



**East Ayrshire**  
COUNCIL

*an equal opportunities employer*

# *Information Booklet* for Job Applicants

Please read these notes carefully  
before you begin to complete  
the application form

October 2010



INVESTOR IN PEOPLE



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## **INTRODUCTION**

All appointments are based on merit and all job applicants will be treated equally.

The Council is committed to the protection of vulnerable children and adults by ensuring that Safer Recruitment Practices are in place to safeguard client's welfare.

These notes for guidance are to assist you to complete the East Ayrshire Council Application for Employment Form.

To ensure that Human Resources are able to photocopy your application form to an acceptable standard, please write or type your application form using **black ink only**.

**Curriculum Vitae or references must not be enclosed with your application.**

The application form comprises two separate parts. Part A being broad personal details and Part B being job related information. You should complete Part A to assist us in the detailed monitoring of applicants in terms of equal opportunities and you should complete Part B which is the job application form.

**If you require help in completing this form, please contact Human Resources, Council Headquarters, London Road, Kilmarnock, KA3 7BU, Telephone 01563 576553, Text Phone 01563 576167.**

## **1. POST DETAILS**

Post Reference Number, Department and Post Title will normally be found in the advertisement for the post, if appropriate. You will not be required to complete the applicant number as this will be completed by the Council.

## **2. PERSONAL DETAILS**

**PART A** This information is required to help us communicate with you during the recruitment and selection process, and to assist us in the detailed monitoring of applicants in terms of equal opportunities.

**PART B** You should complete the appropriate information in this section. (You will be asked to produce appropriate documentation if selected for interview).

## **3. QUALIFICATIONS**

You should provide details of all qualifications held or awaited including awards of S.Q.A. modules; Standard and Higher Grades; Degrees; Diplomas etc. Where appropriate the band of pass should be indicated. (You will be asked to produce original qualifications obtained if selected for interview).

## **4. SPECIAL TRAINING**

You should provide details of any specialised training e.g. Apprenticeship, Shorthand, Typing, Youth/Government Training Courses, in house training, etc, which you consider relevant to this post.

## **5. MEMBERSHIP OF PROFESSIONAL BODIES**

You should provide details of membership of any professional bodies (including class of membership, method of entry and dates of admission) which you consider relevant to this application. (You will be asked to produce evidence of membership if selected for interview).

## **6. REGISTRATION WITH REGULATORY BODY**

You should provide details of current or former registration with any regulatory body e.g. Scottish Social Services Council (including registration number(s), declaration or any conditions that apply to current registration and/or applied to former registration and if relevant reason for ceasing to be registered with previous body).

## **7. CURRENT EMPLOYMENT**

You should provide details of current or most recent employment and a summary of the main duties and responsibilities of your current or last post.

## **8. PREVIOUS WORK HISTORY/WORK EXPERIENCE**

You should list in order, most recent first, details of your employment history. Remember to include periods of vocational or voluntary work, especially where you think that this may assist your application for this post. Please also refer to section 16.

## **9. REFEREES**

You are advised to select your referees carefully and ensure that one of them is your current or most recent line manager or if this is not possible someone who has known you in a work situation.

If you are applying for a post which involves working with vulnerable children and adults please refer to Section 16 regarding your second referee.

Relatives should not be used and referees should be consulted before their names are added to support your application.

Referees are normally expected to be people who hold a position of responsibility. They will be given a copy of the job outline and a form for their reply which will include their opinion on your personal character and work capability compared to the duties of the post in question. If you are being called for interview we will contact your referees at the same time. If you do not wish a referee contacted at this stage, tick the box provided beside each referee within Section 8 or for online applications, please use the box provided to inform us if you do/do not wish your referees to be contacted.

If you have not previously worked or if you are unable to obtain work based referees, appropriate referees could include: Careers Officer, Doctor, Religious Advisor, School Teacher or Youth Organisational Leader.

If you are the successful applicant, you will be required to complete a health questionnaire. Any offer of appointment will be conditional upon a satisfactory completion of pre-employment health assessment.

## **10. DISABILITY**

Applicants who have advised us that they have a disability and who meet the essential criteria of the person specification will automatically be interviewed.

## **11. REHABILITATION OF OFFENDERS ACT 1974**

You will be required, if selected for interview to complete a Criminal Conviction Declaration Form. The envelope containing the form will only be opened if you are successful at interview, otherwise it will be securely destroyed.

In addition, successful applicants for posts within the Council which have been identified as being included under the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 (as amended) will require to complete a Disclosure Application. The successful applicant will be responsible for the Disclosure fee which will normally be deducted from their salary/pay.

## **12. PROTECTION OF VULNERABLE GROUPS (SCOTLAND) ACT 2007**

Successful applicants for posts carrying out Regulated Work with children and/or protected adults, as specified in the Protection of Vulnerable Groups (Scotland) Act 2007 will be required to become a Protecting Vulnerable Groups (PVG) Scheme member, or undergo a PVG Scheme update if they are already a member. Successful applicants will be responsible for the costs associated with PVG Scheme membership which will normally be deducted from their salary.

## **13. AVAILABILITY TO WORK**

This information relating to eligibility to work in the UK is required as different rules apply to employing applicants from inside the European Economic Area (EEA) (which include the UK) and to those applicants from outside it. You should note the following paragraphs when completing this section.

### ARE YOU AN EEA APPLICANT?

#### YES

If selected for interview you will be required to produce two forms of identification (originals) to show that you are permitted to work in the UK. The Immigration Asylum and Nationality Act 2006 details the different types of documentation which are deemed suitable and further guidance is outlined below.

#### NO

In line with the new Points Based System for employing overseas workers, we advise that you undertake a self assessment prior to submitting your application form. Should you decide to submit an application for employment, you will be considered for a Certificate of Sponsorship. Please note however, that a Certificate of Sponsorship does not guarantee that you will succeed in gaining permission to enter or remain in the UK. Further guidance is available at [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk).

Documents provided from List A establish that you have ongoing entitlement to work in the UK, documents from List B indicate that you have restrictions on your entitlement to be in the UK. The list of relevant documents includes:-

### **LIST A – ONGOING ENTITLEMENT TO WORK IN THE UK**

- A passport showing that the holder, or a person named in the passport as the child of the holder, is a British citizen or citizen of the United Kingdom and Colonies having the right of abode in the United Kingdom.
- A passport or national identity card showing that the holder, or a person named as the child of the holder, is a national of the European Economic Area or Switzerland.

- A residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office or the Border and Immigration Agency to a national of a European Economic Area country or Switzerland.
- A permanent residence card issued by the Home Office or the Border and Immigration Agency to the family member of a national of a European Economic Area country or Switzerland.
- A Biometric Immigration Document issued by the Border and Immigration Agency to the holder which indicates that the person named in it is allowed to stay indefinitely in the United Kingdom, or has no time limit on their stay in the United Kingdom.
- A passport or other travel document endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the United Kingdom, has the right of abode in the United Kingdom, or has no time limit on their stay in the United Kingdom.
- An Immigration Status Document issued by the Home Office or the Border and Immigration Agency to the holder with an endorsement indicating that the person named in it is allowed to stay indefinitely in the United Kingdom or has no time limit on their stay in the United Kingdom, **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A full birth certificate issued in the United Kingdom which includes the name(s) of at least one of the holder's parents, **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A full adoption certificate issued in the United Kingdom which includes the name(s) of at least one of the holder's adoptive parents **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A birth certificate issued in the Channel Islands, the Isle of Man or Ireland, **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- An adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A letter issued by the Home Office or the Border and Immigration Agency to the holder which indicates that the person named in it is allowed to stay indefinitely in the United Kingdom **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.

**or**

## **LIST B – RESTRICTION ON ENTITLEMENT TO BE IN THE UK**

- A passport or travel document endorsed to show that the holder is allowed to stay in the United Kingdom and is allowed to do the type of work in question, provided that it does not require the issue of a work permit.
- A Biometric Immigration Document issued by the Border and Immigration Agency to the holder which indicates that the person named in it can stay in the United Kingdom and is allowed to do the work in question.
- A work permit or other approval to take up employment issued by the Home Office or the Border and Immigration Agency **when produced in combination with** either a passport or another travel document endorsed to show the holder is allowed to stay in the United Kingdom and is allowed to do the work in question, or a letter is issued by the Home Office or the Border and Immigration Agency to the holder or the employer or prospective employer confirming the same.
- A certificate of application issued by the Home Office or the Border and Immigration Agency to or for a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old **when produced in combination with** evidence of verification by the Agency Employer Checking Service.
- A residence card or document issued by the Home Office or the Border and Immigration Agency to a family member of a national of a European Economic Area country or Switzerland.
- An Application Registration Card issued by the Home Office or the Border and Immigration Agency stating that the holder is permitted to take up employment, **when produced in combination with** evidence of verification by the Border and Immigration Agency Employer Checking Service.
- An Immigration Status Document issued by the Home Office or the Border and Immigration Agency to the holder with an endorsement indicating that the person named in it can stay in the United Kingdom, and is allowed to do the type of work in question, **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A letter issued by the Home Office or the Border and Immigration Agency to the holder or the employer or prospective employer, which indicates that the person named in it can stay in the United Kingdom and is allowed to do the work in question **when produced in combination with** an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.

**If you are unable to produce any of the above documents then you will be unable to take up employment with the Council.**

**A photocopy of the relevant documents will be taken for retention purposes. If you are unsuccessful in your application these photocopies will be destroyed at the end of the recruitment process.**

## **14. ADVERTISEMENT SOURCE**

You should name the newspaper; journal; agency; Internet site or location where you saw the job advertised, to allow us to assess the effectiveness of our advertising.

## **15. STATEMENT IN SUPPORT OF APPLICATION**

The importance of this section to the selection process is emphasised by the space allocated. You have the opportunity to explain why, in view of your experience, you more than anyone else should be offered the post.

You should include relevant details of previous posts held, both paid and unpaid, indicating positions of special responsibility either in employment or in your leisure interests, or even how your experience in life makes you a suitable candidate. If you require to use an additional page, remember to write your initials and details of the post applied for at the top of the page.

## **16. WORKING WITH VULNERABLE CHILDREN AND ADULTS**

You will require to provide additional information in this section of the form if you are applying for a post which will involve working with vulnerable children and adults in respect of:

### Previous Work History

A full employment history in chronological order since leaving secondary education should be detailed in section 8.

### Referees

One referee should be your current or most recent employer. If you are currently not working with vulnerable children and adults but have done so in the past then your second referee must be from the employer with whom you were most recently employed in work with vulnerable children and adults.

### Former Names

You should provide details of any former names.

### Family Declaration

You should provide details of any members of your family who are currently working or have worked with vulnerable children and adults.

## **ADDITIONAL INFORMATION**

### **HEALTH**

If you are the successful applicant, you will be required to complete a health questionnaire. Any offer of appointment will be conditional upon a satisfactory completion of pre-employment health assessment.

### **DATA PROTECTION ACT 1998**

East Ayrshire Council recognises the need for the lawful and correct treatment of personal information and fully endorses and adheres to the principles of data protection as laid out in the Data Protection Act 1998.

In this connection, an Applicant Declaration Form is attached for you to sign and return confirming your agreement for the information you provide on your application form being used by the Council for the purposes stated. If you are completing an on-line application, you will be required to accept declaration before submitting your application.

## **DECLARATION**

If you are completing a paper based application form then you must sign and date the applicant declaration form confirming that all information contained in the application form (Part A and Part B) is to your knowledge, true and correct. False information or omission may be sufficient cause for any application to be rejected or if appointed may lead to summary dismissal. You are also advised that canvassing of Elected Members or employees of the Council directly or indirectly in connection with any appointment shall disqualify you.

After signing and dating the applicant declaration form, return it together with Parts A and B of the application form to the address shown on the accompanying letter as soon as possible but certainly before the closing date shown on the advertisement.

Please note that if you choose to submit your application for employment electronically e.g. on line, you will have certified that the information contained in your application is to your knowledge true and correct and that false information may lead to summary dismissal, if appointed.

## EAST AYRSHIRE COUNCIL

### RECRUITMENT AND SELECTION CHARTER

#### THE COUNCIL'S COMMITMENT TO APPLICANTS

East Ayrshire Council is committed to providing the best possible recruitment and selection service and is working to remove any barriers to equality of opportunity at all stages of the recruitment process.

Our commitment to you as a job applicant is:

- We will treat you in a polite, helpful and friendly manner at all times;
- When we write to you, we will give you the name and telephone number of the employee who will deal with any enquiries you may have;
- We will treat the information you provide in confidence. Your application form will only be seen by Human Resources employees, elected members and those managers in the Department involved in the recruitment and selection process;
- We will normally send you an application form within **2 working days** of when we receive your request to receive a paper based application form.
- If you have completed an application form on-line you should automatically receive confirmation that your application has been submitted to the recruitment team.
- Every applicant must complete the official Council application form, with the exception of employees who are applying for restricted posts who may be asked to complete an Employee Personal Profile Form. We can provide a large print or audio version and will offer assistance to visually impaired applicants to enable them to make an application;
- Any disabled applicant who meets the essential requirement of the job vacancy will be invited for interview.
- We will normally advise you if you are being invited for an interview as soon as possible after the closing date for the post;
- We will give you appropriate notice of the date of the interview. However if you are asked to make a presentation or submit a written report to the interviewing panel, we will normally give you a minimum of **2 weeks notice**;
- We will be pleased to make any particular arrangements you need to enable you to attend the interview, for example a location with ramp access, a sign language interpreter or information in large print;
- We will reimburse you for expenses that you have necessarily incurred in attending for interview. Should you be offered the post and subsequently decline the offer of appointment, no expenses will be paid out;
- We ask you to provide personal details such as name, address, date of birth, gender, ethnic origin on Part A of the application form which will be used to monitor our recruitment process.
- The information which you provide in Part B of the application form will play a vital part in deciding whether you will be called for interview, so it is important that you take your time to complete it as

accurately and as fully as possible. Often applicants don't give enough information about themselves and their experience.

- If you are unable to attend for interview at the time requested and are still able to give early notice we will try where possible to reschedule your interview, depending on the urgency to fill the post and the length of any delay;
- Unless advised otherwise on the application form, we will contact your referees before we invite you to attend for interview;
- After interview, we will contact the successful applicant as soon as possible and definitely within **5 working days**. For certain posts, for example within the Department of Educational and Social Services, an offer may be subject to a Disclosure Scotland Check and some posts will be subject to a satisfactory medical examination.
- If you have been unsuccessful at interview, we will normally advise you within **5 working days**;
- We will give post interview counselling to any applicant who requests it, to assist them in their future applications;
- We are committed to achieving the standards we have set and to acting on feedback from our customers. If you feel dissatisfied with the service you have received, please write to me at the address below and I will investigate the matter and reply directly to you.

#### Service Standards

1	<u>Issue of Application Form</u> (Paper based)	Within <b>2</b> working days of request
2	<u>Acknowledgement of Application Form</u> (Paper Based) (On-line)	Within <b>2</b> working days of receipt. Automatic confirmation
3	<u>Notice of Interview</u>	Appropriate notice of interview depending on the nature of the post.
4	<u>Offer of Appointment</u>	Normally within <b>5 working days</b> of the interview.
5	<u>Advised if Unsuccessful at Interview</u>	Normally within <b>5 working days</b> of interview.

Head of Human Resources  
Department of Finance and Corporate Support  
Council Headquarters  
London Road, Kilmarnock, KA3 7BU

# INFORMATION FOR APPLICANTS

On 1 April 1996 East Ayrshire Council became one of 32 local authorities providing local government services in Scotland. As a result of the reorganisation of local government, the Council assumed responsibility for the areas formerly governed by Cumnock and Doon Valley and Kilmarnock and Loudoun District Councils as well as Strathclyde Regional Council.

## Towns and Offices

### **Council Headquarters**

London Road, Kilmarnock

### **Main Offices**

Civic Centre, Kilmarnock

Greenholm Street,

Kilmarnock

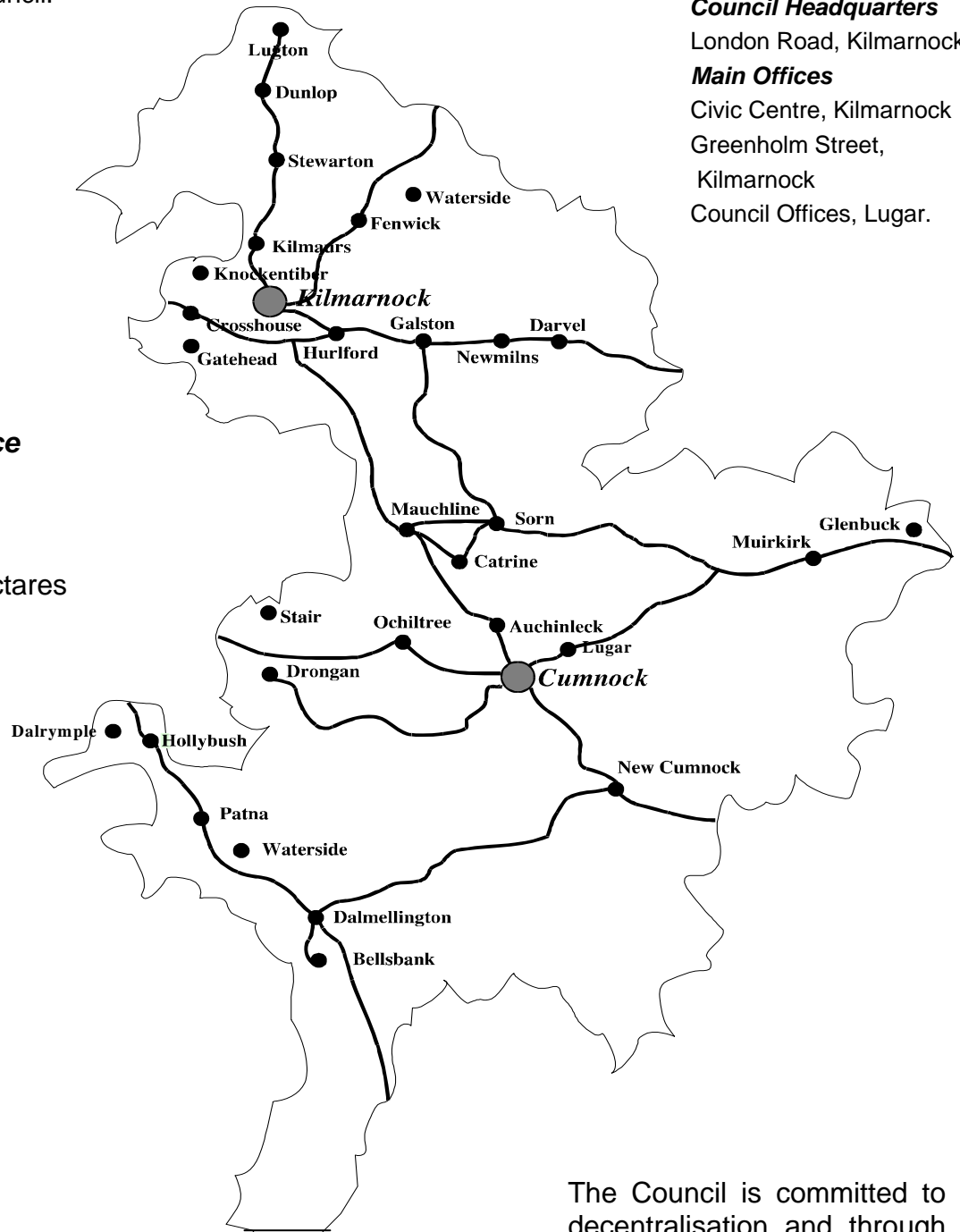
Council Offices, Lugar.

## **East Ayrshire at a Glance**

*Population* 119,720

*Households* 50,346

*Land Area* 125,199 Hectares



The Council is committed to decentralisation and through a developing network of 19 Local Offices spread throughout the Council area, the authority's residents can make direct contact with any East Ayrshire Councillor, department, official or related service.

## **RECRUITMENT AND SELECTION PROCEDURE**

### **Equality of Opportunity**

As an employer and provider of services, East Ayrshire Council will actively promote equality of opportunity. No employee, job applicant, customer or recipient of services will receive less favourable treatment than any other on any grounds including the following:-

race, religion, nationality, ethnic or national origins, disability, age, gender, sexuality, offending background, marital status, responsibility for dependants, employment status, address, trade union activity or political affiliation or be disadvantaged by conditions or requirements which cannot be shown to be justifiable.

### **Age Diversity**

The Council applies a mandatory retirement date of 65 years of age in line with the national default retirement age of 65. However, there is provision for employees to apply to continue working beyond age 65.

### **Disability**

The Council recognises its statutory and social obligations in furtherance of the disabled double tick award from the Department of Works and Pensions disability symbol scheme. The Disability Discrimination Act 1995 as amended defines disability as “a physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities”; the Council undertakes to interview all applicants with a “disabled” applicant who meet the minimum criteria for a job vacancy and give every assistance when required e.g. signer, wheelchair access etc.

## **CHILD/VULNERABLE ADULT POLICY STATEMENT**

Over the last two decades there has been a growing awareness of abuse of vulnerable children and adults. The identifications and protection of vulnerable children and adults who have been abused is the highest priority for all our services. Procedures have been produced by the Council to ensure that a clear framework for action in relation to administrative processes is adopted, clarifying the roles and responsibilities for employees in dealing with the abuse of a vulnerable child or adult.

## **CONDITIONS OF SERVICE**

Conditions of service are based on national terms and conditions of service as covered by collective agreements embodied in the Scheme of Conditions for Scottish Local Government Employees i.e. the Red Book for former APT&C and Manual Workers as adopted and applied by East Ayrshire Council. Chief Officers and Craft Operatives are currently excluded from the Single Status Agreement and their Conditions of Service are in accordance with Scottish Joint Negotiating Committees for Local Authorities’ Services.

### **1. Hours of Work -**

Former APT&C employees-Normal office hours, 35 per week are:

9.00 am to 5.00 pm Monday-Thursday (lunch break 50 minutes)

9.00 am to 4.00 pm Friday (lunch break 40 minutes)

Most postholders are eligible for inclusion in the Flexible Working Hours Scheme which is in operation.

Former Manual Workers and Craft Operatives work 37 hours per week.

**2. Payment**

Former APT&C Staff are paid 4 weekly, in arrears, by credit transfer.  
Former Manual Workers are paid weekly, in arrears by credit transfer.

**3. Leave Entitlement**

The Leave Year is from 1 January to 31 December.

The minimum annual leave entitlement is 20 days, rising with service, as appropriate, to 28 days.  
In addition 12 days are granted as public holidays each year.

[Pro rata entitlements for part-time employees]

**4. Pension Scheme**

All employees who are at least 16 years of age are automatically included in the Local Government Pension Scheme if they have a contract of employment of at least 3 months duration, although they can elect not to join. Members of the LGPS have an individual contribution rate based on their annual full time equivalent rate of pay which is deducted from pay each pay period. Further information on the benefits accruing can be obtained on request. The Local Government Pension Scheme is a final salary scheme which provides guaranteed index-linked benefits, largely paid for by employer contributions.

**5. Trade Union Membership**

Trade Union Membership is not compulsory, but the Council encourages all employees to join a Trade Union.

**6. Employee Benefits**

Employee benefits include Group Life Assurance Scheme, Scotwest Credit Union, Financial Advisory Service, Car Purchase Plan, Employee Contributory Health Care Plan, One Fund for All, Employee Social Club, Employee Counselling Service.

**7. Worklife Balance Employment Policies**

To assist employees to achieve a better worklife balance, the Council has in place a Career Break Scheme, Homeworking Scheme and Flexible Working Scheme.

**8. Canvassing**

Canvassing of Elected Members or employees of the Council directly or indirectly in connection with any application for employment shall disqualify the applicant.

**9. Council Website**

General Information on East Ayrshire Council is available on the Council's Website  
[www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk)

**10. Smoking Policy**

The Council operates a "No Smoking" policy in all Council accommodation and vehicles. Further details are available in the Council's Smoking in the Workplace Policy.

**11. Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2003 (as amended)**

For posts where the above order applies, successful applicants will require to make a Disclosure Application which will be submitted by the Council to Disclosure Scotland.

Where a post is a designated “Adults at Risk Position” in terms of the Police Act 1997 (Criminal Records) (Scotland) Regulations 2006, the disclosure procedure will include a check against the “Disqualified From Working With Adults at Risk List” which has been established in England and Wales.

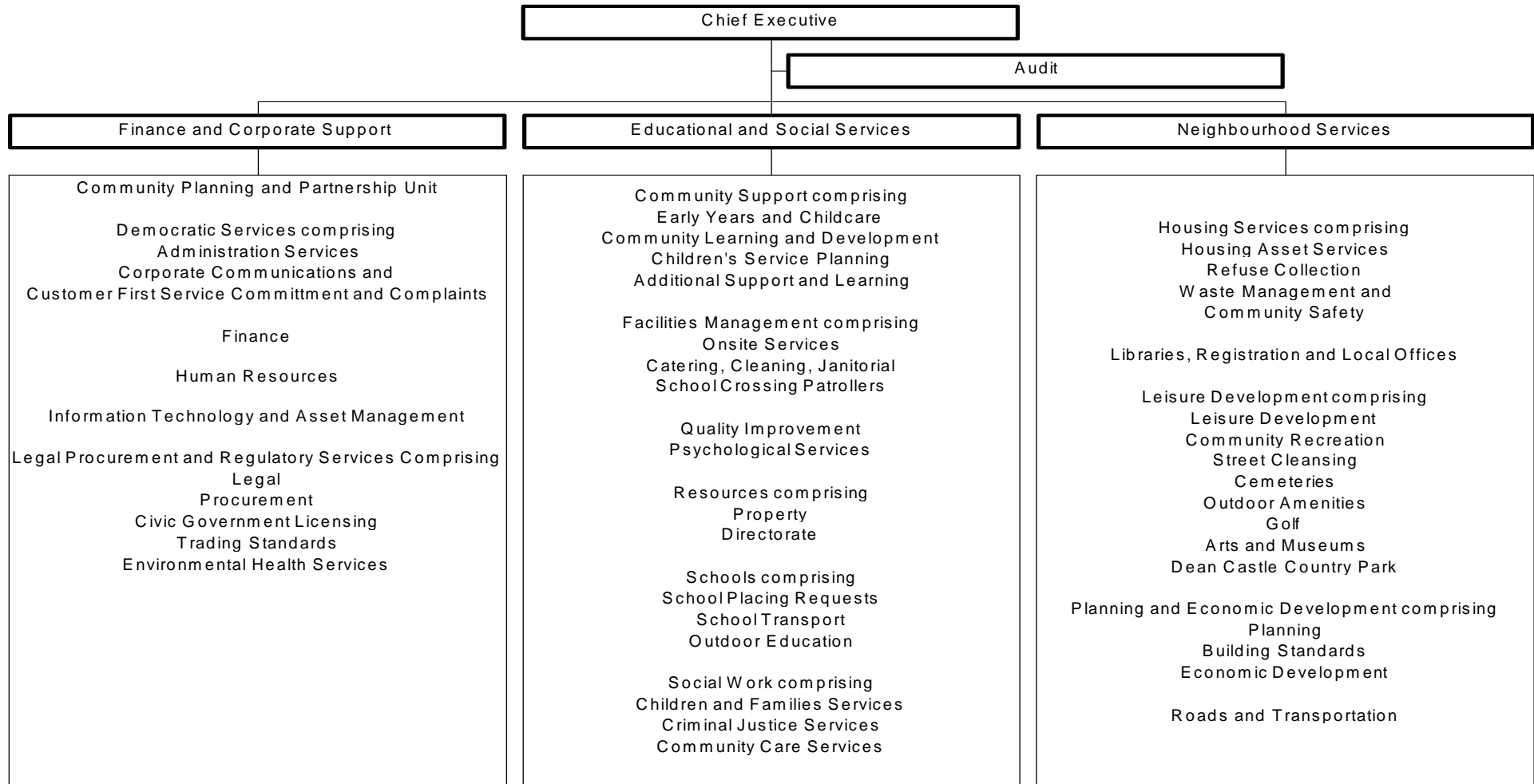
Where a post is a designated ‘Child Care Position’ in terms of the Protection of Children (Scotland) Act 2003, the Disclosure procedure will include checks against the ‘Disqualified from Working with Children list’ and associated lists.

The Council complies with the Disclosure Scotland Code of Practice which can be viewed at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk).

**Note -** This document is purely for information purposes and does not form any part of a contract of employment.

# THE DEPARTMENTS

East Ayrshire Council's services are delivered through three departments who aim 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.



## **CUSTOMER FIRST SERVICE COMMITMENT**

We are committed to providing high quality services for all of the people we service. We provide a wide range of services, which we will deliver and develop to meet your needs.

Our Commitment sets out the standards of customer service you can expect from East Ayrshire Council. Our 'Customer First Service Commitment' is available at every public access point in our buildings and on the Council website.

### **WE WILL:**

- Treat you fairly and with respect
- Expect you to treat our staff with respect
- Offer a friendly and polite service and be sensitive to your needs
- Deal with your communications promptly
- Deal with your enquiry at first point of contact, wherever possible
- Make best use of technology to enable service improvements
- Do our best to help you and let you know how quickly we can take action
- Provide easy to understand information about the services we provide
- Make information and services accessible online
- Deal with your feedback positively and quickly
- Keep your details confidential as far as possible.

### **CORRESPONDENCE, WE WILL:**

- Answer your correspondence within 7 working days of receiving it, or keep you updated if an answer will take longer
- Make our communications clear and easy to understand
- Arrange for letters to be translated, interpreted over the phone, or made available in large print or Braille if you ask us.

### **IN OUR OFFICES, WE WILL:**

- Have user-friendly public offices, with clean and tidy reception areas
- Provide up-to-date leaflets that are clear, easy to understand and available in other formats and languages if required
- Deal with all of your enquiries about any Council service, contacting the appropriate Council service as required
- Have clear signs and display our opening hours in all our offices
- Clearly display how you can make a complaint
- Have induction loops for those who require them in all our public offices
- Provide a private interview room if you need one.

## **ON THE PHONE, WE WILL:**

- Answer the phone within five rings whenever possible
- Give you our name when we answer your call to let you know who you are speaking to
- Deal with your enquiry on the spot if we can
- Advise you what we can do to assist and by when, or tell you why we cannot help (if we cannot help you immediately, we will try to tell you who can)
- If you call and the person you need to speak to is not in the office and you leave a message on their voicemail or with another member of staff, we will return your call within one working day.

## **FACE TO FACE, WE WILL:**

- Meet you within ten minutes if you have an appointment
- Advise you how long you may have to wait and who will meet you if you do not have an appointment
- Offer to make you an appointment if you cannot wait
- Phone the National Interpreting Service immediately if you need their services
- Wear identification badges
- Offer you somewhere private to talk to us if appropriate
- Arrange an interview with someone of the same sex if you request this
- Enable you to bring along a friend, relative or support worker to your appointment
- Help you to fill in Council forms if you need help
- Try to make other arrangements if you cannot visit our offices
- Show you identification if we need to visit you in your own home.

## **IF YOU HAVE A COMPLAINT, WE WILL:**

- Make it easy for you to complain by making our comments, suggestions and complaints leaflet, 'Its Better to Listen', available at every public access point in public buildings and on the Council website
- Try to sort out your complaint on the spot if we can
- Respond to your complaint within 7 working days in the first instance, or keep you updated with the reason for the delay (in Social Work, different legal standards apply)
- Tell you what you can do next if you are still not happy.

## **EAST AYRSHIRE'S COMMITMENT**

“ We are determined that East Ayrshire will be a good Council to have working for you, and a good Council to work for.” The Council has adopted as its key values: Quality, Equality, Access and Partnership.