

EAST AYRSHIRE COUNCIL

NORTHERN AREA LOCAL COMMITTEE - 15 JANUARY 2004

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 - DRAFT PUBLICATION SCHEME

Report by the Depute Chief Executive/Director of Corporate Resources

1. PURPOSE OF REPORT

- 1.1** The purpose of this report is to (i) advise the Local Committee of the introduction of the Freedom of Information (Scotland) Act 2002; (ii) advise the Local Committee on the Council's responsibility for producing a Publication Scheme under the terms of the Freedom of Information (Scotland) Act, 2002; and (iii) invite suggestions for information to be included in the Council's Publication Scheme.

2. BACKGROUND

- 2.1** The Freedom of Information (Scotland) Act 2002 was introduced as a means of facilitating more open and transparent governance in Scotland and is welcomed by East Ayrshire Council as a vehicle for greater accountability and democracy.
- 2.2** Subject to certain limited exemptions, anyone who makes a request to a public authority for information will be entitled to receive it. If a requester is refused access to any such information, they have the right to appeal to the Scottish Information Commissioner.
- 2.3** The Freedom of Information Act does not override existing statutory prohibitions on disclosure, nor does it repeal arrangements such as those found in the Local Government (Access to Information) Act 1985, Data Protection Acts 1984 and 1998 and the Access to Personal Files Act 1987 (Social Work and Housing, for instance). These arrangements will continue to apply but the Act proposes a statutory right of access to a far greater range of information of general public interest, rather than personal information and, more importantly, it promotes a radically different ethos which is based on a presumption in favour of disclosure, subject to certain safeguards, primarily in the form of various exemptions.
- 2.4** The Act will be applied to not only Local Authorities but Government Departments and the vast majority of public bodies within Scotland.
- 2.5** The Act will be fully implemented on **1 January 2005**. From this date the Council will have 20 working days to comply with any requests under the legislation.

2.6 Under Section 23 of the Act, public authorities will 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, has to be submitted by **28 February 2004** and 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.

2.7 The Publication Scheme will outline the types of information made available to the public and which therefore fall outwith the Freedom of Information regime.

2.8 The term “publish” simply means, “to make publicly available” in whatever format the information exists. The Council must aim to ensure that the content and structure of its scheme reflects the types of information in which there is a clear public interest and must review and update its publication scheme on a regular basis.

3. PRESENT POSITION

3.1 The Council is currently in the process of compiling its Publication Scheme for submission to the Scottish Information Commissioner (a draft copy of the scheme is attached as an appendix to this report).

3.2 As part of the information-gathering process a council-wide audit has taken place to identify the types of information that are currently made available, the manner in which it is made available and any charges that may apply.

3.3 Comments have also been invited from the public on the Council’s website as to the content of the Scheme.

3.4 Once compiled the Scheme will be submitted to the Council’s Policy and Resources Committee in February for final approval prior to being forwarded to the Scottish Information Commissioner by 28 February.

3.5. As part of the consultation process, Local Committees are also being asked to make comment on the draft Publication Scheme before being submitted for approval to the Policy and Resources Committee.

4. CONCLUSION

4.1 It is extremely important for the Council to produce a comprehensive Publication Scheme as any information available under the Publication Scheme will fall outwith the Freedom of Information Regime.

5. RECOMMENDATIONS

- 5.1** The Local Committee is invited to put forward any suggestions regarding the types of information it thinks should be included in the draft Publication Scheme as attached at Appendix I.

Fiona Lees
Depute Chief Executive/Director of Corporate Resources

JA/SM
15 December 2003

LIST OF BACKGROUND PAPERS

- 1.** Freedom of Information (Scotland) Act 2002

Any person wishing further information on this report should contact John Mackenzie, Records Management Officer on Tel (01563) 576136.

Implementation Officer: John MacKenzie, Records Management Officer

INTRODUCTION

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 6 departments. A summary of the responsibilities of each department is provided below.

Community Services - The Department of Community Services delivers a wide range of high quality public services throughout East Ayrshire. These services include Cemeteries and Grounds Maintenance, Cleansing, Community Safety, Environmental Health, Libraries, Licensing, Museums, Outdoor Services, Trading Standards and Waste Management.

Corporate Resources - The Department of Corporate Resources provides a range of services to Council through Administrative and Legal Services, Information Technology Services, Personnel Services and Corporate Development and Communication.

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

Educational & Social Services - In July 2000, the Social Work Department and the Education Department merged to form the Department of Educational & Social Services. By uniting both services in the one department, the Council will provide improved services for the people of East Ayrshire. 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).

Finance - East Ayrshire Finance Department provides a cost effective, responsive and accountable service which meets the needs of our customers and ensures the proper stewardship of the Council's funds. Information that can be provided includes details of council tax, housing benefits, non-domestic rates and annual accounts.

Homes & Technical Services – Services provided by the Department of Homes & Technical Services include: Applying for Housing; Contents Insurance; Contracts and Tenders; EAC Housing Options Guide; EAC Housing Allocations Policy; Energy Advice; FAQs; Grants - Improvement and Repair; Help with the Garden; Homelessness; Housing Benefits; Local Housing Strategy; Mutual Exchange; Neighbour Nuisance; New Tenants Starter Pack; Other Providers; Paying your Rent; Performance Indicators; Repairs; Right to Buy your House; Sheltered Housing; Supporting People; Tenants and Residents Groups; Tenant Involvement.

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.

4. Responsibility For The Publication Scheme

Responsibility for the overall running of the scheme will rest with David Mitchell, Head of Administrative & Legal Services, East Ayrshire Council, Council Headquarters, London Road, Kilmarnock, KA3 7BU. E-mail: david.mitchell@east-ayrshire.gov.uk Responsibility for the day-to-day running of the scheme will lie with Julie Armstrong, Assistant Administration Manager, Council Headquarters, London Road, Kilmarnock, KA3 7BU. E-mail: julie.armstrong@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 or confidentiality 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. 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. Those records identified for permanent preservation, as per agreed retention schedules, will be held in archive quality accommodation. For further information please refer to the East Ayrshire Council Records Management Policy (available from John MacKenzie, Records Management Officer, Council Headquarters, London Road, Kilmarnock, KA3 7BU. E-mail: john.mackenzie2@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 Under The Publication Scheme

Online: Most information listed in our publication scheme is available from the East Ayrshire Council website. A link will take you to the relevant page or document. www.east-ayrshire.gov.uk

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.

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.

By post: Most information is also available in a paper copy form. Please 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).

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 you have difficulty determining the information you want to see, please contact Julie Armstrong, Assistant Administration Manager, Council Headquarters, London Road, Kilmarnock, KA3 7BU E-mail: julie.armstrong@east-ayrshire.gov.uk Telephone: 01563 576147

9. Charging Policy

Details of charges applicable for certain classes of information can be found in the “classes of information” section, below. An additional charge will apply if a large volume of printed material is required. You will be told about any photocopying charges at the time of your request.

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.

[also include details of methods of payment]

10. Complaints

If you have any general complaints regarding the publication scheme then please contact Julie Armstrong, Assistant Administration Manager (contact details above). If you believe that information is wrongly being withheld from you, the officer that you have been dealing with will explain why it is not available. If you believe that your complaint has not been handled fairly, impartially or promptly then you should contact the Council's Freedom of Information Officer, David Mitchell, Head of Administrative and Legal Services (contact details above). If you are still dissatisfied with the response to a request for information, you have the right to appeal to the Scottish Information Commissioner (SIC). The SIC can be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews, KY16 9DS
Telephone: 01334 464610
E-mail: enquiries@itspublicknowledge.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 Julie Armstrong, Assistant Administration Manager (contact details above)

PUBLICATION SCHEME – CLASSES OF INFORMATION

Advice, Benefits and Emergencies

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Advice Centres	(1)- Advice centres in East Ayrshire		(1)- Electronic copy	(1)- Available via Council website	
Benefits	(1)- Information on benefits (2)- Benefit fraud (3)- Benefits advice (welfare rights)	(1)- Includes details of housing and council tax benefits	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy	(1)- Available via Council website and from Benefits Section (Finance Department), 2 The Cross, Kilmarnock (2)- Available via Council website and from Benefit Fraud Section (Finance Department) (3)- Available via Council website and from local social work office and from Social Work Section (Educational and Social Services Department), Balmoral Road, Kilmarnock	
Complaints	(1)- Departmental complaints procedures		(1)- Hard copy	(1)- Available from relevant department	

Consumer Advice	(1)- Advice on dealing with unsatisfactory goods or services		(1)- Electronic and hard copy	(1)- Available via Council website and from Trading Standards Section (Community Services Department), 14 London Road, Kilmarnock	
Emergencies	(1)- Emergency planning information		(1)- Hard copy	(1)- Available from Emergency Planning Service, Council Headquarters	
Income Support	(1)- Income support information		(1)- Electronic and hard copy	(1)- Available via Council website and from Benefits Section (Finance Department), 2 The Cross, Kilmarnock	

Business

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Business Grants	(1)- Business grants information	(1)- Includes application forms	(1)- Electronic and hard copy	(1)- Available via Council website and from Administration Section (Corporate Resources Department), Council Headquarters	

Council Approved Suppliers	(1)- Council-approved suppliers list		(1)- Hard copy	(1)- Available from Technical Services, Lugar Office	
Industrial Property	(1)- Industrial property within Council ownership	(1)- Includes details of property availability and on-line request form	(1)- Electronic and hard copy	(1)- Available via Council website and from Economic Development Section (Development Services Department), Council Headquarters	
Local Businesses	(1)- List of local businesses	(1)- Directory of local companies in East Ayrshire	(1)- Hard copy	(1)- Available at Community Services Department, Council Headquarters	

Community and Living

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Accessibility	(1)- Access for disabled (2)- Access to information	(1)- Includes details of wheelchair access to buildings (2)- Details of the public's right to attend Council meetings and access committee reports	(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Planning & Building Control (Development Services Department), Croft Street, Kilmarnock (2)- Available via Council website and	

				from Administration Services (Corporate Resources Department), Council Headquarters	
Births, Deaths and Marriages	(1)- Births (2)- Deaths (3)- Marriages	(1)- Includes information on registering a birth and how to obtain a copy certificate (2)- Includes information on registering a death and how to obtain a copy certificate (3)- Includes information on registering a marriage, how to obtain a copy certificate and marriage guides	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy	(1)- Available via Council website and from Council registration offices (2)- Available via Council website and from registration offices (3) Available via Council website and from registration offices	(1)- Charges apply for copy certificates (2)- Charges apply for copy certificates (3)- Charges apply for copy certificates
Cemeteries and Burials	(1)- General information on cemeteries in East Ayrshire (2)- Cemetery management rules (3)- Memorial masons	(3)- Includes information on registration scheme	(1)- Hard copy (2)- Hard copy (3)- Hard copy	(1)- Available from Outdoor Services offices (Community Services Department), Western Road, Kilmarnock (2)- As above (3)- As above	

Charities	(1)- Charities and bequests (2)- List of local charities and voluntary organisations	(1)- Details of the finances of trusts administered by the Council	(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Treasury & Insurance Section (Finance Department), Greenholm Street, Kilmarnock (2)- Available via Council website and from Administration Services (Corporate Resources Department), Council Headquarters	
Community Safety	(1)- Fireworks registration information (2)- Promoting Community Safety Action Plan		(1)- Hard copy (2)- Electronic and hard copy	(1)- Available from Community Services Department, Council Headquarters (2)- Available via Council website. Also available in hard copy, CD or audio cassette format from Corporate Development & Communication, Council Headquarters	
Events	(1)- Local events	(1)- Includes details of fireworks displays, Christmas lights switch-on and various sports competitions	(1)- Electronic and hard copy	(1)- Available via Council website and from Community Services Department, Council Headquarters	

Information about MPs, MSPs, MEPs	(1)- Members of Scottish, UK and European Parliaments		(1)- Electronic and hard copy	(1)- Available via Council website and from Administration Services (Corporate Resources Department), Council Headquarters	
Licensing	(1)- Taxi licensing (2)- General information on licensing (3)- Miscellaneous licences	(1)- Includes approved vehicle list (3)- Includes applications for civic government and miscellaneous licences	(1)- Hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy	(1)- Available from Community Services Department, Council Headquarters and Crookedholm Depot (2)- Available via Council website and from Legal Services (Corporate Resources Department), Council Headquarters (3)- Available via Council website and from Licensing & Community Safety (Community Services Department), 14 London Road, Kilmarnock	(2)- Licensing register charge £30 (Legal Services)
Neighbourhood	(1)- Residents' information (2)- Community Plan (3)- Better Neighbourhood Services Fund	(1)- Includes 'East Ayrshire by numbers' leaflet	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy (4)- Hard copy	(1)- Available via Council website. Also available in hard copy, CD or audio cassette format from Corporate Development &	

	(4)- Community Councils			Communication, Council Headquarters (2)- As above (3)- As above (4)- Available from Administration Section (Corporate Resources Department), Council Headquarters	
Twining	(1)- Twin towns		(1)- Electronic and hard copy	(1)- Available via Council website and from Administration Section (Corporate Resources Department), Council Headquarters	
Voluntary Organisations	(1)- List of local charities and voluntary organisations		(1)- Electronic and hard copy	(1)- Available via Council website and from Administration Services (Corporate Resources Department), Council Headquarters	

Education and Learning

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Adult Education	(1)- Adult education courses in East Ayrshire	(1)- Includes details of ECDL courses etc. and adult basic education	(1)- Electronic and hard copy	(1)- Available via Council website and from all libraries in East Ayrshire and from	

				Community Services Department, Council Headquarters	
Kilmarnock College	(1)- Courses at Kilmarnock College		(1)- Electronic and hard copy	(1)- Available via Council website and from all libraries in East Ayrshire and from Community Services Department, Council Headquarters	
Lifelong Learning	(1)- Lifelong learning courses in East Ayrshire		(1)- Electronic and hard copy	(1)- Available via Council website and from all libraries in East Ayrshire and from Community Services Department, Council Headquarters	
Schools	(1)- Secondary schools in East Ayrshire (2)- Primary schools in East Ayrshire (3)- Free school meals (4)- Holidays		(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy (4)- Electronic and hard copy	(1)- Available via Council website and from Educational & Social Services Department, Council Headquarters (2)- As above	

				(3)- As above (4)- As above	
Strategies and Plans	(1)- Community learning Action Plan		(1)- Electronic and hard copy	(1)- Available via Council website and from all libraries in East Ayrshire and from Community Services Department, Council Headquarters	
Teachers	(1)- Professional development for teachers		(1)- Hard copy	(1)- Available from Educational & Social Services Department, Council Headquarters	
Training	(1)- Training courses in East Ayrshire		(1)- Electronic and hard copy	(1)- Available via Council website and from all libraries in East Ayrshire and from Community Services Department, Council Headquarters	

Environment and Waste

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Abandoned Vehicles	(1)- Information on abandoned vehicles		(1)- Electronic and hard copy	(1)- Available via Council website and from Environmental Health & Waste Management Section (Community Services Department), Western Road, Kilmarnock	
Buildings	(1)- Dangerous buildings and unauthorised works		(1)- Electronic	(1)- Available from Planning & Building Control office, Croft Street, Kilmarnock	(1)- Corporate administration charge for searching register
Conservation	(1)- Conservation issues in East Ayrshire		(1)- Hard copy	(1)- Available from Planning & Building Control Section (Development Services Department), Croft Street, Kilmarnock	
Environmental Health	(1)- Customer consultations (2)- Information on Environmental Protection Act (3)- Stray animals		(1)- Hard copy (2)- Electronic (3)- Hard copy	(1)- Available from Central Services (Community Services Department), Council	

				Headquarters (2)- Available via Council website (3)- Available from Environmental Health & Waste Management Section office, Western Road, Kilmarnock	
Environmental Protection	(1)- Land (2)- Water	(1)- Includes contaminated land registers and inspection strategy (2)- Includes pollution control information	(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website. Inspection strategy available at local libraries. Register available from Environmental Health & Waste Management Section, Western Road, Kilmarnock (2)- Available via Council website and from Environmental Health & Waste Management Section, Western Road, Kilmarnock	
Food Production and Quality	(1)- Food hygiene and safety		(1)- Electronic and hard copy	(1)- Available via Council website and from Environmental Health & Waste	

				Management Section (Community Services Department), Western Road, Kilmarnock	
Litter	(1)- Litter in East Ayrshire	(1)- Includes information leaflets	(1)- Electronic and hard copy	(1)- Available via Council website and from Environmental Health & Waste Management Section office, Western Road, Kilmarnock	
Pest Control	(1)- Pest control service		(1)- Electronic and hard copy	(1)- Available via Council website and from Environmental Health & Waste Management Section (Community Services Department), Western Road, Kilmarnock	

Pollution	(1)- Pollution in East Ayrshire	(1)- Includes information leaflets	(1)- Hard copy	(1)- Available from Environmental Health & Waste Management Section office, Western Road, Kilmarnock	
Recycling	(1)- Recycling in East Ayrshire	(1)- Includes information leaflets	(1)- Hard copy	(1)- Available from Environmental Health & Waste Management Section office, Western Road, Kilmarnock	
Rubbish Collection	(1)- Domestic refuse collection service		(1)- Hard copy	(1)- Available from Environmental Health & Waste Management Section office, Western Road, Kilmarnock	
Strategies and Plans	(1)- Environmental strategies and action plans (2)- Area Waste Plan		(1)- Hard copy (2)- Electronic and hard copy	(1)- Available from Environmental Health & Waste Management Section office, Western Road, Kilmarnock (2)- Available via Council website and as above	

Trading Standards	(1)- General information on trading standards		(1)- Electronic and hard copy	(1)- Available via Council website and from Trading Standards Section (Community Services Department), 14 London Road, Kilmarnock	
Waste	(1)- Waste Management consultations (2)- Area Waste Plan (3)- General information about waste in East Ayrshire	(3)- Includes details of landfill sites	(1)- Hard copy (2)- Electronic and hard copy (3)- Hard copy	(1)- Available from Central Services (Community Services Department), Council Headquarters (2)- Available via Council website. Also available from Environmental Health and Waste Management Section office, Western Road, Kilmarnock (3)- Available from Environmental Health and Waste Management Section office, Western Road, Kilmarnock	

Housing

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Allocations	(1)- Allocations policy		(1)- Hard copy	(1)- Available from Homes and Technical Services Department, Lugar	
Associations	(1)- Details of housing associations within East Ayrshire	(1)- Housing associations provide various kinds of accommodation	(1)- Electronic and hard copy	(1)- Available via Council website and from Homes Section (Homes & Technical Services), John Dickie Street (North), Kilmarnock	
Home Ownership	(1)- Guidance for those wishing to purchase their council house		(1)- Electronic and hard copy	(1)- Available via Council website and from Legal Services (Corporate Resources Department), Council Headquarters. Information also available from other locations including local libraries	

Homelessness	(1)- General information on homelessness in East Ayrshire	(1)- Includes details for obtaining advice and assistance	(1)- Electronic and hard copy	(1)- Available via Council website and from Homes Section (Homes & Technical Services Department), John Dickie Street (North), Kilmarnock	
Housing Benefits	(1)- Housing benefit information		(1)- Electronic and hard copy	(1)- Available via Council website and from Benefits – Processing Section (Finance Department), 2 The Cross, Kilmarnock	
Private Sector Housing	(1)- Information and advice concerning private housing		(1)- Hard copy	(1)- Available from area housing offices. Details of area housing offices can be obtained via Council website and from Homes Section (Homes & Technical Services Department), John Dickie Street (North), Kilmarnock	

Properties for Sale and Rent	(1)- List of property for sale and to let	(1)- Includes schedules	(1)- Electronic and hard copy	(1)- Available via Council website and from Development Services Department, Council Headquarters	
Property Enquiries	(1)- Property enquiry certificates		(1)- Hard copy	(1)- Available from Administration Section (Corporate Resources Department), Council Headquarters	(1)- £50 charge for certificates
Repairs	(1)- Housing repairs service		(1)- Electronic and hard copy	(1)- Available via Council website and from Homes Section (Homes & Technical Services Department), John Dickie Street (North), Kilmarnock	
Right to Buy	(1)- Right to Buy documentation		(1)- Hard copy	(1)- Available from Legal Services (Corporate Resources Department), Council Headquarters	

Strategies and Plans	(1)- Housing strategies and plans		(1)- Hard copy	(1)- Available from Housing and Technical Services Department, Lugar	
Tenants and Residents	(1)- Information for new tenants (2)- Scottish Secure Tenancy Agreement (3)- Information on neighbour disputes	(1)- Includes new tenancy information pack	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy	(1)- Available via Council website and from Homes and Technical Services Department, Lugar (2)- As above (3)- As above	

Jobs and Careers

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Careers Advice	(1)- General careers advice		(1)- Hard copy	(1)- Available from Educational and Social Services Department, 2 The Cross, Kilmarnock	
Job Centres	(1)- Job centres in East Ayrshire			(1)- Links via Council website to Job Centre Plus website. Also, information available from Educational and Social Services Department, 2 The Cross, Kilmarnock	

Training	(1)- Training opportunities for long-term unemployed		(1)- Hard copy	(1)- Available from Personnel Services (Corporate Resources Department), Council Headquarters	
Unemployment	(1)- Unemployment initiatives in East Ayrshire (2)- Unemployment statistics		(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Economic Development Section (Development Services Department), Council Headquarters (2)- Available via Council website and from Planning & Building Control Section, (Development Services Department), Croft Street, Kilmarnock	
Vacancies	(1)- Council vacancies		(1)- Electronic and hard copy	(1)- Available via Council website and from Personnel Services (Corporate Resources Department), Council Headquarters	

Leisure and Culture

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Archives	(1)- Information on family history research (2)- Details of historical archive collections		(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from all libraries in East Ayrshire (2)- Available at Ayrshire Archives, Ayr, and at Dick Institute, Kilmarnock	
Arts	(1)- Arts & crafts courses and training		(1)- Electronic and hard copy	(1)- Available via Council website and from Leisure Development Section (Community Services Department), John Finnie Street	
Children's Activities	(1)- Children's activities in East Ayrshire	(1)- Includes booking forms for activities and details of kids' activity clubs	(1)- Electronic and hard copy	(1)- Available via Council website and at games halls throughout East Ayrshire. Also at Leisure Development Section (Community Services Department), John Finnie Street, Kilmarnock	

Dean Castle Country Park	(1)- Information about Dean Castle Country Park (2)- Customer consultation		(1)- Hard copy (2)- Hard copy	(1)- Available at various locations throughout Ayrshire and Glasgow, including local libraries (2)- Available from Central Services (Community Services Department), Council Headquarters	
Entertainment	(1)- Customer consultations (2)- Entertainment licences	(1)- Includes consultations on Palace Theatre	(1)- Hard copy (2)- Electronic and hard copy	(1)- Available from Central Services (Community Services Department), Council Headquarters (2)- Available via Council website and from Licensing & Community Safety Section (Community Services Department), 14 London Road, Kilmarnock	
Events	(1)- Details of forthcoming events in East Ayrshire		(1)- Electronic and hard copy	(1)- Available via Council website and from Leisure Development Services and Community Recreation Section (Community Services Department)	

Heritage	(1)- Strategies and plans (2)- Visitor centres in East Ayrshire	(2)- Includes information on Cathcartston Visitor Centre, Dalmellington	(1)- Hard copy (2)- Hard copy	(1)- Available from libraries and other venues throughout East Ayrshire (2)- Available from Museums, Arts & Theatres Section (Community Services Department). Some information from libraries throughout East Ayrshire	
Leisure Centres	(1)- Leisure centres in East Ayrshire		(1)- Electronic and hard copy	(1)- Available via Council website and at leisure centres. Some information also available at Leisure Development Section, John Finnie Street, Kilmarnock	
Libraries	(1)- Libraries in East Ayrshire (2)- Library guides	(2)- Includes guide to e-mailing, etc.	(1)- Electronic and hard copy (2)- Hard copy	(1)- Available via Council website and from libraries throughout East Ayrshire (2)- Available from libraries throughout East Ayrshire	

Local History	(1)- Local history research in East Ayrshire		(1)- Electronic and hard copy	(1)- Available via Council website and from all libraries in East Ayrshire	
Sports	(1)- Sports halls in East Ayrshire (2)- Customer consultations on sports and leisure (3)- Sports council directory		(1)- Electronic and hard copy (2)- Hard copy (3)- Hard copy	(1)- Available via Council website (2)- Available from Central Services (Community Services Department), Council Headquarters (3)- Available from Leisure Development Section, John Finnie Street, Kilmarnock	
Tourism	(1)- Tourism services in East Ayrshire	(1)- Includes visitor guides and information on specific activities such as Burns Festival	(1)- Electronic and hard copy	(1)- Available via Council website and from Economic Development Section (Development Services Department), Council Headquarters. Information also available at local libraries	

Planning and Building Control

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Building Control	(1)- Building control information and regulations	(1)- Includes: building warrant information, building warrant application forms, building warrant registers	(1)- Electronic and hard copy	(1)- Available via Council website and from Planning & Building Control, Croft Street, Kilmarnock	(1)- £56 charge for searching building warrant register
Listed Buildings	(1)- Register of listed buildings		(1)- Hard copy	(1)- Available from Planning & Building Control Section (Development Services Department), Croft Street, Kilmarnock	
Local Plans	(1)- East Ayrshire Local Plan		(1)- Electronic and hard copy	(1)- Available via Council website and from Planning & Building Control Section (Development Services Department), Croft Street, Kilmarnock	
Planning Applications	(1)- Planning applications	(1)- Includes weekly lists of applications received, planning application register, application forms, etc	(1)- Electronic and hard copy	(1)- Some information available via Council website. All information available from Planning & Building	(1)- Applications free to view, copies of consents £56

				Control Section, Croft Street, Kilmarnock	
--	--	--	--	---	--

Social Care and Health

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Drug and Alcohol Action	(1)- Drug and alcohol problems		(1)- Electronic and hard copy	(1)- Available via Council website and from local social work office and from Social Work Section (Educational & Social Services Department), Balmoral Road, Kilmarnock	
Health Promotion	(1)- Information about the C.H.I.P. Project (2)- Healthy eating advice	(1)- Community Health Improvement Partnership	(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Leisure Development Section (Community Services Department), John Finnie Street, Kilmarnock (2)- As above	
Health Strategies and Plans	(1)- Food health and safety plans		(1)- Hard copy	(1)- Available from Environmental Health & Waste Management	

				Section (Community Services Department), Western Road, Kilmarnock	
Adoption and Fostering	(1)- Adoption information (2)- Information for foster parents	(2)- Includes details on recruitment and support	(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Social Work Section (Educational & Social Services Department), Balmoral Road, Kilmarnock (2)- As above	
Childcare	(1)- Childcare availability in East Ayrshire		(1)- Electronic and hard copy	(1)- Available via Council website and from Early Years Section (Educational and Social Services Department), Council Headquarters	
Community Care	(1)- Community Care services		(1)- Electronic and hard copy	(1)- Available via Council website and from Social Work Section (Educational & Social Services Department), Balmoral Road, Kilmarnock	

Disability	(1)- Access for disabled		(1)- Electronic and hard copy	(1)- Available via Council website and from Planning & Building Control Section (Development Services Department), Croft Street, Kilmarnock	
Elderly People	(1)- Services for elderly people		(1)- Electronic and hard copy	(1)- Available via Council website and from Social Work Section (Educational & Social Services Department), Balmoral Road, Kilmarnock	
Family Support	(1)- Details of the Council's Family Support Team		(1)- Electronic and hard copy	(1)- Available via Council website and from Social Work Section (Educational & Social Services Department), Balmoral Road, Kilmarnock	
Mental Health	(1)- Assistance available for adults with learning difficulties, physical difficulties and mental health difficulties		(1)- Electronic and hard copy	(1)- Available via Council website and from Social Work Section (Educational & Social Services Department),	

				Balmoral Road, Kilmarnock	
--	--	--	--	------------------------------	--

Transport and Streets

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Cycle Routes	(1)- Kilmarnock cycle routes		(1)- Hard copy	(1)- Available from libraries throughout East Ayrshire and from offices of Development Services Department	
Footpaths	(1)- Information and advice concerning maintenance of footpaths		(1)- Hard copy	Available from Roads & Transportation Section (Development Services Department), Greenholm Street, Kilmarnock	
Parking	(1)- Public consultation information (2)- Disabled parking bays (3)- Car park fines, locations and charges	(2)- Includes application forms	(1)- Hard copy (2)- Hard copy (3)- Electronic and hard copy	(1)- Available from offices of Development Services Department (2)- As above (3)- Available from Roads & Transportation (Development Services	

				Department), Greenholm Street, Kilmarnock	
Public Rights of Way	(1)- Information on rights of way throughout East Ayrshire		(1)- Hard copy	(1)- Available from Country Park Section (Community Services Department)	
Public Transport	(1)- Issues and advice regarding public transport in East Ayrshire		(1)- Hard copy	(1)- Available from Roads & Transportation Section (Development Services Department), Greenholm Street, Kilmarnock	
Roads	(1)- Roads operations (2)- Road safety (3)- Roads maintenance	(1)- Includes list of public roads, road opening permits, etc. (2)- Includes road safety plan and leaflets (3)- Includes information on gritting	(1)- Hard copy and some electronic (2)- Hard copy (3)- Hard copy	(1)- Available from Roads Operations offices with some forms/reports available via Council website (2)- Available from Roads & Transportation Section, Greenholm Street, Kilmarnock. Leaflets available from libraries. (3)- Available from Roads & Transportation	

				Section, Greenholm Street, Kilmarnock	
Street Lighting	(1)- Approved materials list (2)- Street lighting test certificates	(2)- Form CC10	(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Roads & Transportation Section, Greenholm Street, Kilmarnock (2)- As above	
Taxi Licensing	(1)- Approved vehicle list (2)- Street knowledge test		(1)- Hard copy (2)- Hard copy	(1)- Available from Licensing & Community Safety Section, London Road, Kilmarnock. Also available from Crookedholm Depot (2)- Available from Licensing & Community Safety Section, London Road, Kilmarnock	
Traffic Calming	(1)- Traffic calming issues in East Ayrshire		(1)- Hard copy	(1)- Available from Roads & Transportation Section (Development Services), Greenholm Street, Kilmarnock	
Transport Planning	(1)- Local Transport Strategy		(1)- Hard copy	(1)- Available from Roads & Transportation Section, Greenholm Street, Kilmarnock	

Your Council

Sub-category	Class	Class Description	Format	Contact Details	Charges (if applicable)
Annual Reports	Annual reports		(1)- Hard copy	(1)- Available from Corporate Development & Communication Section (Corporate Resources Department), Council Headquarters	
Best Value	(1)- Best Value in East Ayrshire Council		(1)- Electronic and hard copy	(1)- Available via Council website and from Corporate Development & Communication Section (Corporate Resources Department), Council Headquarters	
Budget and Finance	(1)- Budget consultation (2)- Annual accounts	(1)- Details on how to air your views on the Council's rent and council tax levels (2)- Council's latest statement of accounts	(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Accounting Services – Corporate Section (Finance Department), Greenholm Street, Kilmarnock	

				(2)- Available via Council website and from Directorate Service (Finance Department), Greenholm Street, Kilmarnock	
Committees	(1)- Committee minutes and agendas (2)- Committee reports and background papers (3)- Information about local committees (4)- Minutes of forums and social inclusion partnerships (5)- Scheme of delegation	(2)- Excluding exempt reports (5)- Composition, terms of reference and delegated powers of committees	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Electronic and hard copy (4)- Electronic and hard copy (5)- Electronic and hard copy	(1)- Available via Council website and from Administration Section (Corporate Resources Department), Council Headquarters (2)- As above (3)- As above (4)- As above (5)- As above	
Consultation and Feedback	(1)- Consultation documents		(1)- Hard copy	(1)- Available from Central Services (Community Services Department), Council Headquarters	
Council	(1)- Information on Council departments	(1)- Includes: Information on Council website about departments,	(1)- Electronic and hard copy	(1)- General information available via Council website.	

		Central Services' 'Essential Guide 3a', etc.		Specific departmental information available from relevant department	
Council Tax	(1)- Information on council tax	(1)- Includes on-line payments	(1)- Electronic and hard copy	(1)- Available via Council website and from Revenues Section (Finance Department), Lugar	
Councillors	(1)- East Ayrshire councillors (2)- Registers of members' interests (3)- Appointments to outside organisations	(1)- Includes names, ward details, surgeries	(1)- Electronic and hard copy (2)- Electronic and hard copy (3)- Hard copy	(1)- Available via Council website and from Administration Section (Corporate Resources Department), Council Headquarters (2)- As above (3)- Available from Administration Section, Council Headquarters	
Democratic Rights	(1)- Data Protection (2)- Freedom of Information		(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from I.T. Section (Corporate Resources Department), 2 The Cross, Kilmarnock (2)- Available via Council website and from	

				Administrative & Legal Services (Corporate Resources Department), Council Headquarters	
E-Government	(1)- E-Government within East Ayrshire Council		(1)- Electronic and hard copy	(1)- Available via Council website and from I.T. Section (Corporate Resources), 2 The Cross, Kilmarnock	
Elections	(1)- Local government elections (2)- Scottish Parliament elections (3)- Westminster elections (4)- Electoral register (5)- European Parliament elections (6)- Electoral boundaries	(1)- Includes results, candidates, polling station info, etc (4)- Includes details of gaining access to register	(1)- Electronic and hard copy (2)- Hard copy (3)- Hard copy (4)- Hard copy (5)- Hard copy (6)- Hard copy	(1)- Available via Council website and from Administration Section (Corporate Resources Department), Council Headquarters (2)- Available from Administration Section (3)- Available from Administration Section (4)- Available from Library, Registration and Information Services (Community	

				Services Department) (5)- Available from Administration Section (6)- Available from Administration Section	
Grants	(1)- General information about grants (2)- Applications for grants		(1)- Electronic and hard copy (2)- Electronic and hard copy	(1)- Available via Council website and from Administration Section (Corporate Resources Department), Council Headquarters (2)- As above	
Health and Safety	(1)- Health and safety information	(1)- Includes local authority legislation	(1)- Electronic and hard copy	(1)- Available via Council website and from Personnel Section (Corporate Resources Department), Council Headquarters	
Justices of the Peace	(1)- Names and addresses of Justices of the Peace		(1)- Electronic and hard copy	(1)- Available via Council website and from Legal Section (Corporate Resources Department), Council Headquarters	

News	(1)- Newsletters and magazines	(1)- Includes 'Eastwords'	(1)- Electronic and hard copy	(1)- Available via Council website and from most Council locations	
Policies and Plans	(1)- Corporate policies and plans		(1) – Hard copy	(1)- Available from Administration Section (Corporate Resources Department), Council Headquarters	