

# East Ayrshire Council

# Guide to Information

## as required by the Freedom of Information (Scotland) Act 2002

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### Version control

Version	Changes	Authoriser	Date
V1	New publication	Head of Democratic Services	May 2013
V2	Review - update following SCIO changes		October 2017

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## Introduction

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a Publication Scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and whether information is available free of charge or on payment.

The Act also allows for the development of Model Publication Schemes by the Scottish Information Commissioner which can be adopted by more than one Public Authority. The Commissioner's Model Publication Scheme was approved on 31 May 2017. East Ayrshire Council has adopted the Model Publication Scheme in its entirety

The updated Model Publication Scheme can be viewed by clicking on the following link: <http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx> or by contacting us at the address below if you prefer a copy to be provided to you in another format.

## Guide to Information

In adopting the Model Publication Scheme, East Ayrshire Council has produced the following Guide to Information which:

- Allows you to see what information is available (and what is not available) in relation to each class of information that we publish;
- States what charges may be applied;
- Explains how to find the information easily;
- Provides contact details for enquiries and to get help with accessing the information;
- Explain how to request information that has not been published.

This Guide is split into the following six sections or 'principles':

- Principle 1 – Availability and formats;
- Principle 2 – Exempt Information;
- Principle 3 – Copyright and Re-use;
- Principle 4 – Charges;
- Principle 5 – Contact us;
- Principle 6 – Duration;

The Guide also lists the classes of information that we publish under 'Classes of Information'.

## Model Publication Scheme Principles

### Principle 1 – Availability and Format

The information we publish under our Publication Scheme and listed in our Guide to Information is available to download from our website. A hyperlink within the Notes column of the Classes of Information table will direct you to the relevant page or document.

Alternative arrangements can be made for people who do not want to, or cannot, access the information online or by inspections at our premises. For example, we can usually arrange to provide information to you in a paper copy (although there may be a charge for this – see charges below). Information can also be provided by email, phone or post using the contact details below.

When contacting us to request information, please include your name and address and full details of the information you would like to receive. Please also include a telephone number so we can telephone you to clarify any details if necessary.

If you are still having trouble finding any documents listed under our scheme, or if you are having difficulty identifying the information you want to access, then please contact us using the contact details listed below for further assistance.

Please note that information published through Class 9 (Open Data) is exempt from Principle 1 as, by its nature, Open Data is generally only available in electronic format and cannot easily be provided in other formats

#### Contact Details:

Freedom of Information Officer  
East Ayrshire Council  
Council Headquarters  
London Road  
Kilmarnock  
KA3 7BU  
Telephone: 01563 576094  
Email: [FOI@east-ayrshire.gov.uk](mailto:FOI@east-ayrshire.gov.uk)

If the information you are seeking is not available under this Publication Scheme, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a general right of access to the information we hold, subject to certain exemptions.

The Environmental Information (Scotland) Regulations 2004 (EIRs) also provide a right of access to the environmental information we hold.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to

Freedom of Information Officer  
East Ayrshire Council  
Council Headquarters  
London Road  
Kilmarnock  
KA3 7BU  
Telephone: 01563 576094  
Email: [FOI@east-ayrshire.gov.uk](mailto:FOI@east-ayrshire.gov.uk)

## **Principle 2 – Exempt Information**

We will publish the information we hold that falls within the Classes of Information below. We will remove or redact any information which is exempt information in terms of the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004 and we will provide an explanation as to why this information is exempt information.

## **Principle 3 – Copyright and Re-Use**

Access to information does not mean that copyright has been waived, nor does it give automatic rights to the recipient to re-use the information. The following information sets out East Ayrshire Council's position on copyright and the re-use of information detailed within this Publication Scheme and Guide to Information.

### **Copyright Statement**

Where East Ayrshire Council holds the copyright in its published information, the information may be copied or reproduced (but not re-used – see below) without formal permission provided that:

- It is copied or reproduced accurately;
- It is not used in a misleading context and;
- The source of the material is identified and the copyright status acknowledged.

The reproduction of the information for commercial purposes is prohibited without prior written consent being obtained from East Ayrshire Council.

The information published may contain information where the copyright holder is not East Ayrshire Council. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder.

Information about Crown copyright material (central government material) is available on the website of the Queens Printer for Scotland at [www.oqps.gov.uk](http://www.oqps.gov.uk). We can provide you with a copy of this information if you do not have internet access.

### **Re-Use of Public Sector Information**

Re-use is not the same as copying or re-producing. Re-use means using public sector information, for a purpose other than the initial public task for which it was produced. For example, an individual or a company taking the public sector information and republishing it or using it to produce a new product or resource, often by combining it with other information, often for commercial purposes.

If you intend to re-use information obtained from the scheme, and you are unsure whether you have the right to do so, you are advised to make a request to East Ayrshire Council to re-use the information. Your request should be in writing, should state your name and an address for correspondence and should specify the document requested and the purpose for which the document is to be re-used. Your request will be considered under the Re-Use

of Public Sector Information Regulations 2015 (RPSIs) for which a charge may be imposed. In the event that a charge is payable, you will be advised what this is and how it has been calculated.

Re-use cannot be permitted by East Ayrshire Council if someone else holds the intellectual property rights (such as copyright) in the information.

If you have a complaint about East Ayrshire Council's compliance with the 2015 Regulations or if you would like more information on the re-use of information then please direct your complaint to the Freedom of Information Officer at the address below in the first instance:

Freedom of Information Officer  
East Ayrshire Council  
Council Headquarters  
London Road  
Kilmarnock  
KA3 7BU  
Telephone: 01563576094  
Email: [FOI@east-ayrshire.gov.uk](mailto:FOI@east-ayrshire.gov.uk)

The information within this Publication Scheme and Guide to Information also constitutes East Ayrshire Council's Information Asset List which details the main information the Council holds within its public task as required by the 2015 Regulations.

## **Principle 4 – Charges**

This section explains when we may make a charge for our publications and how any charge will be calculated.

### *Charges for information which is available through this Publication Scheme*

Unless otherwise specified in our Classes of Information below, all information contained within our Scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email. You can also view information free of charge at our premises.

We reserve the right to impose charges for providing information in paper copy or computer disc or alternative formats. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

<b>Reproduction costs</b>	
Black and white copy	10p per A4 sheet
Colour copy	30p per A4 sheet
Large scale black and white documents	£1.50 per A2 sheet
<b>Computer discs</b>	
Computer discs	£1 per CD-Rom / DVD
<b>Postage</b>	
Charged at the cost to the Council of sending the information by first class post	

East Ayrshire Council is mindful of its obligations under equality and anti-discrimination legislation when setting charges for alternative formats.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Any request for re-use of public sector information may incur a charge. This will be a marginal charge determined at the time of the request.

#### Charges for information which is not available under the scheme

The charges for information which **is** available under this scheme are set out above.

If you submit a request to us for information which **is not** available under the scheme the charges will be based on the following calculations:

Requests under the Freedom of Information (Scotland) Act 2002 (FOISA): There may be a charge for requests which involve a large amount of work. This is in accordance with the Fees Regulations under Section 9 of FOISA:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information being requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- Where appropriate reproduction and postage charges will be charged as per the costs detailed above.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. We will inform you if upfront payment is required. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. If you decide not to proceed with the request there will be no charge to you.

Requests under the Environmental Information (Scotland) Regulations 2004 (EIRs): Regulation 8 of the EIRs allows public authorities to charge a 'reasonable amount' for making environmental information available. This means that there is no lower or upper charging limit for requests for environmental information although any fee charged must not exceed the costs to the authority of making that information available.

We will calculate the fee for an environmental request under the EIRs as follows:

- We do not charge for the time to determine whether we hold the requested information, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- Staff time is calculated at actual cost per staff member hourly salary rate including overheads.
- Where appropriate reproduction and postage costs will be calculated as detailed above.
- In the event that we decide to impose a charge we will issue you with notification of the

charge and how it has been calculated. We will inform you if upfront payment is required.

You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. If you decide not to proceed with the request there will be no charge to you.

## **Principle 5 – Contact Details**

You can contact us for assistance with any aspect of this Publication Scheme or Guide to Information at the contact details below.

You can also use these contact details to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of the Publication Scheme.

Freedom of Information Officer  
East Ayrshire Council  
Council Headquarters  
London Road  
Kilmarnock  
KA3 7BU  
Telephone: 01563 576094  
Email: [FOI@east-ayrshire.gov.uk](mailto:FOI@east-ayrshire.gov.uk)

The following link will give you advice on requesting information not contained in the Publication Scheme:

<https://www.east-ayrshire.gov.uk/CouncilAndGovernment/About-the-Council/Information-and-statistics/DataProtectionAndFreedomOfInformation/How-to-make-a-Freedom-of-Information-Request.aspx>

Alternatively, please email the Freedom of Information mailbox at [FOI@east-ayrshire.gov.uk](mailto:FOI@east-ayrshire.gov.uk) or write to use as the address noted above.

## **Principle 6 – Duration**

Information published through the Guide to Information is available for at least the current and previous two financial years. Where previous versions are no longer published, these can be requested from the Council under FOISA or the EIRs.



# 1 Classes of Information

We aim to publish as much information as possible about our work through the Scheme. However, it should be noted that not all information held by the Council is covered by the Scheme. The information above provides guidance on how to request information not covered by this Scheme.

We are obliged under the Legislation to publish information under the following classes:

Class 1 – About the authority

Class 2 – How we deliver our functions and services

Class 3 – How the authority takes decisions and what it has decided

Class 4 – What the authority spends and how it spends it

Class 5 – How the authority manages its human, physical and information resources

Class 6 – How the authority procures goods and services from external providers

Class 7 – How our authority is performing

Class 8 – Our commercial publications

Class 9 – Our open data

East Ayrshire Council's Scheme has been divided into 'categories and 'classes' to ensure the Scheme is easy to understand and to enable you to find information quickly.

## About the Scottish Navigation List

The categories and classes are based on a system called the 'Scottish Navigation List' (or SNL). SNL is a standard classification system, which was launched in March 2007 by Scottish local authorities, in partnership with The Improvement Service. The aim of SNL is to enable Councils to classify their activities, and information about those activities, in a way which is helpful, and makes sense, to the general public.

SNL provides a strategic framework to help Councils manage their information in a joined up way, and has a range of applications. As well as driving the structure of this publication scheme, SNL is being adopted by an increasing number of Councils as the framework for their website, and some are also using SNL to organise their internal records management systems.

SNL has four levels, and the top three levels have been used as the framework for this scheme's classes. The Council publishes, or intends to publish, information under 12 broad categories which equate to the 11 'level 1' categories of SNL plus a 'Services, Structure and Accountability' class.

## A key to the categories

CATEGORY	DESCRIPTION / OVERVIEW
<b>Services, Structure and Accountability</b>	Information about the structure and strategy of the Council, the range of services we provide affecting residents, visitors and businesses, the cost and standards of those services, our decisions and how we make them.

<b>Business and Trade</b>	Information on services we provide which are relevant to new or existing businesses in the area, such as business rates, commercial waste services and procurement.
<b>Community Life and Leisure</b>	Information and advice on community life and leisure, for example leisure services and activities, education services and learning opportunities, and advice and information on looking after our countryside and wildlife.
<b>Council and Government</b>	Information about councillors and Council committees, reports on how the Council is performing, services such as our emergency or registration services, and information on our partnership working with other organisations.
<b>Education and Learning</b>	Information on education services for children, young people and adults, as well as our library, museum and archive services.
<b>Housing</b>	Information on housing services in the authority, including council housing, information on benefits and housing repair services.
<b>Jobs and Careers</b>	Information on career opportunities and job vacancies in the Council.
<b>Law and Licensing</b>	Information on our registration service, as well as advice for consumers and businesses on trading standards and licensing.
<b>Planning and the Environment</b>	Information on Council services that are working to look after our living environment, including planning services in relation to buildings, roads and open spaces.
<b>Social Care and Health</b>	Details of the social care services we provide, as well as information on health matters, for example child care, fostering and adoption and mental health services.
<b>Tourism and Visitor Attractions</b>	Information which the Council holds on where to stay and what to do in the area, including details of festivals and parks.
<b>Transport and Streets</b>	Information on getting around and about in the authority, including information on public transport services, parking and car parks, and advice on road safety.

## Index to Classes

It should be noted that some of the classes can be found more than once, in different places in the scheme - with some appearing two or three times. It is set up this way to try and help users find information. Different people organise information differently in their minds, and so may search for it under different headings.

REF.	INFORMATION CLASS
1.0	<b>Services, structure and accountability</b>
1.1	Democratic structure
1.2	Councillors
1.3	Council meetings
1.4	Decision making
1.5	Objectives and strategies
1.6	Directorates, service groupings and departments
1.7	Council contacts
1.8	Employee pay and grading
1.9	Income and expenditure
1.10	Jobs, tenders and contracts
1.11	Capital projects
1.12	Partnerships
1.13	Performance reporting
1.14	Consultations, complaints and compliments
1.15	Customer feedback information
1.16	Information governance
1.17	General publications
2.0	<b>Business and trade</b>
2.1	Business rates
2.2	Commercial land and property
2.3	Commercial waste, pollution and recycling
2.4	Conference meeting and event venues
2.5	Countryside and farming
2.6	Emergency planning
2.7	Health and safety
2.8	Planning and building standards
2.9	Regeneration
2.10	Shopping and markets
2.11	Sponsorship and advertising
2.12	Advice and support for businesses
2.13	Tenders and contracts
2.14	Town centre management
2.15	Trading standards
3.0	<b>Community life and leisure</b>
3.1	Adult education and community learning
3.2	Arts and entertainment
3.3	Community advice
3.4	Community centres
3.5	Countryside facilities and wildlife
3.6	Crime prevention and community safety
3.7	Leisure clubs, groups and societies
3.8	Libraries and archives
3.9	Local history and heritage
3.10	Museums and galleries
3.11	Parks, gardens and open spaces
3.12	Places of worship
3.13	Services and advice for older people

<b>REF.</b>	<b>INFORMATION CLASS</b>
3.14	Services and advice for young people
3.15	Sport, sports clubs and leisure centres
3.16	Voluntary organisations and support groups
4.0	<b>Council and government</b>
4.1	Benefits
4.2	Birth, marriage and death
4.3	Consultations, complaints and compliments
4.4	Council and government grants
4.5	Council departments
4.6	Council information, performance and statistics
4.7	Council tax
4.8	Information governance
4.9a	Emergencies and emergency services
4.10	Equality, diversity and citizenship
4.11	Events and festivals
4.12	Jobs, tenders and contracts
4.13	Politicians, elections and democracy
4.14	Regeneration
5.0	<b>Education and learning</b>
5.1	Activities and support for young people
5.2	Adult education and community learning
5.3	Childcare, school and educational grants
5.4	Extra-curricular activities
5.5	Leisure clubs, groups and societies
5.6	Libraries and archives
5.7	Local history and heritage
5.8	Nurseries and playgroups
5.9	Parental support
5.10	Schools
5.11	Training and personal development
6.0	<b>Housing</b>
6.1	Adapting homes
6.2	Council housing
6.3	Council tax
6.4	Housing advice
6.5	Housing associations and co-ops
6.6	Housing benefits and grants
6.7	Housing finance
6.8	Improvements and repairs
6.9	Land and property
6.10	Multiple occupancy homes
6.11	Planning and building standards
6.12	Private housing
6.13	Rubbish and recycling
6.14	Supported and sheltered housing
7.0	<b>Jobs and careers</b>
7.1	Careers advice
7.2	Equality in employment
7.3	Jobs at the council

REF.	INFORMATION CLASS
7.4	Training and personal development
8.0	<b>Law and licensing</b>
8.1	Animal regulations and licences
8.2	Birth, marriage and death
8.3	Information governance
8.4	Environment and pollution regulations
8.5	Environmental health
8.6	Fire safety regulations
8.7a	Health and safety
8.8	Legal advice
8.9	Licences, permits and permissions
8.10a	Police, courts and criminal justice
8.11	Trading standards
9.0	<b>Planning and the environment</b>
9.1	Animal welfare and pest control
9.2	Conservation
9.3	Countryside, farming and wildlife
9.4	Emergencies
9.5	Environmental health
9.6	Land and property
9.7	Marine and waterway services
9.8	Parking and car parks
9.9	Parks, gardens and open spaces
9.10	Planning and building standards
9.11	Pollution
9.12	Private housing
9.13	Regeneration and town centre management
9.14	Roads and pavements
9.15	Rubbish and recycling
9.16	Street care and cleaning
10.0	<b>Social care and health</b>
10.1	Asylum, immigration and citizenship
10.2	Care and carers
10.3	Childcare and family care
10.4	Community transport
10.5	Criminal justice social work
10.6	Disabilities and adapting homes
10.7	Domestic violence
10.8	Fostering, adopting and looked after children
10.9	Grants for disabled people
10.10	Health and medical information
10.11	Health and safety
10.12	Help for adults
10.13	Home care
10.14	Mental health
10.15	Parental support
10.16	Services and advice for older people
10.17	Services and advice for young people
11.0	<b>Tourism and visitor attractions</b>

REF.	INFORMATION CLASS
11.1	Accommodation
11.2	Attractions
11.3	Countryside and wildlife
11.4	Eating and drinking
11.5	Events and festivals
11.6	Harbours and moorings
11.7	Local history and heritage
11.8	Museums and galleries
11.9	Parks, gardens and open spaces
11.10	Sports and outdoor pursuits
11.11	Tourist information
11.12	Tours, cruises and itineraries
12.0	<b>Transport and streets</b>
12.1	Environment-friendly transport
12.2	Journey planning and timetables
12.3	Marine and waterway services
12.4	Parking and car parks
12.5	Public and community transport
12.6	Road safety
12.7	Roads and pavements
12.8	Street care and cleaning
12.9	Taxis and minicabs
12.10	Town centre management
12.11	Transport policy
12.12	Walking, cycling and horse riding

The **Notes** column may contain the following information: -

**‘Same as’** – this shows the section number(s) where the same class appears elsewhere in the scheme e.g. 2.15 Trading Standards – same as 8.11.

**‘See also’** - As Councils do not work in ‘silos’ and many of their activities complement each other we have also introduced a ‘see also’ facility to show users where they might find related or similar information in other classes.

**‘Key content’** – where we consider that a local document or piece of local information highlights or illustrates the class description, or is one that our experience suggests will be frequently requested ,we have included it here to make it easier to find.





**‘Contact’** – if there is a section to be contacted for information in a class, contact details are provided.






**‘Does not apply’** – if a class do not apply, in its entirety, to East Ayrshire Council, or the council does not publish certain information within a class, this will be clearly explained.












The **Format / Availability** column tells you how the information can be made available to you e.g. online, paper copy, special formats. A key to the symbols appears on every page of the class descriptions.

The **Charges** column tells you whether a charge may apply for copies of some of the information in the class. If the charge is not set according to our charging policy explained in Section 5, the specific charge will be detailed in this column. You will not be charged for inspecting information in this publication scheme.

## Classes of Information

1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY				
	Information Class	Description	Notes	Format/ Availability	Charges
1.1	Democratic structure	Information on council democratic structure, including current political composition of the council, also recent election statistics and decision making structures within the council.	<p>See also 4.13 Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">List of Councillors</a></li> <li>• <a href="#">Election Results</a></li> <li>• <a href="#">Scheme of Delegation · East Ayrshire Council</a></li> </ul> <p>Contact Democratic Services 01563 576137</p>	 @ 	
1.2	Councillors	Names and contact details of provost and councillors, affiliations to political parties, committee membership and other special interests. Also arrangements for councillor expenditure and register of declared interests.	<p>See also 4.13 and 1.1 Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Your councillor · East Ayrshire Council</a></li> <li>• <a href="#">Members' interests · East Ayrshire Council</a></li> <li>• <a href="#">Members' allowances and expenses · East Ayrshire Council</a></li> <li>• <a href="#">Surgery dates</a></li> </ul> <p>Contact Democratic Services 01563 576137</p>	 @ 	

Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY														
	Information Class		Description				Notes				Format/ Availability		Charges		
1.3	Council meetings		Calendars and diaries of forthcoming council and committee meetings. Also minutes of council and committee meetings (including those of sub-committees and other relevant groups), reports and other supporting papers, minutes of strategic meetings with community planning partners and other partnership groups.				See also 4.13 Key content <ul style="list-style-type: none"><li>• <a href="#">Meetings calendar</a></li><li>• <a href="#">Committee agendas and minutes</a></li><li>• Supporting papers (available from named officer in report)</li></ul> Contact Democratic Services 01563 576137				 @   				
1.4	Decision making		Information about the council's decision making process, also guidance on how to access the facts and analyses employed during decision making,				See also 4.13, 1. 1 and 1.3 Key content <ul style="list-style-type: none"><li>• <a href="#">Scheme of Delegation</a></li><li>• <a href="#">Meetings calendar</a></li><li>• <a href="#">Committee agendas and minutes</a></li><li>• Supporting papers (available from named officer in report)</li></ul> Contact Democratic Services 01563 576137				 @   				
1.5	Objectives and strategies		Current and recent strategic and operational objectives, strategies and				See also 4.13 Key content								
Key to symbols		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

















1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY													
	Information Class		Description				Notes				Format/ Availability		Charges	
			business plans for services, community plan objectives, annual reports.				<b>Community Planning</b> <ul style="list-style-type: none"><li><a href="#">Single Outcome Agreement</a></li><li><a href="#">Community Plan</a></li><li><a href="#">Annual Performance Reports</a></li><li><a href="#">Mid-term reviews</a></li></ul> Contact Community Planning 01563 576037 <b>Best Value</b> <ul style="list-style-type: none"><li><a href="#">Best Value details</a></li></ul> Contact Best Value and Performance 01563 576163 <b>Service plans</b> <ul style="list-style-type: none"><li><a href="#">Service plans</a></li></ul> <i>All records are kept in accordance with our Corporate Retention Schedule. Any document submitted to committee will normally be retained for six years</i>				@  @			
1.6	Directorates,		Information on how the council is				Key content							
<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££










1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY				
	Information Class	Description	Notes	Format/ Availability	Charges
	service groupings and departments	structured into directorates, operational services and departments etc., including structure charts.	<ul style="list-style-type: none"> <li>• <a href="#">Organisational structures</a></li> <li>• <a href="#">Scheme of Delegation</a></li> </ul>	☆ @ 📄	
1.7	Council contacts	Contact information, especially for public-facing council offices, including phone numbers and opening hours. Also contact/ call centre information, information about council service mailboxes and interactive use of the council website.	Key content <ul style="list-style-type: none"> <li>• <a href="#">Contact us</a></li> <li>• <a href="#">Report it</a></li> <li>• <a href="#">Online services</a></li> <li>• <a href="#">Find my nearest...</a></li> </ul>	☆ @ 📄	
1.8	Employee pay and grading	Pay and grading structures, also internal procedures for making payments to staff.	Key content <ul style="list-style-type: none"> <li>• <a href="#">Chief Officers' salaries</a></li> </ul> Pay and Grading scales Personnel circulars (covering a range of HR/Personnel employment matters)  Contact Human Resources 01563 576553	☆ @ 📄  📄	
1.9	Income and expenditure	Current and recent income and expenditure relating to services and functions, current budget statements and reports on variance against budget, spending forecasts, annual accounts	Key content <ul style="list-style-type: none"> <li>• <a href="#">Annual Accounts</a></li> <li>• <a href="#">Spotlight on Spend</a></li> <li>• <a href="#">Performance management - East Ayrshire Council</a></li> </ul>	☆ @ 📄  📄	

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1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY				
	Information Class	Description	Notes	Format/ Availability	Charges
		and other financial audit reports.	<p><i>All records are kept in accordance with our Corporate Retention Schedule. Any document submitted to committee will normally be retained for six years.</i></p> <p>Contact Corporate Accounting Section 01563 576484</p>		
1.10	Jobs, tenders and contracts	Information on council employment and procurement policies and external current vacancies. Details of council approved suppliers, contracts lists (including values of contracts) and details of contracts management procedures. Also arrangements for contracting services to outside agencies/ businesses.	<p><b>Same as 4.12</b> Key content</p> <ul style="list-style-type: none"> <li>Recruitment and Selection Policy and procedures</li> <li><a href="#">Council vacancies</a></li> </ul> <p>Contact Human Resources 01563 576553</p> <ul style="list-style-type: none"> <li><a href="#">Procurement</a></li> <li>Procurement Strategy</li> <li>Terms &amp; Conditions</li> <li>Standing Orders</li> <li>Contracts</li> </ul> <p>Register</p>	  @    @ 	




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1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY													
	Information Class		Description				Notes				Format/ Availability		Charges	
							<a href="https://www.east-ayrshire.gov.uk/BusinessAndTrade/Procurement/SpotlightOnSpend.asp">https://www.east-ayrshire.gov.uk/BusinessAndTrade/Procurement/SpotlightOnSpend.asp</a> x  Contact Procurement 01563 576186							
1.11	Capital projects		Full details of ongoing capital programme, details of contracts (including value of all tendered contracts) and forward investment plans.				See also 1.10 Key content <ul style="list-style-type: none"><li>• <a href="#">Procurement</a></li><li>• Contract register</li></ul> Contact Procurement 01563 576186  <ul style="list-style-type: none"><li>• Finance and Service Strategy Reports</li><li>• Capital programme</li></ul> Contact Corporate Accounting Section 01563 576484				 @                     			
1.12	Partnerships		Lists/descriptions of services delivered in partnership, e.g. through community planning.  Information on the make-up of				See also 1.13 Key content <ul style="list-style-type: none"><li>• <a href="#">Single Outcome Agreement</a></li><li>• <a href="#">Community Planning</a></li><li>• <a href="#">Community Safety Group</a></li></ul>				 @ 			
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1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY													
	Information Class		Description				Notes				Format/ Availability		Charges	
			partnerships, including arrangements with other local authorities. Also information on council contributions towards partnership arrangements, financial and otherwise, and details of joint targets and performance against these.				<ul style="list-style-type: none"><li>• <a href="#">Ayrshire Archives</a></li><li>• <a href="#">Pan Ayrshire Noise Nuisance Team</a></li></ul>							
1.13	Performance reporting		Information on statutory public performance reporting, e.g. Single Outcome Agreements and related reports, Audit Scotland Key Performance Indicators and performance against these, other published targets and performance against these, external audit/Best Value reports, contract performance reports, inspection reports, complaints performance reports.				Key content <ul style="list-style-type: none"><li>• <a href="#">Performance Management</a></li><li>• <a href="#">Single Outcome Agreement Annual Performance report</a></li></ul> Contacts Best Value and Performance 01563 576163 Community Planning 01563 576037				 @ 			
1.14	Consultations, complaints and compliments		Information on council consultations including the process for engaging in consultations, and details of current/recent consultations including copies of consultation responses. Also				<b>Same as 4.3</b> See also 1.13 Key content <ul style="list-style-type: none"><li>• <a href="#">Comments, complaints and suggestions</a></li><li>• <a href="#">Consultations database</a></li></ul>				 @ 			
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1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY				
	Information Class	Description	Notes	Format/ Availability	Charges
		guidance on how to complain to the council about services or staff, and on how to register praise and to make general comment. Also on procedures for civic recognition.	<ul style="list-style-type: none"> <li>• <a href="#">Social Work complaints</a></li> <li>• <a href="#">Anniversaries and special occasions</a></li> </ul>		
1.15	Customer feedback information	Information on the various means whereby the council obtains customer feedback, e.g. surveys, focus groups, including information on how the results are analysed and published.	<p>See also 1.13 and 1.14 Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Consultations database</a></li> <li>• <a href="#">Tenant Participation</a></li> <li>• <a href="#">Local Community Planning Forums</a></li> </ul>	@	
1.16	Information governance	Information describing citizen rights as regards freedom of information, data protection and environmental information. Also the council's publication scheme and local guidance on re- use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	<p><b>Same as 4.8 and 8.3</b></p> <p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Freedom of Information</a></li> <li>• <a href="#">Data Protection</a></li> <li>• <a href="#">Publication Scheme</a></li> <li>• Records Management Policy</li> <li>• Open Data:</li> </ul> <p><a href="https://www.east-ayrshire.gov.uk/CouncilAndGovernment/About-the-Council/Information-and-statistics/Open-Data.aspx">https://www.east-ayrshire.gov.uk/CouncilAndGovernment/About-the-Council/Information-and-statistics/Open-Data.aspx</a></p>	@  	££

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1	CATEGORY: SERVICES, STRUCTURE AND ACCOUNTABILITY				
	Information Class	Description	Notes	Format/ Availability	Charges
			Contact Freedom of Information 01563 576094		
1.17	Publications relating to council activities and the local area	Council-produced guidebooks, maps, leaflets, public printed reports and newsletters, press releases, describing the council area and council activities, in the most general sense.	Key content <ul style="list-style-type: none"> <li>• <a href="#">Council news</a></li> <li>• <a href="#">Community life</a></li> </ul>	  	






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2	CATEGORY: BUSINESS AND TRADE														
	Information Class		Description				Notes				Format / Availability		Charges		
							<ul style="list-style-type: none"><li>Street naming and numbering</li></ul> <p>Contact Roads and Transportation 01563 503160</p> <p>Note: where developments require street naming or numbering, the Council will contact the developer to progress this.</p>								
2.3	Commercial waste, pollution and recycling		Information about commercial waste services, including recycling services. Also advice on reducing pollution, including pollution by light, noise and hazardous substances, water pollution control, and guidance on pollution regulations and enforcement.				Key content <ul style="list-style-type: none"><li><a href="#">Commercial Waste services</a></li></ul> <p>Contact Cleansing Services 01563 554033</p> <ul style="list-style-type: none"><li><a href="#">Pollution</a></li><li><a href="#">Enforcement activities</a></li><li><a href="#">Environmental Health</a></li></ul> <p>Contact Environmental Health 01563 553520</p>				☆ @ 📄                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         <				

2	CATEGORY: BUSINESS AND TRADE				
	Information Class	Description	Notes	Format / Availability	Charges
		for applications) and how to make a hall booking or hire a council venue.	<p>Contact Community Recreation 01563 554028</p> <ul style="list-style-type: none"> <li>• <a href="#">Letting education premises</a></li> </ul> <p>Contact Community Learning and Development 01563 554940</p> <ul style="list-style-type: none"> <li>• <a href="#">Grand Hall</a></li> <li>• <a href="#">Dower House</a></li> </ul> <p>Contact Cultural and Countryside Services 01563 554734</p> <p>Note: Details of relevant entertainments licences</p> <hr/> <ul style="list-style-type: none"> <li>• Indoor Sports Entertainment.</li> <li>• Late Hours Catering.</li> <li>• Public Entertainment - other than premises licensed in terms of Licensing (Scotland) Act 1976. Can be obtained directly from the Civic Government licensing team</li> </ul>		

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2	CATEGORY: BUSINESS AND TRADE														
	Information Class		Description				Notes				Format / Availability		Charges		
							Contact Licensing Board Administration 01563 576014								
2.5	Countryside and farming		Information on business services relating to countryside management, including advice on farming, crofting, forestry and wildlife, also services and advice relating to the business management of parks, gardens and open spaces.				See also 3.5, 9.3 and 11.3  We do not hold or publish information on such services.								
2.6	Emergency planning		Information/advice on responding to emergencies, including flooding, gas pipeline emergencies and major accidents. Also advice on how to maintain business continuity at such times.				Key content <ul style="list-style-type: none"><li><a href="#">Emergency Planning</a></li></ul> Contact Ayrshire Civil Contingencies Team 01292 692185  Note: We do not offer advice to external organisations on dealing with emergencies or in maintaining business continuity. In emergency the appropriate emergency service should be contacted directly.				 @ 				
2.7	Health and safety		Information on council services and advice on all aspects of health and safety, including advice on addictions				Same as 8.7 and 10.11 Key content <ul style="list-style-type: none"><li><a href="#">Health and Safety at work</a></li></ul>				 @ 				
Key to symbols		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££










2	CATEGORY: BUSINESS AND TRADE														
	Information Class		Description				Notes				Format / Availability		Charges		
			and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety).				<ul style="list-style-type: none"><li><a href="#">Pollution advice</a></li><li>Environmental Health information</li></ul> Contact Environmental Health 01563 554022 <ul style="list-style-type: none"><li><a href="#">Consumer Safety</a></li></ul> Contact Trading Standards 01563 576602 <ul style="list-style-type: none"><li><a href="#">Community Advice</a></li><li>Community Safety</li><li>Drug addiction</li><li>Alcohol addiction</li></ul> Note we do not publish advice on addictions or needle exchange services. Information about this may be obtained from NHS Ayrshire and Arran.				  @  @				
2.8	Planning and building standards		Strategic and local development plans including supporting documents e.g. participation statement, strategic environment assessments. The Planning Register (Parts I and II), including planning applications under consideration by East Ayrshire Council and related supporting documentation,				<b>Same as 6.11 and 9.10</b>  Key content <ul style="list-style-type: none"><li><a href="#">Local Plan</a></li><li><a href="#">Planning and Economic Development</a></li><li>Enforcement</li></ul>				@  ££				
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2	CATEGORY: BUSINESS AND TRADE													
	Information Class	Description	Notes				Format / Availability		Charges					
		including statutory notices, reports on community engagement and decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. Local advice and guidance on planning development management, and on making an application for a building warrant. The Building Standards Register Part I.  East Ayrshire Council's Online Mapping	<ul style="list-style-type: none"><li>• Conservation</li><li>• Building Standards advice</li><li>• Building Standards Register</li><li>• <a href="#">Online Maps</a></li><li>• <a href="#">Online Planning information</a></li></ul> <p>Note – access to Building Standards Register (Part 2) is restricted by legislation.</p> <p>Note: the Planning Registers and Building Standards Registers (Part 1) are available on our web-site for all applications from 1997.</p> <p>Contacts: Planning and Building Standards 01563 576790</p>											
2.9	Regeneration	Information relating to local regeneration, including council regeneration projects, also community development services and information and statistics relating to the local economy. Employment advice. Advice on how to apply for shop front improvement grants (including eligibility and criteria for applications).	<b>Same as 4.14</b>  See also 7.1 and 9.13 Key content <ul style="list-style-type: none"><li>• <a href="#">Regeneration</a></li><li>• Town Centre regeneration</li><li>• Training and employability</li></ul> <p>Contacts Planning &amp; Building Standards</p>				 @ 							
<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££


2	CATEGORY: BUSINESS AND TRADE				
	Information Class	Description	Notes	Format / Availability	Charges
			01563 576790  Training and Employability Service 01563 543135		
2.10	Shopping and markets	Information relating to markets, including details of farmers markets, livestock markets and market stalls (including rental procedures). Advice on applying for licences, including market licences. and street trading licences (including eligibility and criteria for applications). Information/advice relating to crime prevention in shopping areas.	<p>See also 8.9</p> <ul style="list-style-type: none"> <li>• <a href="#">Town Centre Management</a></li> </ul> <p>Contacts Kilmarnock 01563 503014 Cumnock 01290 429350</p> <ul style="list-style-type: none"> <li>• <a href="#">Crime prevention</a></li> </ul> <p>Note: Detailed information about Crime Prevention may be obtained from Strathclyde Police.</p> <ul style="list-style-type: none"> <li>• <a href="#">Licences, Permits and Permissions</a></li> </ul> <p>Contact Licensing Board Administration 01563 576014</p>	<p>☆ @ 📄</p> <p>☆ @ 📄</p> <p>☆ @ 📄</p>	
2.11	Sponsorship and advertising	Information relating to the council's sponsorship and advertising activities, including lists and values of current sponsorships, sponsorship assessment guidelines, and advice on how to seek	We do not have any sponsorship activities.		






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2	CATEGORY: BUSINESS AND TRADE														
	Information Class		Description				Notes			Format / Availability		Charges			
			sponsorship.												
2.12	Advice and support for businesses		Business advice and local economic information. Information relating to development forums, campaigns and directories. Support information for businesses on health and safety, property and planning; security, trading standards and food safety. Also advice on how to apply for business grants and awards (including eligibility and criteria for applications).				See also 2.1, 2.2, 2.5, 2.7, 2.8, 2.9 and 2.15  Key content <ul style="list-style-type: none"><li>• <a href="#">Population statistics</a></li><li>• <a href="#">Business and Trade</a></li><li>• Business advice</li><li>• Economic information</li></ul> Contact Planning and Building Standards 01563 576790  <li>• <a href="#">Food Safety</a></li> Environmental Health 01563 554022  <li>• <a href="#">Trading Standards</a></li> Contact Trading Standards 01563 576602			 @            @            @ 					
2.13	Tenders and contracts		Lists of council approved suppliers. Guidance on how to become an approved supplier. Information on				See also 1.10 Key content <ul style="list-style-type: none"><li>• <a href="#">Procurement</a></li></ul>			 @ 					
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2	CATEGORY: BUSINESS AND TRADE														
	Information Class		Description			Notes			Format / Availability		Charges				
			council procurement procedures, including lists of contracts (with values of tendered contracts); also contracts management and procurement policy.			<ul style="list-style-type: none"><li>• Procurement Strategy</li><li>• Terms &amp; Conditions</li><li>• Standing Orders</li><li>• Contracts Register</li></ul> Contact Procurement 01563 576186									
2.14	Town centre management		Information on the council's involvement in town centre management, including advice on crime prevention, drainage help and advice, security cameras (policy on provision, location etc.) and how to apply for shop front improvement grants (including eligibility and criteria for applications).			<b>Same as 12.10</b>  See also 9.13 Key content <ul style="list-style-type: none"><li>• <a href="#">Town Centre Management</a></li></ul> Contacts Kilmarnock 01563 503014 Cumnock 01290 429350  Note: Advice on crime prevention is available from Strathclyde Police. Advice on drainage can be obtained from Scottish Water.			 @ 						
2.15	Trading standards		Advice and support for businesses on matters relating to inspection, testing and enforcement. Advice on licences and registration (including eligibility and criteria for applications). Also advice and information for consumers, including information on how to complain.			<b>Same as 8.11</b> Key content <ul style="list-style-type: none"><li>• <a href="#">Trading Standards</a></li></ul> Contact Trading Standards 01563 576602			 @ 						
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2	CATEGORY: BUSINESS AND TRADE				
	Information Class	Description	Notes	Format / Availability	Charges
			<ul style="list-style-type: none"> <li><a href="#">Licences, Permits and Permissions</a></li> </ul> <p>Contact Licensing Board Administration 01563 576014</p>		

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3	CATEGORY: COMMUNITY LIFE AND LEISURE				
	Information Class	Description	Notes	Format / Availability	Charges
3.1	Adult education and community learning	Literature describing the range of adult and community education courses and facilities locally available. Information on council services relating to language and cultural support.	<b>Same as 5.2</b> Key content <ul style="list-style-type: none"> <li><a href="#">Community Learning</a></li> </ul> Contact Community Learning and Development 01563 578101  <ul style="list-style-type: none"> <li><a href="#">Adult education</a></li> </ul> Contact Library Services 01563 554300	 @    @ 	
3.2	Arts and entertainment	Information on council arts and entertainment facilities. Also information published by the council on community arts and entertainment facilities, including amusement arcades, arenas, art galleries, bingo halls, cinemas, concert halls, event and exhibition venues, fairgrounds, museums, music venues, nightclubs, open air venues, play centres and crèches, stadiums, theatres and theme parks. Also information published by the council on arts and entertainments community groups, exhibitions and festivals.	See also 2.4 Key content <ul style="list-style-type: none"> <li><a href="#">Arts and entertainment</a></li> <li><a href="#">Museums and galleries</a></li> </ul> Contact Culture and Countryside Services 01563 554902  <a href="#">Future Museum</a> , a collaborative venture in South West Scotland may also be of interest.	 @ 	










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3	CATEGORY: COMMUNITY LIFE AND LEISURE				
	Information Class	Description	Notes	Format / Availability	Charges
		Guidance on entertainment licensing (including eligibility and criteria for license applications) and advice on council venue hire and bookings.	Note: We do not publish information in relation to entertainment facilities other than those operated by the Council		
3.3	Community advice	Council advice on community issues, including: childcare; community planning and development; drugs and alcohol related services; how to apply for community grants (including eligibility and criteria for applications); housing services; law, crime and safety; advice on work, money and benefits. Also advocacy services, legal advice and information about translating and interpreting services.	<p>See also 2.7, 2.15, 3.6, 3.13, 3.14, 3.16, 4.1, 4.4, 4.7, 6.4,</p> <p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Community, Sporting and Voluntary Organisation Grants</a></li> </ul> <p>Contact Democratic Services Grants 01563 576147</p> <ul style="list-style-type: none"> <li>• <a href="#">Childcare</a></li> <li>• <a href="#">Advocacy Services</a></li> </ul>	<p> @ </p> <p> @ </p>	
3.4	Community centres	Information about community and day centres in <a href="#">East Ayrshire</a> and their facilities, including how to make centre bookings, how to apply for a community facilities grant and for an entertainments licence (including eligibility and criteria for applications).	<p>See also 2.4 and 8.9 Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Public Halls and Community Centres</a></li> </ul> <p>Contact Community Recreation 01563 554028</p>	 @ 	



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3	CATEGORY: COMMUNITY LIFE AND LEISURE				
	Information Class	Description	Notes	Format / Availability	Charges
			<ul style="list-style-type: none"> <li><a href="#">Community, Sporting and Voluntary Organisation Grants</a></li> </ul> <p>Contact Democratic Services Grants 01563 576147</p>		










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3		CATEGORY: COMMUNITY LIFE AND LEISURE													
	Information Class	Description	Notes					Format / Availability		Charges					
3.5	Countryside facilities and wildlife	Public service information about council and other facilities in countryside and on coastlines, including beaches, bridle paths, canals and waterways, cycle paths, footpaths and national parks. Also related information about countryside activities, including arts and crafts, guided walks, hill-walking, horse riding, mountain biking, orienteering and outdoor activity centres. Also information about any council services relating to countryside management and conservation, and local service information on geological features, landscape and scenery, local food and produce, information on nature reserves, visitor centres, wildlife, zoos and farm parks.	<b>Same as 11.3</b> See 9.3 Key content <ul style="list-style-type: none"><li><a href="#">Outdoor Access Strategy</a></li></ul> Contact Culture and Countryside Services 01563 554734 <ul style="list-style-type: none"><li><a href="#">Dean Castle Country Park</a></li></ul> Contact 01563 522702 <ul style="list-style-type: none"><li><a href="#">The River Ayr Way</a></li><li><a href="#">Walking, cycling and horse-riding</a></li></ul> Contact Culture and Countryside Services 01563 554902  Note: East Ayrshire has no coastline nor any canals. Neither are there any zoos.					 @ 							
3.6	Crime prevention and community safety	Information on council services and advice on all aspects of community safety and preventative measures, including advice on dealing with dangerous paving and structures, dealing with emergencies, disposal of	Key content <ul style="list-style-type: none"><li><a href="#">Community Safety</a></li><li>Fire safety</li><li>Crime prevention</li><li>Anti-social behaviour</li><li>Damaged paving</li></ul>					 @ 							
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3	CATEGORY: COMMUNITY LIFE AND LEISURE														
	Information Class		Description				Notes				Format / Availability		Charges		
			syringes, fire safety including firework safety, applying for safety grants (including eligibility and criteria for applications), food safety advice, advice on hazardous substances and home safety. Also information relating to certain aspects of law and crime prevention, including council services and advice on family support, harassment issues, prevention of town centre crime, and security cameras.				• Home safety  Contact Community Safety 01563 576843								
3.7	Leisure clubs, groups and societies		Council directories of community leisure clubs and groups and other information relating to such groups. Will generally include a very wide range of types of group, extending to many subject specialisms, but also including local clubs and organisations for older people, women's groups, youth clubs and youth organisations, Rotary and Round Table.				<b>Same as 5.5</b> Key content • <a href="#">Public halls and community centres</a> • <a href="#">Clubs and societies</a>  Contact Community Recreation 01563 554028  Note: We do not publish information about external groups or organisations.				 @ 				
3.8	Libraries and archives		Information on all aspects of local authority archives services, including how to access archives and how to make loans, donations and bequests. Also information on local authority library services, including lending				<b>Same as 5.6</b>  Key content  • <a href="#">Libraries</a>				 @ 				
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3	CATEGORY: COMMUNITY LIFE AND LEISURE				
	Information Class	Description	Notes	Format / Availability	Charges
		services, information services, local collections and family history; also information on school library services.	Contact 01563 554300 <ul style="list-style-type: none"> <li><a href="#">Burns Monument Centre</a></li> <li><a href="#">Family history</a></li> </ul> Contact Burns Monument Centre 01563 576695  <i>See also details about Ayrshire Archives on page 7 and page 15.</i>		
3.9	Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies,	<b>Same as 5.7 and 11.7</b>  See also 3.8 and 11.11 Key content <ul style="list-style-type: none"> <li><a href="#">Local history</a></li> <li><a href="#">History and culture</a></li> </ul>	 @ 	
		information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.	Contact 01563 554300 <ul style="list-style-type: none"> <li><a href="#">Burns Monument Centre</a></li> </ul> Contact 01563 576695		
3.10	Museums and galleries	Information on all aspects of local authority museums and galleries,	<b>Same as 11.8</b>		



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3	CATEGORY: COMMUNITY LIFE AND LEISURE														
	Information Class		Description				Notes				Format / Availability		Charges		
			including location and opening hours, details of conservation and education services, how to make donations and bequests, how to make enquiries, and information about collections. Also details of exhibition programmes, and museum and gallery shops.				Key content <ul style="list-style-type: none"><li><a href="#">Museums and Galleries</a></li></ul> Contact Museum Service 01563 554902				 @ 				
3.11	Parks, gardens and open spaces		Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.				<b>Same as 9.9 and 11.9</b>  Key content <ul style="list-style-type: none"><li><a href="#">Outdoor amenities</a></li></ul> Contact Outdoor Amenities 01563 554061  <a href="#">Dean Castle Country Park</a>  Dean Castle Country Park 01563 522702				 @ 				
3.12	Places of worship		Community service information on religious groups, places of worship and retreats.				East Ayrshire Council does not publish information on this.								
3.13	Services and advice for older people		Information on local authority services, facilities and advice for older people, including activities, care				<b>Same as 10.16</b>								
<b>Key to symbols</b>		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££



















3	CATEGORY: COMMUNITY LIFE AND LEISURE														
	Information Class	Description	Notes					Format / Availability			Charges				
		services, clubs and organisations, community alarm services, community centres and day centres, garden maintenance, hospice care services, meals on wheels, residential care services, social work services, transport services and advice on winter warmth.	<p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Services for Older People</a></li> <li>• home care</li> <li>• community health</li> <li>• community alarms</li> <li>• meals at home</li> <li>• National Entitlement card</li> <li>• <a href="#">Care home provision</a></li> </ul> <p>Contact Social Services Offices 01563 554200</p> <ul style="list-style-type: none"> <li>• <a href="#">Garden maintenance</a></li> </ul> <p>Contact Local Housing Office. 01563 503030 0845 724 0000 (out of hours)</p>					 @ 							
3.14	Services and advice for young people	Information on local authority services, facilities and advice for younger people, including advice on bullying and harassment, care services, caring, educational opportunities, mentoring services, applying for student loans and awards (including eligibility and criteria for applications), how to take	<p><b>Same as 10.17</b></p> <p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">School and education grants</a></li> <li>• Bursaries</li> <li>• Educational Maintenance Allowance</li> <li>• Bus</li> </ul>					 @ 							
<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££	










3	CATEGORY: COMMUNITY LIFE AND LEISURE													
	Information Class		Description				Notes				Format / Availability		Charges	
			part in volunteering, and advice on youth offending. Also information about youth clubs and organisations, activities for younger people, and Young Scot provision.				passes Contact Educational and Social Services 01563 576000 <ul style="list-style-type: none"><li>• <a href="#">Services for young people</a></li><li>• Leisure activities</li><li>• Bullying and harassment</li><li>• Mentoring and volunteering</li><li>• National Entitlement Card (Young Scot)</li><li>• <a href="#">Dialogue Youth</a></li></ul> Contact Dialogue Youth 01563 576000 <ul style="list-style-type: none"><li>• <a href="#">Children and families</a></li><li>• <a href="#">Child Protection</a></li></ul> Contact Social Services Offices 01563 554200							
3.15	Sport, sports clubs and leisure centres		Comprehensive information on local authority sports facilities, sports clubs and leisure centres, including location and contact information. Also information on coaching, leisure passes, sports development, sports equipment hire and applying for sports grants (including eligibility and criteria for applications).				See also 11.9, 11.10  Key content <ul style="list-style-type: none"><li>• <a href="#">Community life and leisure</a></li></ul> Contact Leisure Services 01563 578179				 @ 			
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££



3	CATEGORY: COMMUNITY LIFE AND LEISURE				
	Information Class	Description	Notes	Format / Availability	Charges
			<ul style="list-style-type: none"> <li><a href="#">Leisure, sport and community centres</a></li> </ul> <p>Contacts Community Recreation 01563 554028</p> <ul style="list-style-type: none"> <li><a href="#">Sports Grants</a></li> <li><a href="#">Community grants</a></li> <li><a href="#">Talented athlete support programme</a></li> </ul> <p>Leisure Development 01563 576705</p>		
3.16	Voluntary organisations and support groups	Information on specialist services available in the community, including advice and support on alcohol and drugs related problems, advice and support for asylum seekers, bereavement advice and support, family support groups, independence support for disabled people. Also general information on volunteering, and Council for Voluntary Service and applying for community grants (including eligibility and criteria for applications).	<p>Key content</p> <ul style="list-style-type: none"> <li><a href="#">Community advice</a></li> <li>Drug addiction</li> <li>Alcohol addiction</li> <li>Money advice</li> <li><a href="#">Community grants</a></li> <li><a href="#">Death – advice and support</a></li> <li><a href="#">Adaption work for disabled needs</a></li> </ul> <p>Contact East Ayrshire Council 01563 576000</p>	 @ 	






Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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4	CATEGORY: COUNCIL AND GOVERNMENT														
	Information Class		Description				Notes				Format / Availability		Charges		
4.1	Benefits		Advice and information on all aspects of benefits available from the council, including how to apply and eligibility criteria. Also including benefits when hospitalised, Council Tax benefits, education and school benefits, housing benefit and student awards and loans. Also advice on benefits assessment and benefit fraud.				See also 6.6 Key content <ul style="list-style-type: none"><li>• <a href="#">Housing Benefit</a></li><li>• <a href="#">Council Tax Benefit</a></li><li>• Application forms</li><li>• Appeals</li><li>• Overpayments</li><li>• Fraud investigations</li></ul> Contact Benefits 01563 554400 <ul style="list-style-type: none"><li>• <a href="#">Education Benefits and Grants</a></li><li>• Education Maintenance Allowance</li><li>• Bursaries</li><li>• School meals</li><li>• Bus passes</li><li>• Clothing grants</li></ul> Contacts Education 01563 576000				 @ 				
4.2	Birth, marriage and death		Information on services from the council relating to births, marriages, deaths and civil partnerships, including advice and support, burial services, how to obtain certificates (including copies), cremation services, funeral services, graveyard plots (provision and maintenance), historical searches, memorials, mortuaries, naming ceremonies, registration, repatriation of bodies, and				<ul style="list-style-type: none"><li>• <a href="#">Births, Marriages and Deaths</a></li><li>• Registration offices</li><li>• Online appointment bookings</li><li>• Civil partnerships</li><li>• Name changes</li></ul> Contact Registration Services 01563 576695				 @ 		££		
Key to symbols		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££






4	CATEGORY: COUNCIL AND GOVERNMENT														
	Information Class		Description				Notes				Format / Availability		Charges		
			sudden death investigation.				<ul style="list-style-type: none"><li>• <a href="#">Funerals and Cremations</a></li><li>• Cemeteries</li><li>• Funeral directors</li><li>• Monumental masons</li></ul> <p>Contact Bereavement Services 01563 554775 / 6</p>								
4.3	Consultations, complaints and compliments		Information on council consultations including the process for engaging in consultations, and details of current/ recent consultations including copies of consultation responses. Also guidance on how to complain to the council about services or staff, and on how to register praise and to make general comment. Also on procedures for civic recognition.				Same as 1.14								
4.4	Council and government grants		Information on the complete range of grants available from the council, including childcare, school and educational grants, grants for housing and homes, grants for disabled people and grants available to sporting and voluntary organisations. Also how to apply for grants (including eligibility and criteria for applications). Also lists of				<p>See also 5.3 Key content</p> <ul style="list-style-type: none"><li>• <a href="#">Housing Grants</a></li><li>• Adaption work for special needs</li></ul> <p>Contact Housing Improvement Team 01563 555577</p> <ul style="list-style-type: none"><li>• <a href="#">Community, Sporting and Voluntary Organisation Grants</a></li></ul>				 @ 				
Key to symbols		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££

4	CATEGORY: COUNCIL AND GOVERNMENT														
	Information Class		Description				Notes				Format / Availability		Charges		
			grants awarded.				Contact Democratic Services Grants 01563 576147 <ul style="list-style-type: none"><li>• <a href="#">Education Benefits and Grants</a></li><li>• Education Maintenance Allowance</li><li>• Bursaries</li><li>• School meals</li><li>• Bus passes</li><li>• Clothing grants</li></ul> Contacts Education 01563 576000								
4.5	Council departments		Information about council departments, including topics such as municipal banking and how to notify council departments about a change of personal circumstances.				Key content <ul style="list-style-type: none"><li>• <a href="#">Management structures</a></li><li>• <a href="#">Contact us</a></li><li>• <a href="#">Find my nearest</a></li></ul> See end section for telephone numbers				 @ 				
4.6	Council information, performance and statistics		Overview of information about <a href="#">East Ayrshire Council</a> , including newsletters, press releases, census information and registers of council property. Also performance information, including performance indicators and website service standards.				See also 1.13 See also 1.17 Key content <ul style="list-style-type: none"><li>• <a href="#">Council news</a></li><li>• <a href="#">Population statistics</a></li><li>• <a href="#">Our commitment to you</a></li></ul> Contact 01563 576000				 @ 				
Key to symbols		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££





4	CATEGORY: COUNCIL AND GOVERNMENT				
	Information Class	Description	Notes	Format / Availability	Charges
4.7	Council tax	Information about council tax procedures and payments, including how to make account enquiries, details of discounts and reductions, council tax benefit and support when in hospital. Also Council Tax bands and how to determine your band.	<b>Same as 6.3</b> Key content <ul style="list-style-type: none"> <li>• <a href="#">Council tax</a></li> <li>• Appeals</li> <li>• Bands and Charges</li> <li>• Disabled persons</li> <li>• Discounts</li> <li>• Exemptions</li> <li>• Making payments</li> <li>• Falling behind</li> <li>• Water and Sewerage</li> <li>• Contacts</li> </ul> Contact Council Tax section 01563 554400	 @ 	
4.8	Information governance	Information describing citizen rights as regards freedom of Information, data protection and environmental information. Also the council's publication scheme and local guidance on re-use of public sector information. Also information on the council's records management policy and procedures for handling information requests.	<b>Same as 1.16 and 8.3</b>		






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4	CATEGORY: COUNCIL AND GOVERNMENT				
	Information Class	Description	Notes	Format / Availability	Charges
4.9a	Emergencies and Emergency Services	Information on the procedures in place for dealing with local emergencies, including medical emergencies, gas pipeline emergencies, major accidents and weather-related emergencies. Also emergency planning, including business continuity.	<p>See also 2.6, and 9.4</p> <p>Note: We do not offer advice to external organisations on dealing with emergencies or in maintaining business continuity.</p> <p>In emergency the appropriate emergency service should be contacted directly.</p> <p><i>For information on local fire and rescue services, see page 8</i></p>		
4.10	Equality, diversity and citizenship	Information on the arrangements in place to ensure that the council provides services and support to the full diversity of residents, including employment and training initiatives, advice and support for asylum seekers, equal opportunities information, assessment and consultation on equality and diversity, help and support for people suffering harassment, advice and support for teenage pregnancy and support for the children of Gypsy Travellers.	<p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Equality and Diversity</a></li> <li>• Equal Opportunities Strategy</li> <li>• Translating and interpreting</li> <li>• Access panels</li> <li>• Equality monitoring</li> </ul> <p>Contact Human Resources 01563 576553</p>	  	






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4	CATEGORY: COUNCIL AND GOVERNMENT				
	Information Class	Description	Notes	Format / Availability	Charges
4.11	Events and festivals	Information on council support (financial and otherwise) for the wide range of events and festivals held in the local area, including agricultural shows, food festivals, funfairs, highland games, music festivals and seasonal festivals.	<b>Same as 11.5</b>  Key content <ul style="list-style-type: none"> <li>• <a href="#">Events</a></li> </ul>	 @ 	
4.12	Jobs, tenders and contracts	Information on council employment and procurement policies and current external vacancies. Details of council approved suppliers, contracts lists (including values of contracts) and details of contracts management procedures. Also arrangements for contracting services to outside agencies/businesses.	<b>Same as 1.10</b>		
4.13	Politicians, elections and democracy	Descriptions and maps of local parliamentary constituencies and council wards, with contact details of local MSPs, MPs, MEPs and local authority councillors. Information on civic offices, such as Provost, Lord Provost and Lord Lieutenant. Also information/advice about elections and voting, and about community councils. Also minutes, agendas and reports of council and	See also 1.1, 1.2, 1.3, 1.4 and 1.5 Key content <ul style="list-style-type: none"> <li>• <a href="#">Councillors, elections and democracy</a></li> <li>• <a href="#">Members of Parliament</a></li> <li>• <a href="#">Members of Scottish Parliament</a></li> <li>• <a href="#">Councillors</a></li> <li>• <a href="#">Community Councils</a></li> <li>• <a href="#">Constituency boundaries</a></li> </ul>	 @ 	

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4	CATEGORY: COUNCIL AND GOVERNMENT				
	Information Class	Description	Notes	Format / Availability	Charges
		council committee meetings. Also information about decision making and about council plans and policies, including Best Value and statutory development plans.	<ul style="list-style-type: none"> <li><a href="#">Voting</a></li> </ul> Contact Democratic Services 01563 576137		
4.14	Regeneration	Information relating to local regeneration, including council regeneration projects, also community development services and information and statistics relating to the local economy Employment advice. Advice on how to apply for shop front improvement grants (including eligibility and criteria for applications).	<b>Same as 2.9</b>  See also 7.1 and 9.13		

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5	CATEGORY: EDUCATION AND LEARNING				
	Information Class	Description	Notes	Format / Availability	Charges
5.1	Activities and support for young people	Advice and support for young people, including information about bullying, care, caring, educational visits, harassment, mentoring, organised activities, student loans and awards, volunteering and youth clubs.	See 3.14, 5.4,		
5.2	Adult education and community learning	Literature describing the range of adult and community education courses and facilities locally available. Information on council services relating to language and cultural support.	<b>Same as 3.1</b>		
5.3	Childcare, school and educational grants	Information on the range of grants childcare, school and educational grants available from the council, including how to apply, with details on eligibility and criteria for applications.	See also 4.4 Key content • <a href="#">Childcare</a>  Contact CARIS 0845 351 3000	 @ 	
5.4	Extra-curricular activities	Information on extra-curricular activities for young people, including council-run holiday schemes, music and instrumental tuition, sports facilities and work experience placement. Also council support for such activities including childcare and childminding.	See also 3.14  • <a href="#">After school activities</a> • <a href="#">Instrumental tuition</a>  Contact Education 01563 576000	 @ 	



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5	CATEGORY: EDUCATION AND LEARNING				
	Information Class	Description	Notes	Format / Availability	Charges
			<ul style="list-style-type: none"> <li><a href="#">School holiday sports programmes</a></li> <li><a href="#">Work experience</a></li> </ul> <p>Contact Leisure 01563 576705</p>		
5.5	Leisure clubs, groups and societies	Council directories of community leisure clubs and groups and other information relating to such groups. Will generally include a very wide range of types of group, extending to many subject specialisms, but also including local clubs and organisations for older people, women's groups, youth clubs and youth organisations, Rotary and Round Table.	<b>Same as 3.7</b>		
5.6	Libraries and archives	Information on all aspects of local authority archives services, including how to access archives and how to make loans, donations and bequests. Also information on local authority library services, including lending services, information services, local collections and family history; also information on school library services.	<b>Same as 3.8</b>		

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5	CATEGORY: EDUCATION AND LEARNING														
	Information Class		Description				Notes				Format / Availability		Charges		
5.7	Local history and heritage		Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies, information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.				Same as 3.9 and 11.7								
5.8	Nurseries and playgroups		Information on nurseries and playgroups, including how to apply for nursery grants and nursery school places (including eligibility and criteria for applications), term and holiday dates, policies on exclusion of pupils and vetting of staff.				Key content <ul style="list-style-type: none"><li>• <a href="#">Early Education and Childcare</a></li><li>• 0 – 3 Services</li><li>• Pre-school services</li><li>• Childcare</li><li>• Admissions policy</li><li>• Application forms</li></ul> Education Standard Circulars (policies) Contact Early Education & Childcare 01563 578118				🌟 @ 📄  📄				
5.9	Parental support		Information on parental support for young people, including babysitting and				Same as 10.15 See also 5.10 Key content								
Key to symbols		Online	🌟	Email	@	Hard copy	📄	CD/DVD/discs	💾	Inspection only	👁	Audio copy	👂	Charges may apply	££




5	CATEGORY: EDUCATION AND LEARNING														
	Information Class	Description	Notes					Format / Availability			Charges				
		childminding services, how to apply for benefits and grants (including eligibility and criteria for applications). Family centres, advice on health and well-being, home schooling, mentoring schemes, school support and support for youth offenders.	<ul style="list-style-type: none"> <li>• <a href="#">Childcare</a></li> <li>• <a href="#">Education at home</a></li> <li>• <a href="#">Children and families</a></li> </ul> <p>Contacts Early Education and Childcare 01563 578118</p> <p>Educational and Social Services 01563 576000</p> <p>Social Services 01563 528001</p>					 @ 							
5.10	Schools	Information and about schools, including details of council run schools, advice on services relating to additional support needs, statistics and guidance on attendance and behaviour, information on the curriculum and extra-curricular activities, advice on issues relating to exclusion of pupils, advice on how to apply for grants and benefits (including eligibility and criteria for applications), information on school management and inspection, on school music services, on how to request pupil records, on school catering services, on school health services and on school library services, guidance on availability of school places	<p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Education and learning</a></li> <li>• Schools</li> <li>• School listings</li> <li>• Admissions</li> <li>• Attendance and behaviour</li> <li>• Placing requests</li> <li>• Education at Home</li> <li>• Gaelic</li> <li>• School and education grants</li> <li>• Bursaries</li> <li>• Clothing grants</li> <li>• Educational Maintenance Allowance</li> <li>• School Meals</li> </ul>					 @ 							
<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££	






5	CATEGORY: EDUCATION AND LEARNING				
	Information Class	Description	Notes	Format / Availability	Charges
		(including eligibility and criteria for applications), school rules, support for pupils, travel and trips, and advice on truancy.	<ul style="list-style-type: none"> <li>School transport</li> </ul> <p>Contacts Educational and Social Services 01563 576000</p>		
5.11	Training and personal development	Information on council services relating to personal training and development, including careers advice services, employment advice, employment and training initiatives, equal opportunities advice, New Deal traineeships, training courses, volunteering and work experience placements. Also employment and training schemes for disabled people.	<p><b>Same as 7.4</b></p> <p>Key content</p> <ul style="list-style-type: none"> <li><a href="#">Skills Development &amp; Employability</a></li> <li><a href="#">Work experience</a></li> </ul> <p>Contacts</p> <p>Skills Development and Employability 01563 503000</p> <p>Leisure Development 01563 576705</p> <p>Note: Careers and employment advice can be obtained from Job Centres and Careers Scotland.</p>	 @ 	





Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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6	CATEGORY: HOUSING														
	Information Class		Description				Notes				Format / Availability		Charges		
6.1	Adapting homes		Information on adapting homes, especially for meeting the requirements of particular circumstances. Includes information about community alarm services and how to obtain special equipment; also home assessment (care services), how to apply for home repair assistance grants and housing renovation grants (including eligibility and criteria for applications) and occupational therapy.				Key content <ul style="list-style-type: none"><li>• <a href="#">Housing</a></li><li>• Improvements and repairs</li><li>• Adapting homes</li></ul> Contact Local Housing office (see directory at end) <ul style="list-style-type: none"><li>• <a href="#">Community alarms</a></li></ul> Contact Social Services Offices 01563 554200				🏠 @ 📄				
6.2	Council housing		Information/advice on all matters relating to council housing, including adaptations and repair services, how to apply for council housing, housing allocations, advice on arrears, evictions and demolitions, housing benefit services, advice on homelessness and temporary accommodation, improvements and modernisation services, insurances, advice on nuisance and threatening behaviour, availability of parking and garages, rent and charges, advice on safety and crime, dealing with squatters and unauthorised occupants, council				See also 6.4 Key content <ul style="list-style-type: none"><li>• <a href="#">Council Housing</a></li><li>• Housing allocations</li><li>• Application forms</li><li>• Homelessness</li><li>• Home insurance</li><li>• Right-to-buy</li><li>• Repairs</li><li>• Rent and arrears</li><li>• Tenant participation</li><li>• Garages and lock-ups</li></ul>				🏠 @ 📄				
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6	CATEGORY: HOUSING				
	Information Class	Description	Notes	Format / Availability	Charges
		housing standards and policies, advice on tenancy issues and tenant participation in focus groups etc. Also information on acquisition of private property by the council, information for landlords renting property to the council, and information for tenants wishing to buy their council house.	<p>Note: Information on unauthorised occupants is given in the Tenancy Agreement.</p> <p>We publish no information on squatters.</p> <p>Contact Local Housing Office – see directory at end</p>		
6.3	Council tax	Information about council tax procedures and payments, including how to make account enquiries, details of discounts and reductions, council tax benefit and support when in hospital. Also Council Tax bands and how to determine you band.	<b>Same as 4.7</b>		
6.4	Housing advice	Advice on housing matters, including buying your council home, council housing, credit unions and housing co-operatives, advice on crime and safety, demolitions, clearances and re-housing, how to apply for grants and loans (including eligibility and criteria for applications), inspection of accommodation, obtaining insurance,	<p>See also 6.2 Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Housing advice</a></li> <li>• Housing Options</li> <li>• Homelessness</li> <li>• Buying your house</li> <li>• Tolerable standards</li> <li>• Care and repair</li> <li>• Repairs &amp; maintenance</li> </ul>	 @ 	






Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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6	CATEGORY: HOUSING				
	Information Class	Description	Notes	Format / Availability	Charges
		parking and garages, rent and general tenancy issues, repairs and alterations, sheltered, residential and hospice care, and advice on welfare and benefits. Also housing advice for homeless people.	Contact Housing Options 01563 554554  Housing Repairs 01563 555555 0845 724 0000 (out of hours)		
6.5	Housing associations and co-ops	Information about housing associations and co-operatives in East Ayrshire including information for sheltered housing tenants. Also information about the council's financial assistance to housing associations.	Key content <ul style="list-style-type: none"> <li><a href="#">Housing associations</a></li> </ul> Contact Housing Options 01563 554554	 @ 	
6.6	Housing benefits and grants	Information on council tax benefit, council tax discounts and reductions, housing benefit, and housing and homes grants (including crofting and rural house purchase grants, disability facility grants for a private property, home repair assistance grants, housing renovation grants, land and property improvement grants and new home purchase grant) – includes eligibility and criteria for applications and information on how to apply. Also procedures for benefit fraud investigation and information about benefits when hospitalised.	See also 4.1 and 4.7 Key content <ul style="list-style-type: none"> <li><a href="#">Housing improvement and repairs</a></li> </ul> Contact Housing repairs 01563 555555 0845 724 0000 (out of hours) <ul style="list-style-type: none"> <li><a href="#">Benefits</a></li> <li>Housing benefit</li> <li>Council tax benefit</li> <li>Benefit fraud</li> </ul>	 @ 	






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6	CATEGORY: HOUSING														
	Information Class		Description				Notes				Format / Availability		Charges		
6.7	Housing finance		General advice and information on housing finance, including information on fair rents and low cost home ownership schemes.				Key content <ul style="list-style-type: none"><li><a href="#">Housing finance</a></li><li><a href="#">Advice and support for private tenants</a></li><li><a href="#">Home-owner support fund</a></li></ul> Contact Housing Options 01563 554554  Private Sector Housing Unit 01563 554667				 @ 				
6.8	Improvements		General advice on council services				Key content				 @ 				
Key to symbols		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££



6	CATEGORY: HOUSING				
	Information Class	Description	Notes	Format / Availability	Charges
	and repairs	relating to housing improvements and repairs, including how to obtain accommodation certificates (tolerable standard), advice on alterations by tenants, garden safety, home repair assistance grants, housing decoration and disturbance allowances, housing renovation grants and improvement and repairs loans – includes eligibility and criteria for applications and information on how to apply.	<ul style="list-style-type: none"> <li>• <a href="#">Housing improvement and repairs</a></li> <li>• <a href="#">Housing advice</a></li> </ul> <p>To request a repair contact Housing Repairs 01563 555555 0845 724 0000 (out of hours)</p>		
6.9	Land and property	General information on land and property, including availability and letting, ecological and geological services for land and property, how to obtain property enquiry certificates, how to undertake land and sasine register searches, land reclamation and improvement grants (including eligibility and criteria for applications), land and property valuations and management, landscape character assessment, details of planning zones, procedures for roads adoption, proposals for land use, registers of council property, and street naming and numbering.	<p><b>Same as 9.6</b> See also 2.2</p> <ul style="list-style-type: none"> <li>• <a href="#">Local Plan</a></li> <li>• <a href="#">Planning and economic development</a></li> </ul> <p>Contact Planning and Building Standards 01563 576790</p> <ul style="list-style-type: none"> <li>• <a href="#">Property Enquiry Service</a></li> </ul> <p>Contact Property Enquiry Service 01563 576571</p>	 @ 	






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6	CATEGORY: HOUSING				
	Information Class	Description	Notes	Format / Availability	Charges
6.10	Multiple occupancy homes	Advice and information on multiple occupancy homes, including communal heating charges, fair rents, insurance, landlords accreditation scheme, repairs to communal areas, register of homes in multiple occupancy and safety inspections.	Key content <ul style="list-style-type: none"> <li><a href="#">Houses of Multiple Occupation (HMO)</a></li> <li>Register of HMO</li> </ul> Contact Environmental Health 01563 554022	 @  	
6.11	Planning and building standards	Strategic and local development plans including supporting documents e.g. participation statement, strategic environment assessments. The Planning Register (Parts I and II), including planning applications under consideration by East Ayrshire Council and related supporting documentation, including statutory notices, reports on community engagement and decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. Local advice and guidance on planning development	<b>Same as 2.8 and 9.10</b>		






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6	CATEGORY: HOUSING														
	Information Class		Description			Notes			Format / Availability		Charges				
			management, and on making an application for a building warrant. The Building Standards Register Part I.												
6.12	Private housing		Information and advice for owners and tenants of private housing, including disability facility grants, home insurance, housing renovation grants (including eligibility and criteria for applications and information on how to apply), improvements and repairs, how to conduct land and sasine register searches, low cost home ownership scheme, how to obtain property enquiry certificates, and rents (including renting to the council).			<b>Same as 9.12</b> Key content <ul style="list-style-type: none"><li>• <a href="#">Private Rented Housing</a></li><li>• Landlord Registration</li><li>• Advice for tenants</li><li>• Advice for landlords</li><li>• Private landlord forum</li></ul> Private Sector Housing Unit 01563 554880 <ul style="list-style-type: none"><li>• <a href="#">Property Enquiry Service</a></li></ul> Contact Property Enquiry Service 01563 576571			 @ 						
6.13	Rubbish and recycling		Information on services relating to the collection of waste, including, assisted collection, disposal sites, domestic bins, garden waste, special collections for large items and skip hire. Also information on recycling, including collection sites and composters, and how to obtain bags and containers.			<b>Same as 9.15</b> See also 2.3 Key content <ul style="list-style-type: none"><li>• <a href="#">Kerbside recycling</a></li><li>• Collection days</li><li>• Re-cycling bins</li><li>• Residual bins</li><li>• Arrange a pull out</li></ul>			 @ 						
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6	CATEGORY: HOUSING				
	Information Class	Description	Notes	Format / Availability	Charges
			<ul style="list-style-type: none"> <li>• Special uplifts</li> <li>• Skip hire</li> <li>• <a href="#">Recycling</a></li> <li>• Local recycling centres</li> <li>• Real nappies</li> <li>• Home composting</li> </ul> <p>Contact Cleansing Services 01563 554033</p>		
6.14	Supported and sheltered housing	Information and advice on supported and sheltered housing services, including how to obtain accommodation certificates (tolerable standard), homelessness advice and support for	<p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Supported accommodation</a></li> <li>• Application form</li> <li>• Sheltered housing</li> <li>• <a href="#">Tolerable standard</a></li> <li>• <a href="#">Homelessness</a></li> </ul>	 @ 	
		tenants. Also information on hospice care services and residential care services, and specific advice to non-council tenants and older people.			






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7	CATEGORY: JOBS AND CAREERS				
	Information Class	Description	Notes	Format / Availability	Charges
7.1	Careers advice	Information on how to find advice about careers, including specific information for school leavers and disabled people. Also information about job centres, training initiatives, New Deal traineeships and equal opportunities.	<p>See also 5.11 and 7.4</p> <p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Jobs and careers</a></li> <li>• <a href="#">Training and employability</a></li> </ul> <p>Contact Skills Development and Employability Service 01563 503000</p> <p>Note: Careers and employment advice can be obtained from Job Centres and Careers Scotland.</p>	 @ 	
7.2	Equality in employment	Information on how the requirement for equal opportunities is addressed in the local area, with particular regard to council vacancies. Also advice and support for asylum seekers.	<p>See 1.10 and 4.10</p> <p>Note: As East Ayrshire has no ports or airports we do not publish advice for asylum seekers.</p>		
7.3	Jobs at the council	Information on current external vacancies and advice on keeping up to date with council vacancies, also information about council policy on filling vacancies, with particular regard to the culture of equal opportunities. Also employment and training initiatives	<p>See also 7.1, 1.10 and 4.10 Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Council vacancies</a></li> </ul>	 @ 	






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7	CATEGORY: JOBS AND CAREERS				
	Information Class	Description	Notes	Format / Availability	Charges
		organised by the council, and council policy in support of New Deal traineeships.	HR/ Personnel Circulars (policies)  Contact Human Resources 01563 576553		
7.4	Training and personal development	Information on council services relating to personal training and development, including careers advice services, employment advice, employment and training initiatives, equal opportunities advice, New Deal traineeships, training courses, volunteering and work experience placements. Also employment and training schemes for disabled people.	<b>Same as 5.11</b>		






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8 CATEGORY: LAW AND LICENSING															
	Information Class		Description				Notes				Format / Availability		Charges		
8.1	Animal regulations and licences		Council advice on animal regulations, including guidance on animal fouling, animal health and welfare, dog warden service, dog waste bins and dog registration. Also information relating to animal licensing, including licences for animal movement, boarding animals, keeping exotic, dangerous and wild animals and performing animals; also dog breeders licences, pet shop licences and licences for zoos.				Key content <ul style="list-style-type: none"><li>• <a href="#">Dog wardens</a></li><li>• Dog fouling</li></ul> Contact Environmental Health 01563 554022  Note: Information on Miscellaneous Licensing <ul style="list-style-type: none"><li>• Animal Boarding Establishments.</li><li>• Dangerous Wild Animals.</li><li>• Dog Breeding Establishments.</li><li>• Game Dealers.</li><li>• Pet Shops.</li><li>• Poisons Registration.</li><li>• Riding Establishments.</li><li>• Venison Dealers.</li><li>• Zoos.</li></ul> Can be obtained directly from the Civic Government licensing team  Contact Licensing Board Administration 01563 576014				☆ @ 📄  📄				
8.2	Birth, marriage and death		Procedures for the registration of births, marriages and deaths (including stillbirths), also obtaining copies of				See also 4.2 Key content <ul style="list-style-type: none"><li>• <a href="#">Registration – birth, marriage, death</a></li></ul>				☆ @ 📄		££		
Key to symbols		Online	☆	Email	@	Hard copy	📄	CD/DVD/discs	💿	Inspection only	👁	Audio copy	👂	Charges may apply	££






8 CATEGORY: LAW AND LICENSING														
	Information Class	Description	Notes					Format / Availability		Charges				
		certificates. Also guidance on related subjects, e.g. bereavement advice and support, burials, exhumations, funerals (including civil funerals), graves and memorials, mortuaries, repatriation of bodies, sudden death investigations, marriage ceremonies (registering a place of worship for marriage ceremonies and venue licences for civil ceremonies in East Ayrshire, renewal of vows, civil partnerships and naming ceremonies.	<ul style="list-style-type: none"> <li>• Births</li> <li>• Marriages</li> <li>• Deaths</li> <li>• Still births</li> <li>• Naming ceremonies</li> <li>• Civil Partnerships Contact</li> </ul> <p>Registration Services 01563 576695</p> <ul style="list-style-type: none"> <li>• <a href="#">Death – Support and Advice</a></li> <li>• Burials and cremations</li> <li>• Cemeteries</li> <li>• Churchyards</li> <li>• Monumental Masons</li> <li>• Registration</li> <li>• Funeral directors</li> <li>• Forms and fees</li> <li>• Safety of headstones</li> </ul> <p>Contact Bereavement Services 01563 554775 / 6</p>											
8.3	Information governance	Information describing citizen rights as regards freedom of Information, data protection and environmental information. Also the council's publication scheme and local guidance on re-use of public sector information. Also information on the	<b>Same as 1.16 and 4.8</b>											
<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££



8 CATEGORY: LAW AND LICENSING															
		Information Class	Description				Notes				Format / Availability		Charges		
			council's records management policy and procedures for handling information requests.												
8.4		Environment and pollution regulations	Information on environmental regulations and guidance on asbestos pollution, air quality, conservation areas, contaminated land, dangerous pavements, exhaust emission testing, idling vehicles, pollution control and tree preservation. Also guidance on hazardous substances, and on noise pollution.				Key content <ul style="list-style-type: none"><li>• <a href="#">Pollution control</a></li><li>• Air Quality</li><li>• Water Quality</li><li>• Light pollution</li><li>• Contaminated land</li><li>• Hazardous substances</li><li>• Private water supplies</li><li>• Noise</li><li>• <a href="#">Asbestos management</a></li></ul> Contact Environmental Health 01563 554022 <ul style="list-style-type: none"><li>• <a href="#">Conservation areas</a></li></ul> Contact Planning and Building Standards 01563 576790				🌟 @ 📄				
8.5		Environmental health	Information on environmental health regulations and also relating to animal welfare services. Guidance on regulations relating to cooling towers and industrial processes, fire and fireworks, food and				Same as 9.5 See also 2.3 and 8.1 <ul style="list-style-type: none"><li>• <a href="#">Environmental Health information</a></li><li>• Animal welfare</li><li>• Pest control</li></ul>				🌟 @ 📄				
Key to symbols		Online	🌟	Email	@	Hard copy	📄	CD/DVD/discs	💿	Inspection only	👁	Audio copy	👂	Charges may apply	££






8	CATEGORY: LAW AND LICENSING				
	Information Class	Description	Notes	Format / Availability	Charges
		food safety, illegal dumping, infectious diseases, pollution and trading standards. Also information relating to environmental health investigations, needles and hazardous waste collection, on how to obtain skin piercing licences, on the smoking ban and on syringe disposal.	<ul style="list-style-type: none"> <li>Food safety</li> <li>Public health</li> <li>Infectious diseases</li> <li>Illegal dumping</li> <li>Hazardous waste</li> </ul> <p>Contact Environmental Health 01563 554022</p> <ul style="list-style-type: none"> <li><a href="#">Consumer Safety</a></li> </ul> <p>Contact Trading Standards 01563 576602</p>		
8.6	Fire safety regulations	Fire safety regulations and related information, including business enforcement of regulations, residential enforcement of regulations, and workplace regulations. Guidance on how to obtain fire certificates for factories, hotels and boarding houses, offices and shops. Also advice on community safety.	<p>Key content</p> <ul style="list-style-type: none"> <li><a href="#">Community safety</a></li> </ul> <p>Further information on Fire Safety may be obtained from Strathclyde Fire and Rescue.</p>	 @ 	
8.7a	Health and safety	Information on council services and advice on all aspects of health and safety, including advice on addictions and details of needle exchange services, food safety, health and safety at work, how to obtain	<b>Same as 2.7 and 10.11</b>		

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8	CATEGORY: LAW AND LICENSING				
	Information Class	Description	Notes	Format / Availability	Charges
		health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety).			
8.8	Legal advice	Information about how to obtain certain legal advice from the council, e.g. advocacy for carers, consumer advice, debt counselling, guidance on child protection orders, housing advice, information relating to external providers of legal advice and legal aid, and advice on wills and testaments. Also information relating to power of attorney, procedures for release of security camera footage, and witness support services.	See also 1.16  Key content <a href="#">Court advisor</a> Advice may also be available from Citizen's Advice Bureau	 @ 	
8.9	Licences, permits and permissions	Information on the wide range of licences, permits and permissions available from the council, e.g. accommodation licences (for caravan sites and multiple homes), alcohol licences, boating and watercraft licences, business licences, entertainment licences, fire certificates and regulations, gambling licences, hazardous goods licences, licences for occupation of roads and streets, transport licences, and weights and measures	Key content <ul style="list-style-type: none"> <li>• <a href="#">Licences, permits and permissions</a></li> <li>• Alcohol</li> <li>• Gambling</li> <li>• Entertainment</li> </ul> Contact Licensing Board Administration 01563 576014	 @ 	

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8	CATEGORY: LAW AND LICENSING				
	Information Class	Description	Notes	Format / Availability	Charges
		licences. Including information on how to apply, with guidance on criteria and eligibility.	<ul style="list-style-type: none"> <li>• <a href="#">Civic Government licences</a></li> <li>• For licences relating to the Civic Government (Scotland) Act 1982</li> <li>• Houses in Multiple Occupation.</li> <li>• Indoor Sports Entertainment.</li> <li>• Late Hours Catering.</li> <li>• Market Operators – including commercial car boot sales.</li> <li>• Metal Dealers.</li> <li>• Private Hire Car Operators and Drivers.</li> <li>• Public Charitable Collections.</li> <li>• Public Entertainment -other than premises licensed in terms of Licensing (Scotland) Act 1976.</li> <li>• Public Processions.</li> <li>• Second Hand Dealers – General Goods.</li> <li>• Second Hand Dealers – Motor Vehicles.</li> <li>• Skin Piercing and Tattooing.</li> <li>• Street Traders.</li> <li>• Sex Shops.</li> <li>• Taxi Operators and Drivers.</li> <li>• Vehicle Inspections and Re-inspections.</li> <li>• Window Cleaners. Miscellaneous Licensing</li> </ul>	 @ 	






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8	CATEGORY: LAW AND LICENSING				
	Information Class	Description	Notes	Format / Availability	Charges
			<ul style="list-style-type: none"> <li>• Animal Boarding Establishments.</li> <li>• Caravan Sites.</li> <li>• Cinemas.</li> <li>• Dangerous Wild Animals.</li> <li>• Dog Breeding Establishments.</li> <li>• Fireworks Registrations.</li> <li>• Game Dealers.</li> <li>• Mixed Explosives Registration.</li> <li>• Minibus Permits</li> <li>• Pet Shops.</li> <li>• Poisons Registration.</li> <li>• Riding Establishments.</li> <li>• Theatres.</li> <li>• Venison Dealers.</li> <li>• Zoos.</li> <li>• Other Permissions etc.</li> <li>• Displays at Kilmarnock Cross.</li> <li>• Displays at The Square, Cumnock.</li> <li>• Bookings for Glaisnock Shopping Centre, Cumnock.</li> </ul> <p>Contact Licensing Board Administration 01563 576014</p> <ul style="list-style-type: none"> <li>• <a href="#">Skip permits</a></li> <li>• <a href="#">Scaffolding on public roads</a></li> </ul>		

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8	CATEGORY: LAW AND LICENSING				
	Information Class	Description	Notes	Format / Availability	Charges
			Contact Roads Service Permits 01563 576310		
8.10a	Police, courts and criminal justice		See also 10.5  Key content <ul style="list-style-type: none"> <li><a href="#">Criminal justice overview</a></li> </ul> For detailed information or advice contact: Social Services 01563 554200	 @ 	
8.11	Trading standards	Advice and support for businesses on matters relating to inspection, testing and enforcement. Advice on licences and registration (including eligibility and criteria for applications). Also advice and information for consumers, including information on how to complain.	<b>Same as 2.15</b>		






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9 CATEGORY: PLANNING AND THE ENVIRONMENT														
	Information Class	Description	Notes					Format / Availability		Charges				
9.1	Animal welfare and pest control	Information and advice on animal welfare, including advice on care for strays and for animals during owners' hospitalisation, animal welfare inspection and enforcement services, registration and guidance on the importation of animals and on animal welfare licences. Also information about pest control services and the removal of dead animals.	See also 8.1 and 8.9 Key content <ul style="list-style-type: none"><li><a href="#">Animal Welfare</a></li><li><a href="#">Pest Control</a></li></ul> Contact Environmental Health 01563 554022  Note, for information about <ul style="list-style-type: none"><li>Miscellaneous Licensing</li><li>Animal Boarding Establishments.</li><li>Dangerous Wild Animals.</li><li>Dog Breeding Establishments.</li><li>Pet Shops.</li><li>Riding Establishments.</li><li>Zoos.</li></ul> Contact Licensing Board Administration 01563 576014					 @           						
9.2	Conservation	Information on the council services relating to the conservation of buildings and the environment, including advice on forest and woodland management (where applicable), care of historic sites and listed buildings (including site lists), care of memorials and monuments, care	See also 3.5  Key content <ul style="list-style-type: none"><li><a href="#">Conservation areas</a></li><li><a href="#">Tree conservation</a></li></ul> Contact											
Key to symbols	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££






9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
		of natural heritage areas, countryside conservation services, details of advertisement control areas and conservation areas, information on residential study centres, ranger services, rural development services and tree management (including tree preservation orders).	Planning and Building Standards 01563 576790		
9.3	Countryside, farming and wildlife	Information on aspects of planning relating to the countryside environment, including provision for farming and leisure activities and wildlife conservation. Specific coverage will include beaches, bays and coastal features, bridle paths, canals and waterways, cycle paths, footpaths and rights of way, landscape and scenery, national parks, nature reserves, outdoor activity centres, zoos and farm parks.	See 3.5,  Note: East Ayrshire has no coastline and has no information about beaches, bays and other coastal features.		
9.4	Emergency planning	Information on emergency planning, including measures relating to fire, flooding, gas pipelines, health and diseases, radiation and chemical incidents.	See 2.6 and 4.9  Note: We do not offer advice to external organisations on dealing with emergencies or in maintaining business continuity. In an emergency the appropriate		

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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
			emergency service should be contacted directly.		
9.5	Environmental health	Information on environmental health regulations and also relating to animal welfare services. Guidance on regulations relating to - cooling towers and industrial processes, fire and fireworks, food and food safety, illegal dumping, infectious diseases, pollution and trading standards. Also information relating to environmental health investigations, needles and hazardous waste collection, on how to obtain skin piercing licences, on the smoking ban and on syringe disposal.	<b>Same as 8.5</b>		
9.6	Land and property	General information on land and property, including availability and letting, ecological and geological services for land and property, how to obtain property enquiry certificates, how to undertake land and sasine register searches, land reclamation and improvement grants (including eligibility and criteria for applications), land and property valuations and management, landscape character assessment, details	<b>Same as 6.9</b>		

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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
		of planning zones, procedures for roads adoption, proposals for land use, registers of council property, and street naming and numbering.			
9.7	Marine and waterway services	Information (where applicable) on all categories of the council's marine and waterway services, including licensing, management and safety. Also details of facilities e.g. port and harbour facilities, moorings and storage.	<b>Same as 12.3</b> This does not apply to East Ayrshire, which has no coastline.		
9.8	Parking and car parks	Information on local parking facilities, including council car parks (location, charges, etc.), private car parks, parking facilities for disabled people and sites for travelling people. Also information on parking fines, clamping and vehicle removal, and on parking zones and how to obtain permits (including blue badge for disabled people).	<b>Same as 12.4</b> Key content <ul style="list-style-type: none"> <li>• <a href="#">East Ayrshire Parking Service</a></li> <li>• Locations</li> <li>• Tariffs</li> <li>• Disabled spaces</li> </ul> Contact Roads and Transportation 01563 503160 <ul style="list-style-type: none"> <li>• <a href="#">Blue Badge scheme (disabled parking permit)</a></li> </ul> Contact Social Services reception 01563 576854 Note: East Ayrshire Council does	  	



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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
			not clamp nor remove vehicles from its car parks.		
9.9	Parks, gardens and open spaces	Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.	<b>Same as 3.11 and 11.9</b>		
9.10	Planning and building standards	Strategic and local development plans including supporting documents e.g. participation statement, strategic environment assessments. The Planning Register (Parts I and II), including planning applications under consideration by East Ayrshire Council and related supporting documentation, including statutory notices, reports on community engagement and decision notices. The Enforcement Register, also guidance on the council's handling of enforcement issues, including use of the Enforcement Charter. Advice and information on how to make a planning application, and on listed buildings and conservation areas, planning consultations, planning policy, advice and service levels. Local advice and	<b>Same as 2.8 and 6.11</b>		

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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
		guidance on planning development management, and on making an application for a building warrant. The Building Standards Register Part I.			
9.11	Pollution	Information and advice on all aspects of pollution, including advice and guidance on air pollution, light pollution, noise pollution, pollution by hazardous substances and water pollution. Also information about enforcement of pollution regulations.	See 2.3 and 8.4		
9.12	Private housing	Information and advice for owners and tenants of private housing, including disability facility grants, home insurance, housing renovation grants (including eligibility and criteria for applications and information on how to apply), improvements and repairs, how to conduct land and sasine register searches, low cost home ownership scheme, how to obtain property enquiry certificates, and rents (including renting to the council).	<b>Same as 6.12</b>		






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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
9.13	Regeneration and town centre management	Information relating to council activity in local regeneration, including community development and the local economy. Employment advice. Information on how to obtain shop front improvement grants (including eligibility criteria) and other aspects of town centre management with council involvement.	See 2.9, and 2.14		
9.14	Roads and pavements	Information and advice on all aspects of council services relating to roads and pavements, including access to property, damaged and dangerous paving, council maintenance, dealing with obstructions, parking, paving damage and theft of slabs, permission to occupy roads, local road works and diversions, and street trading. Also information on local markings, signs and traffic calming measures, and registers, naming and adoptions.	<p><b>Same as 12.7</b> See also 9.8 Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Roads and Pavements</a></li> <li>• Road network management</li> <li>• Report faults</li> <li>• Winter maintenance</li> <li>• Roadworks</li> <li>• Footpaths</li> <li>• <a href="#">Street Inspections and Repairs Manual</a></li> <li>• <a href="#">Winter gritting</a></li> </ul> <p>Contact Roads and Transportation 01563 503160</p>	 @ 	






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9	CATEGORY: PLANNING AND THE ENVIRONMENT				
	Information Class	Description	Notes	Format / Availability	Charges
9.15	Rubbish and recycling	Information on services relating to the collection of waste, including, assisted collection, disposal sites, domestic bins, garden waste, special collections for large items and skip hire. Also information on recycling, including collection sites and composters, and how to obtain bags and containers.	<b>Same as 6.13</b>  See also 2.3		
9.16	Street care and cleaning	Information on all aspects of council services relating to street care and cleaning, including advice on vandalism reporting, grass and verge maintenance, litter control (including litter bins), prevention of animal fouling, prevention of flyposting and flytipping, provision of fire hydrants, public toilet provision (including locations), removal of abandoned vehicles, removal of dead animals, services relating to drains and spillages, and vandalism prevention and repair.	<b>Same as 12.8</b> Key content <ul style="list-style-type: none"> <li>• <a href="#">Street Care and Cleaning</a></li> <li>• General information</li> <li>• Abandoned vehicles</li> <li>• Fly tipping</li> <li>• Fly posting</li> <li>• Litter</li> <li>• Removal of dead farm animals</li> <li>• Public conveniences</li> </ul> Contact Outdoor Amenities 01563 554061 Cleansing Services 01563 554033 Environmental Health 01563 554022	 @ 	

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10	CATEGORY: SOCIAL CARE AND HEALTH				
	Information Class	Description	Notes	Format / Availability	Charges
10.1	Asylum, immigration and citizenship	Information on services relating to asylum seekers, including advice and support, and nationality checking. Also information relating to citizenship, including citizenship ceremonies.	See also 4.10 and 7.2 Key content <ul style="list-style-type: none"> <li><a href="#">British Citizenship ceremonies</a></li> </ul> Contact Registration Services 01563 576695	 @ 	
10.2	Care and carers	Information on all aspects of council care services, for both adults and young people, including services relating to hospice care, residential care, respite care and shared care. Also information on advocacy for carers, advocacy for social work clients, alternative providers of care, and child protection.	Key content <ul style="list-style-type: none"> <li><a href="#">Social Care and Health</a></li> </ul> Contact Social Services Offices 01563 554200	 @ 	
10.3	Childcare and family care	Information on council services and advice on childcare and family care, including alternative, respite and shared care of children; babysitting, chaperoning and childminding services; care of children outwith term time or school hours, child protection and vetting; residential and hospice care of children. Also information on council support and advice for families, support	See also 5.3 Key content <ul style="list-style-type: none"> <li><a href="#">Children and Families</a></li> </ul> Contact Social Services Offices 01563 554200	 @ 	








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10	CATEGORY: SOCIAL CARE AND HEALTH														
	Information Class	Description	Notes					Format / Availability		Charges					
		for children in care, support for the children of travelling people, and support for young people leaving care. Also information on council support and advice for young carers, and support and advice on teenage pregnancy.													
10.4	Community transport	Information and advice on community transport services, including community transport for disabled people, demand responsive transport and school transport. Also how to obtain discount cards and transport passes (including eligibility and criteria for applications). Also general public transport information, including services and timetables.	See also 12.2 Key content <ul style="list-style-type: none"><li><a href="#">Accessible transport</a></li></ul> Contact Roads and Transportation 01563 503160					 @ 							
10.5	Criminal justice social work	Information on all aspects of criminal justice social work, including bail accommodation, bail information, bail supervision, policy and procedure relating to children's hearings, policy and procedural information relating to orders and reporting, covering: community reparation orders, community service orders, diversion from prosecution scheme, drug treatment and testing	See also 8.10 Key content  <a href="#">Criminal Justice</a> Contact Social Services Offices 01563 554200					 @ 							
Key to symbols		Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££






10	CATEGORY: SOCIAL CARE AND HEALTH													
	Information Class		Description				Notes			Format / Availability		Charges		
			orders, intensive support and monitoring, means enquiry reports, parenting orders, parole reports, probation orders, social enquiry reports, supervising attendance orders, supervising payment of court fines and throughcare (i.e.support and supervision of an offender).											
10.6	Disabilities and adapting homes		Information on services relating to additional support needs, including assessment, co-ordinated support plan, placement in mainstream schools and school transport. Also information and advice on services relating to the home environment for disabled people, including adaptations, alarm services, alterations, home assessment, and provision of disability facility grants and repair assistance grants (including eligibility and criteria for applications). Also other information relevant to the council support of disabled people, including blue badge parking permits (eligibility and criteria for applications), occupational therapy and how to obtain specialist equipment.				See also 6.1 and 9.8  Key content <ul style="list-style-type: none"><li><a href="#">Additional Support for Learning</a></li></ul> Contacts Educational and Social Services 01563 576000 <ul style="list-style-type: none"><li><a href="#">Community Care</a> <a href="#">Community alarm services</a></li></ul> Contact Social Services Offices 01563 554200 <ul style="list-style-type: none"><li><a href="#">Adapting homes</a></li></ul> Contact Local Housing Offices 01563 576618			 @ 				
10.7	Domestic		Information relating to council help and				Key content							
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10	CATEGORY: SOCIAL CARE AND HEALTH													
	Information Class	Description	Notes				Format / Availability		Charges					
	violence	support for people at risk from domestic violence, including harassment help and support, advice on the protection of vulnerable adults, and information about support groups and refuges.	<ul style="list-style-type: none"><li><a href="#">Domestic violence</a></li></ul> Contact Social Services Offices 01563 554200				@							
10.8	Fostering, adopting and looked after children	Information on council services on fostering, adoption and looked after children, including hospice care for young people, residential care for young people, respite care for young carers, shared care for young people, and support for young people leaving care.	<p>Key content</p> <ul style="list-style-type: none"><li><a href="#">Adoption</a></li><li><a href="#">Foster Care</a></li><li><a href="#">Throughcare</a></li></ul> <p>Contacts Fostering and Adoption Team 0800 434 6633 Social Services Offices 01563 554200</p>				@							
10.9	Grants for disabled people	Information about the range of grants available for disabled people, e.g. disability facility grant for a private property and disabled students allowance (including eligibility and criteria for applications). Also advice on welfare rights.	See 6.1											
10.10	Health and medical	Information relating to health related council services, e.g. alcohol and drugs	See also 2.7 and 2.15											
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10	CATEGORY: SOCIAL CARE AND HEALTH														
	Information Class		Description				Notes				Format / Availability		Charges		
	information		related services, including environmental health, food safety, health and safety (including advice on accident reporting, disposal of syringes and regulation and inspection), hospitalisation, keeping warm in winter, healthcare providers, HIV/AIDS, hospice care, needle exchanges, residential care, support at home and vaccinations. Also information about community health facilities, including dentists, district and community nurses, doctors and general practitioners, hospitals, pharmacies and NHS 24 health advice and information.				Key content <ul style="list-style-type: none"><li><a href="#">Community Health</a></li></ul> Contact Community Health and Wellbeing 01563 554612  Note: Information about health care can be obtained from NHS Ayrshire & Arran.				 @ 				
10.11	Health and safety		Information on council services and advice on all aspects of health and safety, including advice on addictions and details of needle exchange services, food safety, health and safety at work, how to obtain health and safety licences (including eligibility and criteria for applications), information on public health, and trading standards (including advice on product safety)				Same as 2.7 and 8.7								
10.12	Help for adults		Advice, information and guidance on the broad topics of alcohol and drugs,				See 2.7, 3.1, 3.3, 3.6, 4.1, 4.2, 4.4, 4.7, 5.2, 5.3, 5.9, 6.4,								
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10	CATEGORY: SOCIAL CARE AND HEALTH														
	Information Class		Description				Notes				Format / Availability		Charges		
			benefits and grants, care, disablement, health, legal information, mentoring, social work, and student awards and loans (including eligibility and criteria for applications). Care information includes categories such as shared care for adults and the Care and Repair scheme. Social work information and advice includes categories such as advocacy for social work clients, advice on direct payments, inclusion (leisure and social activities), guidance on management of personal financial affairs, missing or out of client contact, and out of hours support.												
10.13	Home care		Information on advocacy services for carers, alternative providers of care, community alarm services, home assessment, housing renovation grants (including eligibility and criteria for applications), incontinence laundry service, meals on wheels, and advice on keeping warm in winter				See 10.6 and 10.2								
10.14	Mental health		Information on services relating to additional support needs, including				Key content <ul style="list-style-type: none"><li><a href="#">Mental Health</a></li></ul>				 @ 				
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10	CATEGORY: SOCIAL CARE AND HEALTH				
	Information Class	Description	Notes	Format / Availability	Charges
		assessment, co-ordinated support plans, placement in mainstream schools and school transport, also information on psychological, psychiatric or social work services and support groups and voluntary organisations.	Contact Social Services Offices 01563 554200		
10.15	Parental support	Information on parental support for young people, including babysitting and childminding services, how to apply for benefits and grants (including eligibility and criteria for applications). Family centres, advice on health and well-being, home schooling, mentoring schemes, school support and support for youth offenders.	<b>Same as 5.9</b>		
10.16	Services and advice for older people	Information on local authority services, facilities and advice for older people, including activities, care services, clubs and organisations, community alarm services, community centres and day centres, garden maintenance, hospice care services, meals on wheels, residential care services, social work services, transport services and advice on winter warmth.	<b>Same as 3.13</b>		






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10	CATEGORY: SOCIAL CARE AND HEALTH				
	Information Class	Description	Notes	Format / Availability	Charges
10.17	Services and advice for young people	Information on local authority services, facilities and advice for younger people, including advice on bullying and harassment, care services, caring, educational opportunities, mentoring services, applying for student loans and awards (including eligibility and criteria for applications), how to take part in volunteering, and advice on youth offending. Also information about youth clubs and organisations, activities for younger people, and Young Scot provision.	<b>Same as 3.14</b>  See also 5.1		

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11	CATEGORY: TOURISM AND VISITOR ATTRACTIONS				
	Information Class	Description	Notes	Format / Availability	Charges
11.1	Accommodation	Information on the range of visitor accommodation available in the local area, including bed and breakfast and guest houses, camping and caravan sites, hotels, self-catering accommodation, and youth hostels.	For more information on local accommodation, contact VisitScotland.  East Ayrshire Council does not publish information on visitor accommodation.		
11.2	Attractions	Information on facilities and activities likely to attract visitors to the local area, including events and exhibitions; local history and culture; indoor attractions; music, comedy and theatre; nature and wildlife, outdoor attractions, and shopping.	Key content • <a href="#">Tourism</a>  Contact Business Development and Tourism 01563 503238	 @ 	
11.3	Countryside and wildlife	Public service information about council and other facilities in countryside and on coastlines, including beaches, bridle paths, canals and waterways, cycle paths, footpaths and national parks.  Also related information about countryside activities, including arts and crafts, guided walks, hill-walking, horse riding, mountain biking, orienteering and outdoor activity centres. Also information	<b>Same as 3.5</b>		





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11	CATEGORY: TOURISM AND VISITOR ATTRACTIONS				
	Information Class	Description	Notes	Format / Availability	Charges
		about any council services relating to countryside management and conservation, and local service information on geological features, landscape and scenery, local food and produce, information on nature reserves, visitor centres, wildlife, zoos and farm parks.			
11.4	Eating and drinking	Community information about distilleries and breweries, food festivals, local food and produce, picnic and beauty spots, pubs and bars, restaurants and cafes, and takeaways.	East Ayrshire Council does not routinely publish information of this nature.		
11.5	Events and festivals	Information on council support (financial and otherwise) for the wide range of events and festivals held in the local area, including agricultural shows, food festivals, funfairs, highland games, music festivals and seasonal festivals.	<b>Same as 4.11</b>		
11.6	Harbours and moorings	Information on council and other facilities available to boat owners in the local area, including boat and trailer parking, launching and recovery facilities, and	This section is not relevant to East Ayrshire, which has no coastline.		

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11	CATEGORY: TOURISM AND VISITOR ATTRACTIONS				
	Information Class	Description	Notes	Format / Availability	Charges
		moorings. Also information relating to ports and harbours.			
11.7	Local history and heritage	Advice, information and guidance on local history and heritage, including details of archives and their arrangements for access, family history and genealogy services, details of local historic sites (including industrial heritage sites), information about local heritage and history societies, information about local archaeology, architecture, memorials and monuments, also contact details for tourist information centres.	<b>Same as 3.9 and 5.7</b>		
11.8	Museums and galleries	Information on all aspects of local authority museums and galleries, including location and opening hours, details of conservation and education services, how to make donations and bequests, how to make enquiries, and information about collections. Also details of exhibition programmes, and museum and gallery shops.	<b>Same as 3.10</b>		



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11	CATEGORY: TOURISM AND VISITOR ATTRACTIONS				
	Information Class	Description	Notes	Format / Availability	Charges
11.9	Parks, gardens and open spaces	Information on all aspects of local authority parks, gardens and open spaces, including facilities and events, landscaping, management and maintenance services. Also information on council-run sports pitches and courts.	<b>Same as 3.11 and 9.9</b>		
11.10	Sports and outdoor pursuits	Information on council services and signposting to community information about outdoor leisure pursuits, including action and adventure sports, field and country pursuits, golf, horse riding, cycling and walking (including hillwalking and orienteering).	See also 12.12 Key content <ul style="list-style-type: none"> <li><a href="#">Walking, cycling and horse riding</a></li> </ul> Contact Cultural and Countryside Services 01563 554902 <ul style="list-style-type: none"> <li><a href="#">Golf</a></li> </ul>	 @ 	
11.11	Tourist information	Information for tourists, including contact details of local tourist information centres. Also education facilities for international students and information on town twinning.	Key content <ul style="list-style-type: none"> <li><a href="#">Tourism</a></li> </ul> Contact Business Development and Tourism 01563 503238 <ul style="list-style-type: none"> <li><a href="#">Town twinning</a></li> </ul> For more tourist information, contact VisitScotland.	 @ 	

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11	CATEGORY: TOURISM AND VISITOR ATTRACTIONS				
	Information Class	Description	Notes	Format / Availability	Charges
11.12	Tours, cruises and itineraries	Community information on tours, including how to obtain details of (where applicable) city tours, coach tours, ghost tours, guided tours, helicopter and aeroplane tours, heritage trails, historical tours, literary tours, sea tours, walking tours, wildlife tours, and river, canal and loch cruises.	This information is not published by East Ayrshire Council		

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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
12.1	Environment-friendly transport	Information on council policy, also user advice on environmentally friendly transport options, including selection of modes of transport. Includes information and advice on local car pooling schemes, cycling, footpaths, and park and ride schemes.	<p>Key content</p> <ul style="list-style-type: none"> <li>• <a href="#">Cycle Paths</a></li> <li>• <a href="#">Core Path Plan</a></li> </ul> <p>Contact Roads and Transportation 01563 503106</p> <p>Information on Park and Ride schemes is available from Strathclyde Partnership for Transport as is general travel advice.</p>	 @ 	
12.2	Journey planning and timetables	Timetable information, including guidance on journey planning and ticketing, current updates and news, service changes and service disruption information. Also information about stations, stops and shelters.	<p>East Ayrshire Council does not publish information about journey planning and timetables. Details may be available from Stagecoach, First Scotrail and Travel Scotland</p> <p>Useful external links</p> <ul style="list-style-type: none"> <li>• <a href="#">Scotrail</a></li> <li>• <a href="#">Stagecoach</a></li> <li>• <a href="#">Traveline</a></li> <li>• <a href="#">Strathclyde Partnership for Transport</a></li> </ul>		






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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
12.3	Marine and waterway services	Information on all categories of the council's marine and waterway services, including licensing, management and safety. Also details of facilities e.g. port and harbour facilities, moorings and storage.	<b>Same as 9.7</b> This does not apply to East Ayrshire, which has no coastline.		
12.4	Parking and car parks	Information on local parking facilities, including council car parks (location, charges, etc.), private car parks, parking facilities for disabled people and sites for travelling people. Also information on parking fines, clamping and vehicle removal, and on parking zones and how to obtain permits (including blue badge for disabled people).	<b>Same as 9.8</b>		
12.5	Public and community transport	Information on all aspects of community transport (council run and otherwise), including transport services for disabled people and older people, demand responsive transport, how to obtain travel discount cards (including eligibility and criteria for applications) and school transport. Also the positioning of bus stops and shelters, and timetable information.	See 10.4 and 12.2		






<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
12.6	Road safety	Information and advice on all aspects of road safety, including advice on pavement safety, details of speed checks, information about driver training services, pedestrian crossings, speed limits, the location of dangerous road junctions, and traffic calming schemes.	Key content <ul style="list-style-type: none"> <li><a href="#">Road safety</a></li> </ul> Contact Roads and Transportation 01563 503106	 @ 	
12.7	Roads and pavements	Information and advice on all aspects of council services relating to roads and pavements, including access to property, damaged and dangerous paving, council maintenance, dealing with obstructions, parking, paving damage and theft of slabs, permission to occupy roads, local road works and diversions, and street trading. Also information on local markings, signs and traffic calming measures, and registers, naming and adoptions.	<b>Same as 9.14</b>		
12.8	Street care and cleaning	Information on all aspects of council services relating to street care and cleaning, including advice on vandalism reporting, grass and verge maintenance, litter control (including litter bins),	<b>Same as 9.16</b>		

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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
		prevention of animal fouling, prevention of flyposting and flytipping, provision of fire hydrants, public toilet provision (including locations), removal of abandoned vehicles, removal of dead animals, services relating to drains and spillages, and vandalism prevention and repair.			
12.9	Taxis and minicabs	Information on taxi licensing, including how to obtain a licence (eligibility and criteria for applications) in different categories, e.g. hackney carriages, private hire drivers, private hire vehicles (minicabs) and private hire vehicle operators. Also council policy on taxi fare setting and location of taxi ranks.	<p>Key content</p> <ul style="list-style-type: none"> <li><a href="#">Taxi and minicab licensing</a></li> </ul> <p>Contact Licensing Board administration 01563 576014</p>	 @   	
12.10	Town centre management	Information on the council's involvement in town centre management, including advice on crime prevention, drainage help and advice, security cameras (policy on provision, location etc.) and how to apply for shop front improvement grants (including eligibility and criteria for applications).	<b>Same as 2.14</b>		

<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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12	CATEGORY: TRANSPORT AND STREETS				
	Information Class	Description	Notes	Format / Availability	Charges
12.11	Transport policy	Information on the local authority's transport policy, and its relationship to national and other policies.	<p>Key content</p> <ul style="list-style-type: none"> <li><a href="#">Transport and Streets</a></li> </ul> <p>Contact Roads and Transportation 01563 503106</p>	 @ 	
12.12	Walking, cycling and horse riding	Information and advice on walking, cycling and horse riding, including advice on cycling proficiency, cycling and walking to school, footpaths and rights of way. Details of horse riding, mountain biking and orienteering opportunities, also school crossing patrols and the location of bridle paths, cycle paths and towpaths.	<p><b>See also 11.10</b></p> <p>Key content</p> <ul style="list-style-type: none"> <li><a href="#">Walking, cycling and horse riding</a></li> </ul> <p>Contact Cultural and Countryside Services 01563 554902 There are no canals or towpaths in East Ayrshire.</p> <p>More information on cycle routes can be obtained from <a href="#">Sustrans</a>, a national organisation which promotes cycling.</p>	 @ 	

<b>Key to symbols</b>	Online		Email	@	Hard copy		CD/DVD/discs		Inspection only		Audio copy		Charges may apply	££
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