information can be requested over the telephone. Please provide full contact details, including a telephone number, so that we can telephone to clarify any details, if necessary.

Personal visits: For some classes of information, you will need to make an appointment to view the information. Please contact the relevant department named in the “classes of information” section, below.

If information is required in large print, Braille, audio cassette or in another language, the Council will take all reasonable steps to meet your request.

If you have difficulty determining the information you want to see, please contact Colin Urie, Freedom of Information Officer, Council Headquarters, London Road, Kilmarnock, KA3 7BU. Tel: 01563 576094 E-mail: colin.urie@east-ayrshire.gov.uk

9. Charging Policy

Details of charges applicable for certain classes of information can be found in the “classes of information” section (12), below. If no charge is marked, items will be provided for free. Additional charges will apply for copying and postage. You will be told about any photocopying charges at the time of your request but this will generally be at the rate of 4 pence per A4 sheet.

The cover price will be charged for any publications produced by the Council for sale. Charges will be kept under review and there is no intention to charge for material that has previously been available free.

10. Complaints

If you have any general complaints regarding the publication scheme then please contact Colin Urie, Freedom of Information Officer (contact details above), who is responsible for the day to day running of the scheme. Every effort will be made to resolve any difficulties you may have by following our established complaints procedures.

If we are unable to resolve any complaint, you can complain to the Scottish Information Commissioner, who oversees the Act, and whose contact details are below. Further details on this are on the Commissioner’s website at www.itspubliknowledge.info.

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews, KY16 9DS
Telephone: 01334 464610
E-mail: enquiries@itspubliknowledge.info

11. Feedback

The Council welcomes comments on its publication scheme. For example, did you find information in the scheme easy to locate? Is there any additional information you would like to be made available via the scheme? This will assist us in carrying out future reviews of our scheme. Please send any comments you have to Colin Urie, Freedom of Information Officer, Council Headquarters, London Road, Kilmarnock, KA3 7BU. Tel: 01563 576094
E-mail: colin.urie@east-ayrshire.gov.uk

12. Publication Scheme – Classes of Information

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Advice, Benefits and Emergencies					
Advice Centres	Information on advice centres in East Ayrshire	Electronic copy	Advice	All community libraries in East Ayrshire	
Benefits	Information on: (1) benefits (including details of housing and council tax benefits); (2) benefit fraud; (3) benefits advice (welfare rights)	Electronic and hard copy	(1) council tax benefits housing benefit (2) benefit fraud (3) benefits advice (welfare rights)	(1) Benefits Office Finance Section (Corporate Support Department) 2 The Cross Kilmarnock (2) Benefit Fraud Office Finance Section (Corporate Support Department) 2 The Cross Kilmarnock (3) Social Work Section (Educational and Social Services Department) Civic Centre Kilmarnock and from local social work offices	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Complaints	Information on departmental complaints procedures	Electronic and hard copy	complaints	Council Headquarters London Road Kilmarnock Or any council office	
Consumer Advice	Information on consumer advice	Electronic and hard copy	consumer advice	Trading Standards Section (Neighbourhood Services Department) 14 London Road Kilmarnock	
Emergencies	Information on emergency planning	Hard copy		Emergency Planning Service (Neighbourhood Services Department) Council Headquarters London Road Kilmarnock	
Income Support	Information on income support	Electronic and hard copy	income support	Benefits Office Finance Section (Corporate Support Department) 2 The Cross Kilmarnock	
Local Offices	Information on a range of services provided by the Council and Community Partner organisations. Also various leaflets and guides available	Electronic and hard copy (Leaflets and guides available from local offices)	community and living		

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Business					
Business Grants	Information on business grants, including application forms	Electronic and hard copy	application forms	Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock Other information available from Development and Property Services Department Council Headquarters London Road Kilmarnock	
Council Approved Suppliers	Information on Council-approved suppliers, includes list	Hard copy		Technical Services (Development and Property Services Department) Rigg Road Lugar	
Industrial Property	Information on industrial property within Council ownership, including details of property availability and on-line request form	Electronic and hard copy	industrial property	Economic Development Section (Development & Property Services Department) Council Headquarters London Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Local Businesses	Directory of local businesses	Hard copy		Neighbourhood Services Department Council Headquarters London Road Kilmarnock	
Community and Living					
Accessibility	Information on: (1) access for disabled, including details of wheelchair access to buildings; (2) access to information, outlining the public's right to attend Council meetings and access committee reports	Electronic and hard copy	(1) access for disabled (2) access to council meetings and reports	(1) Planning & Building Standards (Development & Property Services Department) Croft Street Kilmarnock (2) Administration Services (Corporate Support Department) Council Headquarters London Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Births, Deaths and Marriages	Information on births, deaths and marriages including details of how to register or obtain copy certificates. Also marriage guides	Electronic and hard copy	registration information	Council registration offices	Charges apply for copy certificates
Cemeteries and Burials	Information on cemeteries in East Ayrshire, cemetery management rules and memorial masons scheme	Electronic and hard copy	cemeteries	Outdoor Services (Neighbourhood Services Department) Western Road Kilmarnock	
Charities	Information on charities and bequests, including details of the finances of trusts administered by the Council	Electronic and hard copy	charities information	Treasury & Insurance Finance Section (Corporate Support Department) Greenholm Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Community Safety	Information on community safety, including: (1) fireworks registration information; (2) Promoting Community Safety Action Plan	(1) Hard copy (2) Electronic and hard copy (Also available in hard copy, CD or audio cassette format)	(2) promoting Community Safety Action Plan	(1) Neighbourhood Services Department Council Headquarters 14 London Road Kilmarnock (2) Corporate Development & Communication (Corporate Services Department) Council Headquarters London Road Kilmarnock	
Events	Information on local events, including details of fireworks displays, Christmas lights switch-on and various sports competitions	Electronic and hard copy	local events	Neighbourhood Services Department Council Headquarters 14 London Road Kilmarnock	
Information about MPs, MSPs, MEPs	Information on local Members of Scottish, UK and European Parliaments	Electronic and hard copy	parliamentary representatives	Administration Services (Corporate Support Department) Council Headquarters London Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
<p>Licensing</p>	<p>Information on: (1) taxi licensing; (2) licensing in general; (3) miscellaneous licences including applications for civic government (4) Application forms under Civic Government (Scotland) Act, 1982</p>	<p>(1)- Hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy (4)- Electronic and hard copy</p>	<p>(2) licensing (3) miscellaneous licences (4) application forms</p>	<p>(1) Neighbourhood Services Department 14 London Road Kilmarnock and Crookedholm Depot 34 Main Street Crookedholm Kilmarnock KA3 6JS</p> <p>(2) Legal Services (Corporate Support Department) Council Headquarters London Road Kilmarnock</p> <p>(3) Licensing & Community Safety (Neighbourhood Services Department) 14 London Road Kilmarnock</p> <p>(4) As (3) above</p>	<p>(2) Licensing register charge £30 (Legal Services) (4) Charges apply for licence applications (contact Licensing & Community Safety section for details)</p>

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Neighbourhood	Information including: (1) Residents' information; (2) Community Plan; (3) Better Neighbourhood Services Fund; (4) Community Councils	(1)- Electronic and hard copy (Also available in hard copy, CD or audio cassette format.) (2)- Electronic and hard copy (3)- Electronic and hard copy (4)- Hard copy	(1) residents' information (2) Community Plan (3) Better Neighbourhood Services Fund	(1) Corporate Development & Communication (Corporate Support Department) Council Headquarters London Road Kilmarnock (2) and (3) as (1) above (4) Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Twinning	Information on twin towns	Electronic and hard copy	twin towns	Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Education and Learning					
Adult Education	Information on adult education courses in East Ayrshire, including details of ECDL courses etc. and adult basic education	Electronic and hard copy	adult education	Neighbourhood Services Department Council Headquarters London Road Kilmarnock and from all libraries in East Ayrshire	
Kilmarnock College	Information on courses at Kilmarnock College	Electronic and hard copy	Kilmarnock College	Neighbourhood Services Department Council Headquarters London Road Kilmarnock and from all libraries in East Ayrshire	
Lifelong Learning	Information on lifelong learning courses in East Ayrshire	Electronic and hard copy	lifelong learning	Neighbourhood Services Department Council Headquarters London Road Kilmarnock and from all libraries in East Ayrshire	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Schools	Information on: secondary schools (including comparative information); primary schools; free school meals; holidays; school handbooks; school standards and quality reports	Electronic and hard copy	schools	Educational & Social Services Department Council Headquarters London Road Kilmarnock Some information also available from heads of establishment	
Education Strategies and Plans	Information on: (1) Community Learning Action Plan; (2) school improvement plans; (3) service improvement plan; (4) general education policies, including anti-bullying policy, exclusions policy, child protection policy	(1) Electronic and hard copy (2) Hard copy (3) Hard copy (4) Hard copy	(1) Community Learning Action Plan	(1) Neighbourhood Services Department Council Headquarters London Road Kilmarnock and from all libraries in East Ayrshire (2) Heads of establishment (3) Educational & Social Services Department Council Headquarters London Road Kilmarnock (4) as (3) above	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Teachers	Information on professional development for teachers	Hard copy		Educational & Social Services Department Council Headquarters London Road Kilmarnock	
Training	Information on training courses in East Ayrshire	Electronic and hard copy	training courses	Neighbourhood Services Department Council Headquarters London Road Kilmarnock and from all libraries in East Ayrshire	
Environment and Waste					
Abandoned Vehicles	Information on abandoned vehicles	Electronic and hard copy	abandoned vehicles	Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock	
Buildings	Information on dangerous buildings and unauthorised works	Electronic copy	dangerous buildings	Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	Corporate charge for searching register

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Conservation	Information on conservation issues in East Ayrshire, including maps and appraisals of conservation areas	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	
Energy Conservation	Energy strategy and progress reports relating to Home Energy Conservation Act 1995	Hard copy		Technical Services (Development & Property Services Department) Rigg Road Lugar	
Environmental Health	Information on: (1) customer consultations; (2) Environmental Protection Act; (3) stray animals	(1) Hard copy (2) Electronic (3) Electronic and hard copy	(2) Environmental Protection Act (3) stray animals	(1) Central Services (Neighbourhood Services Department) Council Headquarters London Road Kilmarnock (2) Environmental Health Section (Neighbourhood Services Department) Western Road, Kilmarnock (3) as in (2) above	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Environmental Protection	<p>Information on environmental protection issues:</p> <p>(1) on land, including contaminated land registers and inspection strategy;</p> <p>(2) on water, including pollution control information and flooding information</p>	Electronic and hard copy	<p>(1) contaminated land strategy</p> <p>(2) pollution control</p>	<p>(1) Register available from Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock Inspection strategy available at local libraries.</p> <p>(2) Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock</p> <p>Flooding reports available from Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock</p>	
Food Production and Quality	Information on food hygiene and safety	Electronic and hard copy	food safety	Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Hazardous Substances	Information on hazardous substances, as recorded in Hazardous Substances Register	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	
Litter	Information leaflets on litter in East Ayrshire	Electronic and hard copy	litter	Cleansing Services (Neighbourhood Services Department) Western Road Kilmarnock	
Pest Control	Information on East Ayrshire's pest control service	Electronic and hard copy	pest control	Environmental Health Section (Neighbourhood Services Department) Western Road, Kilmarnock	
Pollution	Information leaflets on pollution issues in East Ayrshire	Hard copy		Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock	
Preservation	Information on tree preservation	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Recycling	Information leaflets on recycling in East Ayrshire	Hard copy		Cleansing Services (Neighbourhood Services Department) Western Road Kilmarnock	
Refuse Collection	Information on the domestic refuse collection service (three bin system)	Electronic and hard copy	refuse collection	Cleansing Services (Neighbourhood Services Department) Western Road Kilmarnock	

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Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Environmental Strategies and Plans	<p>Information on (1) environmental strategies and action plans in general and specific documents including:</p> <p>(2) Contaminated Land Strategy;</p> <p>(3) Strategic Waste Plan;</p> <p>(4) Biodiversity Plan;</p> <p>(5) Food Safety Plan;</p> <p>(6) Food Enforcement Plan;</p> <p>(7) Health and Safety Enforcement Policy</p>	<p>(1)- Hard copy</p> <p>(2)- Electronic and hard copy</p> <p>(3)- Electronic and hard copy</p> <p>(4)- Hard copy</p> <p>(5)- Hard copy</p> <p>(6)- Hard copy</p> <p>(7)-Hard copy</p>	<p>(2) Contaminated Land Strategy</p> <p>(3) Strategic Waste Plan</p>	<p>(1) Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock</p> <p>(2) as (1) above</p> <p>(3) Cleansing Services (Neighbourhood Services Department) Western Road Kilmarnock</p> <p>(4) as (3) above</p> <p>(5), (6), (7)- As (1) above</p>	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Trading Standards	Information on trading standards	Electronic and hard copy	trading standards	Trading Standards Section (Neighbourhood Services Department) 14 London Road Kilmarnock	
Waste	Information includes: (1) waste management consultations; (2) Strategic Waste Plan; (3) general information about waste in East Ayrshire including details of landfill sites and the three bin system	(1)- Hard copy (2)- Electronic and hard copy (3)- Hard copy	(2) Strategic Waste Plan	(1) Central Services (Neighbourhood Services Department) Council Headquarters London Road Kilmarnock (2) Cleansing Services (Neighbourhood Services Department) Western Road Kilmarnock (3) as in (2) above	
Housing					
Allocations	Information on allocations policy	Electronic and hard copy	allocations policy	Housing Section (Neighbourhood Services Department) Civic Centre Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Housing Associations	Information on housing associations within East Ayrshire	Electronic and hard copy	housing associations	Housing Section (Neighbourhood Services Department) John Dickie Street (North) Kilmarnock	
Home Ownership	Information and guidance for those wishing to purchase their council house	Electronic and hard copy	council house purchases	Legal Services (Corporate Support Department) Council Headquarters London Road Kilmarnock Information also available from local libraries	
Homelessness	Information on homelessness in East Ayrshire, including details for obtaining advice and assistance	Electronic and hard copy	homelessness	Housing Section (Neighbourhood Services Department) John Dickie Street (North) Kilmarnock	
Housing Benefits	Information on housing benefit	Electronic and hard copy	housing benefit	Benefits – Processing, Finance Section (Corporate Support Department) 2 The Cross Kilmarnock	
Multiple Occupancy	Information and advice on houses in multiple occupancy	Hard copy		Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Private Sector Housing	Information concerning private sector housing, including: (1) advice about private housing; (2) information on tolerable standards, closing orders, demolition orders and associated legislation	(1)- Electronic and hard copy (2)- Hard copy	private housing	(1) Housing Section (Neighbourhood Services Department) John Dickie Street (North) Kilmarnock and from area housing offices (2) Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock	
Properties for Sale and Rent	List of property for sale and to let, including schedules	Electronic and hard copy	property for sale	Development & Property Services Department Council Headquarters London Road Kilmarnock	
Property Enquiries	Information on property enquiries, including Property Enquiry Certificates	Hard copy		Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	£50 basic charge for certificates. £90 if inclusive of water and sewerage
Housing Repairs	Information on housing repairs service	Electronic and hard copy	housing repairs	Housing Section (Neighbourhood Services Department) John Dickie Street (North) Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Right to Buy	Information on Right to Buy documentation	Electronic and hard copy	Right to Buy	Legal Services (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Housing Strategies and Plans	Information on housing strategies and plans in general, including specific documents	Electronic and hard copy	housing strategies	Housing Section (Neighbourhood Services Department) Civic Centre Kilmarnock	
Tenants and Residents	Information for tenants and residents including: new tenancy information pack; Scottish Secure Tenancy Agreement; information on neighbour disputes; Tenant Participation Strategy, including information on how to set up a tenants & residents group	Electronic and hard copy	tenant information	Housing Section (Neighbourhood Services Department) Civic Centre Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Jobs and Careers					
Careers Advice	General careers advice	Hard copy		Educational and Social Services Department 2 The Cross Kilmarnock	
Job Centres	Information on job centres in East Ayrshire		Job Centre Plus website	Educational and Social Services Department 2 The Cross Kilmarnock	
Training	Information on training opportunities for long-term unemployed	Hard copy		Personnel Services (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Unemployment	Information on: (1) employment initiatives in East Ayrshire; and, (2) unemployment statistics	Electronic and hard copy	(1) employment initiatives (2) statistics	(1) Economic Development Section (Development & Property Services Department) Council Headquarters London Road Kilmarnock (2) Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Vacancies	Information on Council vacancies	Electronic and hard copy	job vacancies	Personnel Services (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Leisure and Culture					
Archives	Information on access to archives in East Ayrshire	Electronic and hard copy	archives service Ayrshire Archives	Dick Institute London Road Kilmarnock and from all libraries in East Ayrshire Ayrshire Archives Craigie Park Ayr	Consultation of the archives is free. Charges will apply for extensive research undertaken by the Archive Service.
Arts & Crafts	Information on arts & crafts courses and training	Electronic and hard copy	arts & crafts	Museums, Arts and Theatres Section (Neighbourhood Services Department) Dean Castle Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Children's Activities	Information on children's activities in East Ayrshire, including booking forms for activities and details of kids' activity clubs	Electronic and hard copy	children's activities	Leisure Development Section (Neighbourhood Services Department) John Finnie Street Kilmarnock and at games halls throughout East Ayrshire.	
Entertainment	Information on entertainment issues including: (1) customer consultations, including consultations on Palace Theatre; (2) entertainment licences	(1) Hard copy (2) Electronic and hard copy	entertainment licences	(1) Central Services (Neighbourhood Services Department) Council Headquarters London Road Kilmarnock (2) Licensing & Community Safety Section (Neighbourhood Services Department) 14 London Road Kilmarnock	
Events	Information on forthcoming events in East Ayrshire	Electronic and hard copy	forthcoming events	Leisure Development Services and Community Recreation Section (Neighbourhood Services Department) John Finnie Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Heritage	Information on heritage issues including: (1) strategies and plans; (2) visitor centres in East Ayrshire, including information on Cathcartston Visitor Centre, Dalmellington	Hard copy		(1) Available from libraries and other venues throughout East Ayrshire (2) Museums, Arts & Theatres Section (Neighbourhood Services Department) Dean Castle Kilmarnock Some information from libraries throughout East Ayrshire	
Leisure Centres	Information on leisure centres in East Ayrshire	Electronic and hard copy	leisure centres	Leisure Development Section John Finnie Street Kilmarnock and at leisure centres.	
Libraries	Information on libraries in East Ayrshire. Also includes guide to e-mailing, guide to I.T. training, BBC chat guide, BBC webwise, guide to computers in libraries	Electronic and hard copy	library information	Libraries throughout East Ayrshire	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Local History	Information on local history research in East Ayrshire	Electronic and hard copy	local history	Libraries throughout East Ayrshire	
Parks	Information on (1) Public parks and (2) Dean Castle Country Park	Hard copy		(1) Outdoor Amenities Section (Neighbourhood Services Department) Western Road Kilmarnock (2) Libraries throughout East Ayrshire	
Sports	Information on sports issues in East Ayrshire including (1) sports halls; (2) customer consultations on sports and leisure; (3) sports council directory	(1)- Electronic and hard copy (2)- Hard copy (3)- Hard copy	Sports Halls	(1) Community Recreation (Neighbourhood Services Department) Western Road Kilmarnock (2) Central Services (Neighbourhood Services Department) Council Headquarters London Road Kilmarnock (2) Leisure Development Section John Finnie Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Tourism	Information on tourism services in East Ayrshire, including visitor guides and information on specific activities such as Burns Festival	Electronic and hard copy	Tourism	Economic Development Section (Development & Property Services Department) Council Headquarters London Road Kilmarnock Information also available at local libraries	
Planning and Building Standards					
Action Plans	Strategy document for Moorfield / Mount House area; various environmental improvement action plans	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	
Buildings	Information on dangerous buildings and unauthorised works.	Electronic and hard copy	Building Standards	Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
<p>Building Standards</p>	<p>Information on Building Standards service and regulations, including:</p> <p>(1) building warrant information and application forms</p> <p>(2) Building Standards Register – part 1</p> <p>(3) Building Standards Register – Part 2</p>	<p>(1) Electronic and hard copy</p> <p>(2) Electronic and hard copy</p> <p>(3) Hard copy. This information is covered by the Building (Procedure)(Scotland) Regulations 2004 and requires a formal application.</p>	<p>Building Standards</p> <p>Application forms</p>	<p>Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock</p>	<p>£60 for copies of Building Warrant Approvals and Completion Certificates.</p> <p>£50 for copies of drawings</p>

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Design Briefs	Various design brief booklets for locations in East Ayrshire	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	
Listed Buildings	Register of listed buildings	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Mapping Extracts	Extracts of maps featuring Council overlay information	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	£60 for each overlay
Newmilns Townscape Heritage Initiative	Information on Newmilns Townscape Heritage Initiative including bid documents and annual reports	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	
Performance Indicators	Performance indicators for the local planning process	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
<p>Planning Applications</p>	<p>Information on planning applications, including:</p> <p>(1) application forms</p> <p>(2) weekly lists of planning applications</p> <p>(3) individual planning applications (while application is still open for representation or objection)</p> <p>(4) individual planning files: application; consultations and representations. (beyond the opportunity for representation or objection)</p>	<p>Electronic and hard copy</p>	<p>planning information</p>	<p>Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock</p>	<p>Copies of consents £60.</p> <p>Copies of plans from planning application files £60</p>

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Statistical Information	East Ayrshire-wide statistical information, including: basic 1991 census information; 2001 census key facts and figures; 2001 settlement profile	Electronic copy	statistics		
Stopping Up Orders	Information, including map and schedule, on stopping up orders	Hard copy		Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	
Social Care and Health					
Drug and Alcohol Action	Information on drug and alcohol issues, including contacts and useful numbers	Electronic and hard copy	drug and alcohol issues	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock and from local social work offices	
Abuse	Information on abuse issues including contacts and useful numbers	Electronic and hard copy	abuse issues	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock and from local social work offices	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Health Promotion	Information about the C.H.I.P. Project and general healthy eating advice	Electronic and hard copy	C.H.I.P.	Leisure Development Section (Neighbourhood Services Department) John Finnie Street Kilmarnock	
Health Strategies and Plans	Information on health strategies and plans, including food health and safety plans	Hard copy		Environmental Health Section (Neighbourhood Services Department) Western Road Kilmarnock	
Adoption and Fostering	Information on adoption issues and information for foster parents including details on recruitment and support	Electronic and hard copy	adoption issues	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock	
Childcare	Information on childcare availability in East Ayrshire	Electronic and hard copy	childcare	Early Years Section (Educational and Social Services Department) Council Headquarters London Road Kilmarnock	
Child Protection	Information on child protection, includes information on the child protection register	Electronic and hard copy	child protection	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock and from local social work offices	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Community Care	Information on Community Care services	Electronic and hard copy	Community Care	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock and from local social work offices	
Disability	Information on access for disabled	Electronic and hard copy	access for disabled	Planning & Building Standards Section (Development & Property Services Department) Croft Street Kilmarnock	
Elderly People	Information on services for elderly people	Electronic and hard copy	services for the elderly	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock and from local social work offices	
Family Support	Details of the Council's Family Support Team	Electronic and hard copy	Family Support Team	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Mental Health	Information on assistance available for adults with learning difficulties, physical difficulties and mental health difficulties	Electronic and hard copy	adults with difficulties	Social Work Section (Educational & Social Services Department) Civic Centre Kilmarnock	
Transport and Streets					
Cycle Routes	Information on Kilmarnock cycle routes	Hard copy		Available from libraries throughout East Ayrshire and from Development & Property Services Department Council Headquarters London Road Kilmarnock	
Footpaths	Information and advice concerning maintenance of footpaths	Hard copy		Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Parking	Information on parking issues including: (1) public consultation information; (2) disabled parking bays, including application forms; (3) car park fines, locations and charges	(1)- Hard copy (2)- Hard copy (3)- Electronic and hard copy	car parks	(1) Development & Property Services Department Council Headquarters London Road Kilmarnock (2) As above (3) Roads & Transportation (Development & Property Services Department) Greenholm Street Kilmarnock	
Public Rights of Way	Information on rights of way throughout East Ayrshire	Hard copy		Country Park Section (Neighbourhood Services Department) Dean Castle Kilmarnock	
Public Transport	Information and advice regarding public transport in East Ayrshire	Hard copy		Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
<p>Roads</p>	<p>Information on roads issues including:</p> <p>(1) roads operations, including list of public roads, road opening permits, construction consent forms, etc;</p> <p>(2) road safety, including road safety plan and leaflets;</p> <p>(3) roads maintenance, including RALF defect report forms, information on gritting and winter maintenance.</p> <p>(4) Roads Development Guide</p>	<p>(1) Hard copy and some electronic</p> <p>(2) Hard copy</p> <p>(3) Hard copy</p> <p>(4) Hard Copy</p>	<p>roads</p>	<p>(1) Roads Operations offices</p> <p>(2) Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock Leaflets available from libraries.</p> <p>(3) as (2) above</p> <p>(4) as (2) above</p>	<p>£20</p>

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Skip Hire	Information on skip hire, including permit applications	Hard copy		Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock	
Street Lighting	Information on street lighting issues including: approved materials list; street lighting test certificates (Form CC10); lighting design specification for developers	Electronic and hard copy	street lighting	Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock	
Taxi Licensing	Information on taxi licensing including approved vehicle list and details of street knowledge test	Hard copy		Licensing & Community Safety Section (Neighbourhood Services Department) 14 London Road, Kilmarnock. Also available from Crookedholm Depot 34 Main Street Crookedholm Kilmarnock KA3 6JS	For taxi licence cost information see Licensing

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Traffic Calming	Information on traffic calming issues	Hard copy		Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock	
Transport Planning	Information on transport planning issues including Local Transport Strategy and details of tourist information signs	Hard copy		Roads & Transportation Section (Development & Property Services Department) Greenholm Street Kilmarnock	
Your Council					
Annual Reports	East Ayrshire Council annual reports	Hard copy		Corporate Development & Communication Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Best Value	Information on Best Value in East Ayrshire Council	Electronic and hard copy	Best Value	Corporate Development & Communication Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Budget and Finance	Information on budget and finance issues including: (1) budget consultation, includes details on how to air your views on the Council's rent and council tax levels; (2) annual accounts; (3) sundry debt; (4) non-domestic rates	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Hard copy (4)- Hard copy	(1) budget information (2) annual accounts	(1) Accounting Services – Corporate Finance Section (Corporate Support Department) Greenholm Street, Kilmarnock (2) Directorate Service, Finance Section (Corporate Support Department), Greenholm Street Kilmarnock (3) Finance Section (Corporate Support Department) Rigg Road Lugar (4) as in (3) above	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Committees	Information on committees including: committee minutes and agendas; committee reports and background papers (excluding exempt reports); information about local committees; minutes of forums and social inclusion partnerships; standing orders; scheme of delegation, including composition, terms of reference and delegated powers of committees	Electronic and hard copy	committee information	Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Community Plan	Information on the Council's Community Plan	Electronic and hard copy	Community Plan	Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Consultation and Feedback	Including consultation documents	Hard copy		Central Services (Neighbourhood Services Department) Council Headquarters London Road Kilmarnock	
Council	Information on Council departments	Electronic and hard copy	Council departments	Council Headquarters London Road Kilmarnock	
Council Tax	Information on council tax, including on-line payments	Electronic and hard copy	council tax	Revenues Finance Section (Corporate Support Department) Rigg Road Lugar	
Councillors	Information on East Ayrshire councillors including: (1) names, ward details and surgeries; (2) registers of members' interests; (3) appointments to outside organisations	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Hard copy	(1) councillors (2) members' interests	(1) Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock (2)-(3) as (1) above	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Democratic Rights	Information on the Council's approach to legislation such as: (1) Data Protection; (2) Freedom of Information	Electronic and hard copy	(1) Data Protection (2) Freedom of Information	(1) I.T. Section (Corporate Support Department) 2 The Cross Kilmarnock (2) Administrative & Legal Services (Corporate Support Department) Council Headquarters London Road Kilmarnock	
E-Government	Information on E-Government within East Ayrshire Council	Electronic and hard copy	E-government	I.T. Section (Corporate Support Department) 2 The Cross Kilmarnock	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Elections	Information on: (1) local government elections, including results, candidates, polling station info, etc; (2) Scottish Parliament elections; (3) Westminster elections; (4) electoral register, including details of gaining access to register; (5) European Parliament elections; (6) electoral boundaries	(1)- Electronic and hard copy (2)- Hard copy (3)- Hard copy (4)- Hard copy (5)- Hard copy (6)- Hard copy	local government	(1) Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock (2)- (3) as (1) above (4) Library, Registration and Information Services (Neighbourhood Services Department) ADDRESS? (5)- (6) as (1) above	

Class	Class Description	Format	Web link (if applicable)	Contact Details	Charges (if applicable)
Grants	Information about grants to voluntary organisations, including application forms	Electronic and hard copy	grants	Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Health and Safety	Information on health and safety issues, including local authority legislation	Electronic and hard copy	health & safety	Personnel Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	
Justices of the Peace	Information on Justices of the Peace	Electronic and hard copy	Justices of the Peace	Legal Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	
News	Council newsletters and magazines, including 'Eastwords'	Electronic and hard copy	newsletters	Available from local offices	
Corporate Policies and Strategies	Details of corporate policies and strategies, including Community Plan	Electronic and hard copy	policies & strategies	Administration Section (Corporate Support Department) Council Headquarters London Road Kilmarnock	

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Appendix 1 - Contact Details

Council offices

Main Offices

Headquarters London Road Kilmarnock East Ayrshire KA3 7BU	Main Office Rigg Road Lugar East Ayrshire KA18 3JQ
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Other offices

Finance Section Greenholm Street, Kilmarnock, KA1 4DJ	Trading Standards and Licensing 14 London Road, Kilmarnock

Housing Offices

25 Ayr Road Cumnock East Ayrshire KA18 1EA	33 Main Street Dalmellington East Ayrshire KA6 7QL
51 Academy Street Hurlford East Ayrshire KA1 5BU	
16 College Wynd Kilmarnock East Ayrshire KA1 1HN	54 - 56 Western Road Kilmarnock East Ayrshire KA3 1LB
Civic Centre North John Dickie Street Kilmarnock East Ayrshire KA1 1BY	64/66 Caprington Avenue Kilmarnock East Ayrshire KA1 4SQ

Social Work

25 Ayr Road Cumnock East Ayrshire KA18 1EA	33 Main Street Dalmellington East Ayrshire KA6 7QL
Cross Street Galston East Ayrshire KA4 8AB	
Balmoral Road Kilmarnock East Ayrshire KA3 1HL	Civic Centre South John Dickie Street Kilmarnock East Ayrshire KA1 1HW

Local offices and registrars (marked in bold)

28 Well Road Auchinleck East Ayrshire KA18 2LA	1 Townhead Catrine East Ayrshire KA5 6SF
9 Co-operative Avenue Catrine East Ayrshire KA5 6SG Registrar	Millbank 14 Lugar Street Cumnock East Ayrshire KA18 1AB Registrar & Local Office
33 Main Street Dalmellington East Ayrshire KA6 7QL Registrar & Local Office	10 West Main Street Darvel East Ayrshire KA17 0AQ
Area Centre, Mill O' Shield Road Drongan East Ayrshire KA6 7AY	11 Cross Street Galston East Ayrshire KA4 8AA Registrar & Local Office
51 Academy Street Hurlford East Ayrshire KA1 5BU	Civic Centre Kilmarnock East Ayrshire KA1 1BY
Civic Centre John Dickie Street Kilmarnock East Ayrshire KA1 1HW Registrar	1 Murray Place New Farm Loch Kilmarnock East Ayrshire KA3 7JR
79 Whattriggs Road Bellfield Kilmarnock East Ayrshire KA1 3RB	Irvine Road Kilmaurs East Ayrshire KA3 2RY
2 The Cross Mauchline East Ayrshire KA5 5DA Registrar & Local Office	44 Main Street Muirkirk East Ayrshire KA18 3 RD Registrar & Local Office
4 Craigview Road Newmilns East Ayrshire KA16 9DQ	Townhall, 17 Castle New Cumnock East Ayrshire KA18 4AN Registrar & Local Office
Doonside Avenue Patna East Ayrshire KA6 7LX	8 Avenue Square Stewarton East Ayrshire KA3 5AB

Community libraries

Well Road Auchinleck East Ayrshire KA18 2LA	A.M. Brown Institute Catrine East Ayrshire KA5 6RT
11-13 Gatehead Road Crosshouse East Ayrshire KA2 0HN	25-27 Ayr Road Cumnock East Ayrshire KA18 1ED
3 Lugar Street Cumnock East Ayrshire KA18 1AD	Townhead Dalmellington East Ayrshire KA6 7QZ
Barbieston Road Dalrymple East Ayrshire KA6 6DZ	Town Hall Darvel East Ayrshire KA17 0AQ
Mill O'Shield Road Drongan East Ayrshire KA6 7AY	Henrietta Street Galston East Ayrshire KA4 8HQ
Blair Road Hurlford East Ayrshire KA1 5BN	79 Whatriggs Road Kilmarnock East Ayrshire KA1 3RB
Elmbank Avenue Kilmarnock East Ayrshire KA1 3BU	Irvine Road Kilmaurs East Ayrshire KA3 2RJ
2 The Cross Mauchline East Ayrshire KA5 5DA	Burns Avenue Muirkirk East Ayrshire KA18 3RH
Community Centre The Castle New Cumnock East Ayrshire KA18 4AH	Craigview Road Newmilns East Ayrshire KA16 9DQ
Main Street Ochiltree East Ayrshire KA18 2PE	Doonside Avenue Patna East Ayrshire KA6 7LX
Cunningham Institute Stewarton East Ayrshire KA3 5AB	

Museums

Baird Institute Lugar Street Cumnock East Ayrshire KA18 1AD	Doon Valley Museum Cathcartson Street Dalmellington East Ayrshire KA6 7QY
Dean Castle Dean Road Kilmarnock East Ayrshire KA3 1XB	Dick Institute Elmbank Avenue Kilmarnock East Ayrshire KA1 3BU

Roads & Transportation

Greenholm Stret Limarnock KA1 4DJ	Council Offices Rigg Road Lugar KA18 6JS
Holmquarry House Holmquarry Road Kilmarnock	Transport Services Crookedholm Depot 34 Main Street Crookedholm Kilmarnock KA3 6JS
Contract Services Gauchalland Depot Ayr Road Galston KA4 8LE	Underwood Depot Auchinleck Road Cumnock KA18 1RS

Telephone contacts**Corporate Support Department**

Main Departmental Number	01563 576103
Benefits Office, Finance Section, 2 The Cross	01563 576985
Benefit Fraud Office, Finance Section	01563 554917
Administration, HQ Annexe	01563 576147
Treasury, Finance Section, Greenholm Street	01563 576331
Insurance, Finance Section, Greenholm Street	01563 576423
Corporate Development & Communication, HQ	01563 576165
Legal Services, HQ	01563 576061
Personnel Services, HQ	01563 576092

Educational and Social Services Department

Main Departmental Number	01563 576738
Social Work Section, Civic Centre	01563 576738
Early Years Section, HQ	01563 576185

Neighbourhood Services Department

Main Departmental Number	01563 576226
Trading Standards Section, 14 London Road	01563 521502
Emergency Planning Service, HQ	01563 576007
Outdoor Services, Western Road	01563 554061
Community Safety, 14 London Road	01563 554395
Licensing, 14 London Road	01563 554395
Environmental Health, Western Rd	01563 554022
Central Services, HQ	01563 576226
Cleansing Services, HQ	01563 554033
Housing Section, Civic Centre	01563 554873
Housing Section, John Dickie Street (North	01563 554873
Museums, Arts & Theatres Section, Dean Castle	01563 554345
Leisure Development Section, John Finnie Street	01563 576711
Community Recreation Section, Western Road	01563 554027
Country Park Section	01563 522702
Library, Registration & Information Services	01563 554323

Development and Property Services Department

Main Departmental Number devservices@east-ayrshire.gov.uk	01563 576012
Technical Services, Lugar devservices@east-ayrshire.gov.uk	01563 555220
Economic Development, HQ devservices@east-ayrshire.gov.uk	01563 576012
Planning & Building Standards, Croft Street planning@east-ayrshire.gov.uk	01563 576790
Roads & Transportation, Greenholm Street roads@east-ayrshire.gov.uk	01563 576310

Other

Kilmarnock Registration Office	01563 576695
Ayrshire Archives	01292 287584
Dick Institute	01563 554300
Information Technology team	01563 554813