

Information Asset List

This includes the main information the council holds within its public task. It includes information that we already publish proactively (as per our Publication Scheme) and unpublished information.

Unpublished Information

Application/System	Title	Description	Updating Frequency	Personal Data
Arbotrack	Tree Management	System for managing trees in borough	Variable	No
Artifax	Sports Centre Bookings	Records bookings for various activities at Cavendish, Shinewater, Hampden Park and the Sports Park	Updated daily	Yes
Atrium Property	Property and Land Assets	Details of the Council's property and land assets	Variable	Yes
Civica APP	Customer First (Environmental Health)	Contains details of all EH information, including complaints, inspections in respect of Food Safety; Health & Safety at Work; Environmental Pollution Control; Dogs & Animal Welfare; Pest Control; Meteorology; Health Improvement; Climate Change & Energy Savings.	Updated daily	Yes
Civica APP	Customer First (Planning)	Details of Planning Applications	Variable	Yes
Civica APP	Local Land Charges	Land Charges search facility	Variable	No
Civica APP	Licensing Applications	Details of various licence applications	Variable	Yes
Civica APP	Private Housing	Details of HMOs and inspections		
Civica (Authority Financials)	General Ledger	Details of budgets under various ledger codes	Updated daily	No
Civica (Authority Financials)	Income Management	Details of creditors	Updated daily	Yes
Civica (Authority Financials)	Debtors	Details of invoices raised and paid	Updated daily	Yes
Civica (Authority Financials)	Debt Recovery	Debt recovery information	Updated daily	Yes
Civica (Authority Purchasing)	Purchase Orders/Purchasing	Details of Purchase Orders raised and paid	Updated daily	No

Civica GIS	GIS Mapping	Various layers of maps of the town	Variable	Publically available
Civica (ICON)	Cash Receipting	Details of cash payments made to the council	Variable	Yes
Civica (ICON)	E-payments	Details of online payments made to the council	Updated daily	Yes
Civica W2	Customer Relationship Management	Customer relationship management - contains all scanned in post	Updated daily	Yes
Civica W2	Mayoral Engagements	Details of Mayoral engagements - dates, where and who	Updated daily	Yes
Civica W2 - Open Revenues	NNDR	Details of business rate payers, payments made and amounts owed	Updated daily	Yes
Civica W2 - Open Revenues	Council Tax	Details of council tax payers, payments made and amounts owed	Updated daily	Yes
Civica W2 - Open Revenues	Housing and Council Tax Benefits	Details of benefit claimants, amounts paid and overpayments	Updated daily	Yes
Clear Skies Software (BACAS NG) Windows 2003	Bereavement	Records details of cremations and burials	Updated daily	Yes
Covalent	Performance/Programme Management	Record of all performance indicators the council is required by government to provide. Record SFPs; projects etc.	Variable	No
Excel	Insurance Claims	Brief details of insurance claims made	Variable	Yes
Frontier (CHRIS 21)	Payroll	Details of those on the payroll, payments made, NI, Tax, Pension deductions	Variable	Yes
Frontier (CHRIS 21)	Personnel	Details of Council personnel	Variable	Yes
GGP (NLPG)	Land and Property Management	Land and property management system	Variable	No
Halarose (EROS)	Electoral Registration	Electoral registration	Variable	Yes
Iken	Legal Case Management	All aspects of legal work including: Prosecutions, Property, Civil Litigation, Contracts & Procurement, Planning. Record of all FOI/EIR/DP information requests	Updated daily	Yes

Kierway	Waste Collection and Recycling	Contains details of issues with bin collections, requests for bulky waste collections and any other issues related to the joint waste contract - Not a council system.	Updated daily	Yes
New Vision (Data Management System)	Tourism Data Management	Names and addresses of businesses, accommodation providers, attractions, people who request literature, people who book accommodation	Updated daily	Yes
Orchard (ArcHouse)	Homelessness/Waiting List	Details of housing applications	Variable	Yes
Orchard (ArcHouse)	Housing stock management	Details of housing stock maintenance	Variable	Yes
Orchard	Social Housing Rents	Details of tenants and rents paid	Variable	Yes
Tickets.com (ProVenue Databox)	Box Office	Details of names and addresses and bookings made	Updated daily	Yes

Information in Publication Scheme

Who we are and what we do			
Organisational information, structures, locations and contacts			
Category	Description	Publication format	Charge
Council Constitution	Key guide and 'rulebook' for how the Council, its staff and elected councillors fulfil their roles and responsibilities.	Available online to download/view at: Council Constitution	No
Council democratic structure and Council directorate structure	Key people, management structure and contacts; details of councillors and wards including county councillors and parliamentary constituency.	Available online to download/view at: Councillors and Wards Management Structure	No
Location and opening times of council properties	Details of the addresses of council properties, together with opening times and telephone numbers.	Available online to download/view at: Contact Us	No
Currently elected councillors' information and contact details	Information about Eastbourne's elected representatives.	Available online to download/view at: Your Councillors	No

Contact details for all customer-facing departments	Contact details for all customer-facing departments and divisions.	Available online to download/view at: Contact Details	No
	Organisation Chart	Available online to download/view at: Organisation Chart	
Most recent election results	Includes past election results and details on how to vote.	Available online to download/view at: Election Results	No
Relationships with other authorities	Details of the partners we work with, projects we work on and consultations we make.	Available online to download/view at: Partnerships	No

What we spend and how we spend it

Financial information about projected and actual income and expenditure, procurement, contracts and financial audit

Category	Description	Publication format	Charge
Financial statements, budgets and variance reports	Budget Books – 2010/11 to 2014/15	Available online to download/view online at: Civic Budget Book The Civic Budget Book is also available to view at Central Library, Grove Road, Eastbourne BN21 4TL	No
	Statement of Accounts – 2001/02 to 2013/14	Available online to download/view at: Statement of Accounts	No
Capital programme	Capital programme section of the Budget Book.	Available online to download/view online at: Capital Programme - Budget Book 2014-2015	No
Expenditure over £500	Details of payments made of over £500 to our suppliers.	Available to download at: Expenditure over £500	No
Financial audit reports	The External Auditor's Annual Audit Letter summarises the conclusions and significant issues arising from their recent audit and inspections of the council.	Available to download/view online at: Financial Audit Reports	No
The members' allowances scheme and the allowances paid under it to councillors each year	Details of councillors' business interests, membership of other organisations and bodies, earnings and allowances.	Available to download/view online at: The Members' Allowances Scheme Record of Payments to Councillors	No

Staff allowances and expenses	Details of car and subsistence allowances for staff.	Available to download/view online as part of the Pay Policy document at: Pay Policy Statement	No
Pay and grading structure	Details of pay and grading structure.	Available to download/view online as part of the Pay Policy document at: Pay Policy Statement	No
Pay Policy Statement	Also contains information about the council's Pay Multiples.	Available to download at: Pay Policy Statement	No
Senior Salary Information	Senior salary information together with notes about the main purpose of each senior officer's post.	Available to download at: Senior Salary Information	No
Election expenses (returns or declarations and accompanying documents relating to election expenses sent to the council)	Details of candidates' election expenses – kept for a year before being sent to Electoral Commission.	Word document. Available to view on request from Electoral Services, Town Hall, Grove Road, Eastbourne BN21 4UG Tel: 01323 415074	No
Procurement procedures	Details of the procurement procedures for works, goods and services.	Available online to download/view at: Procurement Procedures	No
Details of contracts currently being tendered	Information regarding contracts currently being tendered is publically available on the website of the South East Business Portal	Available to view at: Contracts Being Tendered	No
List of contracts awarded	Information regarding the contracts the council has awarded is publically available on the website of the South East Business Portal in the Contract Store	Available to view at: Contracts Awarded Details of the East Sussex Joint Waste Contract can be found at: East Sussex Joint Waste Contract	No
External auditor's report	External Auditor's Annual Audit Letters – 2003/04 to 2013/14	Available online to download/view at: Financial Audit Reports	No
Financial statements for projects and events	Information provided in Statement of Accounts – 2001/02 to 2013/14	Available online to download/view at: Statement of Accounts	No

Internal financial regulations	Details of the Council's Financial Procedure rules. Part 4 of the Council's Constitution, Section G	Available online to download/view at: Council Constitution	No
Grants	Community Grants Awarded 2015 - 2016	Available online to download/view at: Community Grants	No
	Groups Awarded Rent Support Grant 2015 - 2016	Available online to download/view under Community Grants at: Open Data	No

What our priorities are and how we are doing

Strategies and plans, performance indicators, audits, inspections and reviews

Category	Description	Publication format	Charge
Strategies and business plans for services provided by the council	Asset Management Plan	Available online to download/view at: Asset Management Plan	No
	Borough Plan 2001/2011	Available online to download/view at: Borough Plan	No
	Business Continuity Plan (Still in draft form)		
	Coast Protection Emergency Plan	Available online to download/view at: Coast Protection Emergency Plan	No
	Communications Strategy (Under review)		
	Corporate Plan 2010-2015	Available online to download/view at: Corporate Plan	No
	Community Safety Partnership Plan 2011/2014	Available online to download/view at: Eastbourne Community Safety Partnership Plan	No
	Data Quality Strategy 2008 (Under review)		No
	Eastbourne Core Strategy Local Plan 2006-2027	Available online to download/view at: Eastbourne Core Strategy Local Plan 2006-2027	No
	Eastbourne Downland Management Plan 2012-2017	Available online to download/view at: Eastbourne Downland Management Plan	

Strategies and business plans for services provided by the council	Eastbourne Environment Strategy	Available online to download/view at: Eastbourne Environment Strategy	No
	Equality and Fairness Strategy 2012 to 2016	Available online to download/view at: Equality and Fairness Strategy	No
	Housing Strategy - Eastbourne at Home	Available online to download/view at: Housing Strategy	No
	Housing Policy – Homemove Choice Based Lettings Policy	Available online to download/view at: Housing Policy	No
	Town Centre Local Plan	Available online to download/view at: Town Centre Local Plan	No
	Medium Term Financial Plan	Available online to download/view at: Civic Budget Book	No
	Procurement Strategy	Available online to download/view at: Procurement Strategy	No
	Risk Management Strategy 2011-13	Available online to download/view at: Risk Management Strategy	No
Best value local performance plan/ internal and external organisation performance reviews/ performance indicators	Council Performance. Our annual performance is measured using a set of performance indicators (PIs).	Available online to download/view at: Corporate Performance	No
Strategies developed in partnership with other authorities	Eastbourne Community Safety Partnership Plan 2011 to 2014	Available online to download/view at: Eastbourne Community Safety Partnership Plan	No
	Eastbourne Community Safety Partnership Action Plan 2013-2014	Available online to download/view at: Eastbourne Community Safety Partnership Action Plan	No

Strategies developed in partnership with other authorities	Joint Youth Strategy for Eastbourne 2011/2015	Available online to download/view at: Joint Youth Strategy for Eastbourne	No
	Pride of Place – Sustainable Community Strategy	Available online to download/view at: Eastbourne Sustainable Community Strategy	No
	Worklessness Strategy for Activating Eastbourne	Available online to download/view at: Worklessness Strategy for Activating Eastbourne	No
	Economic Blueprint - A vision and economic strategy for the area including recommendations as to how it can make a significant contribution to the sustainable economic growth of East Sussex, the coastal strip and the broader region.	Available online to download/view at: Economic Blueprint	No
Forward plan	This Plan is a list of the key decisions likely to be taken over the coming four months. The list is not exhaustive as not all decisions are known that far in advance. The Plan is updated and re-published monthly.	Available online as an attachment at: Forward Plans	No
Council performance	Council Performance. Our annual performance is measured using a set of performance indicators (PIs).	Available online to download/view at: Corporate Performance	No
Local Area Agreements	The Local Area Agreement (LAA), which ended in 2011, was one of a number of action plans aimed at delivering Pride of Place, the Sustainable Community Strategy for East Sussex. It was a three year contract between central and local government which set out the priorities for a local area and how these were to be tackled in partnership	Further information is available online at: East Sussex Strategic Partnership	No
Statistical information produced in accordance with the council's and departmental requirements	Council Performance. Our annual performance is measured using a set of performance indicators (PIs).	Available online to download/view at: Corporate Performance	No

Statistical information produced in accordance with the council's and departmental requirements	Housing Facts and Figures	Available online to download/view at: Housing Facts and Figures	No
	Homelessness Review	Available online to download/view at: Homelessness Review	No
Results of Equality Analysis	All results of equality analysis undertaken on our policies can be found by accessing the Equality and Diversity page on our website	Available online to download/view at: Equality and Diversity	No

How we make decisions

Decision-making processes and records of decisions

Category	Description	Publication format	Charge
Timetable of council meetings	Calendar of Meetings 2014-2015	Available online to download/view at: Calendar of Meetings	No
Agendas, officers' reports, background papers and minutes of council committee, sub-committee meetings	Agendas, officers' reports, background papers and minutes of Annual Accounts, Cabinet, Conservation Area, Council, General Licensing, Licensing Act, Planning, Scrutiny and Standards committees and sub committee meetings.	Available online to download/view at: Council Meetings	No
Major policy proposals and decisions	The key corporate strategies for Eastbourne Borough Council are: <ul style="list-style-type: none"> • the East Sussex Sustainable Community Strategy • the Corporate Plan • the Crime Reduction Partnership Plan The Forward Plan of Key Decisions is also an important guide to the strategic direction of the council.	Available online to download/view at: Corporate Strategies	No
Facts and analysis of facts considered when framing major policies	Forward Plan	Available online as an attachment at: Forward Plans	No

Public consultations	Includes details of current consultations. Contact us to have your say. You can also find information about recent consultations and results.	Available online at: Consultations	No
Internal Communications guidance, internal instructions, manuals and guidelines	The Council has Corporate Standards for providing information and which should be adhered to in all our communications.	These are found on the Council's internal Intranet. Copies available on request from: foi@eastbourne.gov.uk or Information & Administration Officer Eastbourne Borough Council, 1 Grove Road, Eastbourne BN21 4TW	No
Criteria used for decision making	This can be found in the Corporate Plan 2010-2015	Available online to download/view at: Corporate Plan	No

Our policies and procedures

Current written protocols, policies and procedures for delivering our services and responsibilities

Category	Description	Publication format	Charge
Policies and procedures for conducting council business and policies and procedures for delivering our services	The Council has a constitution which sets out how we operate, how decisions are made and the procedures which are followed. The Constitution is the key guide and 'rulebook' for how the Council, its staff and elected Councillors fulfill their roles and responsibilities.	Available online to download/view at: Council Constitution	No
	Access to Information Policies (including the Fees Structure Document)	Available online to download/view at: Access to Information Policies	No
	Borough Plan 2001-2011 – Key planning policy	Available online to download/view at: Borough Plan	No
	Byelaws in Eastbourne	Available online to download/view at: Byelaws	No
	Community Grants Policy	Available online to download/view at: Community Grants Policy	No

Policies and procedures for conducting council business and policies and procedures for delivering our services	Contaminated Land Strategy	Available online to download/view at: Contaminated Land Strategy	No
	Corporate Complaints Procedure (Share Your Views)	Available online to download/view at: Share Your Views	No
	Council Duties to Homeless People	Available online at: Council Duties to Homeless People	No
	Council Tax and Business Rate Collection and Recovery Policy	Available online to download/view at: Council Tax and Business Rate Collection Recovery Policy	No
	Counter Fraud Prosecution Policy (The Whistleblowing Guide is included in this Policy)	Available online to download/view at: Counter Fraud Prosecution Policy	No
	Dignity at Work Policy	Available from Human Resources, Eastbourne Borough Council, 1 Grove Road, Eastbourne BN21 4TW – Tel: 01323 410000	No
	Eastbourne Core Strategy Local Plan Adoption Statement	Available to view online at: Eastbourne Core Strategy Local Plan Adoption Statement	No
	Emergency/Civil Contingencies Plan	Available online to download/view at: Emergency Plan	No
	Empty Property Strategy 2009-2014	Available online to download/view at: Empty Property Strategy	No
	Environment Objectives for 2020 Transition Pathway The proposed long term objectives for supporting Eastbourne's environment and reducing the carbon footprint of the town	Available online to download/view (under Strategies Tab) at: Environment Objectives	No
	Fair Employment Policy	Available from Human Resources, Eastbourne Borough Council, 1 Grove Road, Eastbourne BN21 4TW – Tel: 01323 410000	No

Policies and procedures for conducting council business and policies and procedures for delivering our services	Gambling Policy	Available online to download/view at: Gambling Policy	No
	Health and Safety Enforcement Policy	Available online to download/view at: Health and Safety Enforcement Policy	No
	Home Energy Conservation Act (HECA) Report 2013	Available online to download/view (under the Strategies tab) at: Home Energy Conservation	
	Housing Strategy – Eastbourne at Home	Available online to download/view at: Eastbourne Housing Strategy	No
	Internal Audit Charter	Copy available from Audit, Eastbourne Borough Council, 1 Grove Road, Eastbourne BN21 4TW - Tel: 01323 410000	No
	IT Security Policies	Available from IT, Eastbourne Borough Council, 1 Grove Road, Eastbourne BN21 4TW – Tel: 01323 410000	No
	Licensing Enforcement Policy	Available online to download/view at: Licensing Enforcement Policy	No
	Medium Term Financial Plan	Available online to download/view at: Civic Budget Book	No
	Member Training and Development Plan	Available from Human Resources, 1 Grove Road, Eastbourne BN21 4TW Tel: 01323 410000	No
	Pollution Enforcement Policy	Available online to download/view at: Pollution Enforcement Policy	No
	Private Housing Enforcement Policy	Available online to download/view at: Private Housing Enforcement Policy	No
	Private Housing Renewal Policy 2011-2013	Available online to download/view at: Private Housing Renewal Policy	No

Policies and procedures for conducting council business and policies and procedures for delivering our services	Quality Control Policy for New Hackney Carriages	Available online to download/view at: Quality Control Policy for New Hackney Carriages	No
	Rent Support Grant Policy	Available online to download/view at: Rent Support Grant Policy	No
	Revenues and Benefits Customer Charter	Available online to download/view at: Revenues and Benefits Customer Charter	No
	Safeguarding Children and Vulnerable Adults Policy	Available from 1 Grove Road, Eastbourne BN21 4TW - Tel: 01323 410000	No
	Sex Establishment and Encounter Policy	Available online to download/view at: Sex Establishment and Encounter Policy	No
	Statement of Community Involvement How the Council consults with stakeholders and the general public.	Available online to download/view at: Statement of Community Involvement	No
	Statement of Licensing Policy 2014 to 2019	Available online to download/view at: Statement of Licensing Policy	No
	Street Naming and Numbering Policy	Available online to download/view at: Street Naming and Numbering Policy	No
	Street Trading Policy	Available online to download/view at: Street Trading Policy	No
	Tenancy Policy	Available online to download/view at: Tenancy Policy	No
Policies and procedures about the recruitment and employment of staff	The Regulation of Investigatory Powers Act 2000 (RIPA) – Corporate Policy and Procedures Document	Available online to download/view at: Surveillance Policy	No
	Introduction to Personnel Standards <ul style="list-style-type: none"> • Aims of Personnel Standards • Resourcing • Performance Management • Pay and Benefits • Dignity and Diversity 	Available from Human Resources, Eastbourne Borough Council, 1 Grove Road. Eastbourne BN21 4TW – Tel: 01323 410000	No

	<ul style="list-style-type: none"> • Development • Managing Change • Employee Handbook 		
Customer services	How to contact the Council by telephone, email, internet or in person at the Customer Contact Centre.	Available online at: How to contact the Council	No
	How to complain to Eastbourne Borough Council.	Available online at: How to make a complaint	No
Charging regimes and policies	Planning Fees - a Guide to the fees for Planning Applications.	Available online at: Planning fees: http://www.planningportal.gov.uk/uploads/english_application_fees.pdf Fee calculator: http://www.planningportal.gov.uk/PpApplications/genpub/en/StandaloneFeeCalculator	Yes
	Local Land Charge Fees - details of land search fees and charges.	Available online at: Local Land Charges	Yes
	License Fees – details of license fees for: <ul style="list-style-type: none"> • Hackney Carriage and Private Hire Licensing • Alcohol and Entertainment Licensing • Other Licenses/Registrations/Certificates • Houses in Multiple Occupation Licensing 	Available online to download/view at: Private Hire and Taxi Licence Fees Other Licence Fees	Yes
	Environmental Health – fee information for: <ul style="list-style-type: none"> • Pest Control • Dog Welfare 	Available online to download/view at: Pest Control Fees Fees and Charges for the Recovery of Stray Dogs	Yes

Lists and registers

Category	Description	Publication format	Charge
Public registers and registers held as public records	Asset Register	Available online under Council Owned Property on the Open Data page at: Asset Register	No
	Statutory Public Registers including: <ul style="list-style-type: none"> • Cooling Towers and Evaporative Condensers • Food Premises • Contaminated Land • Private Water Supply Sampling 	Copies available on request to: Eastbourne Borough Council, 1 Grove Road Eastbourne BN21 4TW	No
	Information on Licences and Authorisations issued on public or environmental health matters.	Available online at: Licences and Registrations	No
	Information about Local Land Charges searches, plan requirements and fees.	Available online at: Local Land Charges	Yes
	Planning Decision Notices	Available to view online at: Planning Decisions Notices Copies of Planning Decision Notices are available for a fee from 1 Grove Road, Eastbourne BN21 4TW – Tel: 01323 410000	£17.50 per 5 copies
	Listed Buildings, Conservation Areas	Information available online at: Listed Buildings Conservation Areas	No
	Location of CCTV cameras in the town	Available online in disclosure log FOI-13-363 CCTV Cameras	
	Register of Electors (edited) – the list of people living in Eastbourne who are eligible to vote.	Available for inspection at: Town Hall, Grove Road, Eastbourne BN21 4UG and also in the reference section at: Central Library, Grove Road, Eastbourne BN21 4TL	No
	Publication Scheme – the list of the information routinely published by Eastbourne Borough Council.	Available online to download/view at: Publication Scheme	No

Public registers and registers held as public records	Telecommunications Mast Register	Available online to download/view at: Telecommunications Mast Register	No
	Weekly list of planning applications received.	Available on request from: CCC, 1 Grove Road Eastbourne BN21 4TW or online at: Weekly List of Planning Applications	Hard copies Yes
Disclosure logs	Details of the disclosure of Freedom of Information requests.	Available online to download/view at: Disclosure Log	No
Register of councillors' financial and other interests		Available online to download/view at: Register of Members' Interests	No
Register of Members Hospitality and Gifts		Available online to download/view at: Register of Member Hospitality and Gifts	No
Licensing Applications	You can view applications that have been made for licenses in Eastbourne online.	Available to view online at: Public Register of Licence Applications	No
Planning Applications and Decisions	This site includes only those records which Eastbourne Borough Council holds on computer, and is not therefore a complete database of all information we hold.	Available to view online at: Planning Applications	No
Full register of electors	The full register has the names and addresses of everyone registered to vote. Anyone can look at it, but copies can only be supplied for certain purposes, such as elections, law enforcement and checking applications for credit. It is an offence to pass on information from the full register for purposes not allowed by law.	The full register is available for inspection under supervision at: Town Hall, Grove Road, Eastbourne, BN21 4UG	No
Edited register of electors	The edited register can be used for any purpose and for example can be bought by any person, company or organisation and used for marketing. You can choose not to be on this version of the register.	The edited register is available for inspection at: Town Hall, Grove Road, Eastbourne BN21 4UG and also in the reference section at: Central Library, Grove Road, Eastbourne BN21 4TL	No

Services provided by the council

Information about the services the council provides, including leaflets, guidance and newsletters

Category	Description	Publication format	Charge
Regulatory and Licensing responsibilities	The council is responsible for issuing a wide range of licences to businesses, including: <ul style="list-style-type: none"> • Alcohol and Entertainment Licenses • Animal Licenses • Gambling and Lottery Licenses • Piercing, Tattooing and Electrolysis Licenses • Taxi and Private Hire Licenses 	Application forms and guidance available online at: Licensing Information Please also see Council's A-Z of services at: A-Z of Services	No
	Complaints against Councillors (and the role of the Monitoring Officer).	Information available online at: Complaints Against Councillors	No
Licences from other organisations	This section has information about licences issued by other organisations that may be needed by holders of alcohol and entertainment licences including: <ul style="list-style-type: none"> • Door Supervisors and Security Staff 	Information available online at: Licensing Information	No
Services for local businesses	This section of the Council's website provides business information and advice.	Available to view online at: Business Information and Advice	No
	Business networks – contact details of business networks in Eastbourne	Available online to download/view at: Business Networks	No
	Eastbourne Business Crime Group	Information available online at: Eastbourne Business Crime Group	No
	Eastbourne Business E-newsletter	Available online to view/download at: Eastbourne Business E-newsletter	No
	Food Safety and Hygiene, Starting up a Food Business, Food Safety Training	Information available online at: Food Safety	No
	Health and Safety at Work, Health and Safety Inspections	Information available online at: Health and Safety at Work	No

Services for local businesses	Starting up a Business	Available to view online at: Business Start Up Support	No
	Information and Advice about National Non Domestic Rates	Information available online at: Business Rates	No
Services for members of the public	Bandstand	Information to view online at: Bandstand	No
	Council Tax and Housing Benefit information	Information available online at: Benefits	No
	Council Tax information and advice	Information available online at: Council Tax	No
	Environmental Health (Noise, Pest Control, Pollution)	Information available online at: Environmental Health	
	Housing	Information available online at: Housing	No
	Leisure and Events	Information available online at: Leisure and Events	No
	Museums and Galleries	Information available online at: Museums and Galleries	No
	Parking	Information available online at: Parking	No
	Parks and Gardens and Greens Spaces	Information available online at: Parks Gardens and Green Spaces	No
	Planning	Information available online at: Planning	No
	Register for My Account so that you can track the progress of your requests and applications 24 hours a day, 7 days a week and get updates via text or email	Information available online at: My Account	No

Services for members of the public	Report a problem e.g. dog fouling, fly tipping	Information available online at: Report It	No
	Seafront	Information available online at: Seafront	No
	Sports and Leisure Centres	Information available online at: Sports and Leisure Centres	No
	Theatres	Information available online at: Theatres	No
	Tourist Information Centre	Information available online at: Tourist Information Centre	No
	Waste and recycling	Information available online at: Waste and Recycling	No
Services for which the council is entitled to recover a fee, together with those fees	Bulky waste collection	Information available to view online at: Bulky Waste Or contact the Customer Contact Centre on: 01323 410000	Yes
	Environmental Health Charges - Details of charges in respect of the following: <ul style="list-style-type: none"> • Pest Control • Dog Welfare 	Available online to download/view at: Pest Control Fees Fees and Charges for the Recovery of Stray Dogs Environmental Health Fees and Charges	Yes
	Food Inspection Reports	Available on request from: Customer Contact Centre or the Information Governance Officer, Eastbourne Borough Council, 1 Grove Road, Eastbourne BN21 4TW – Tel:01323 410000	No
	Licence fees - details of license fees in respect of the following: <ul style="list-style-type: none"> • Hackney Carriage and Private Hire Licensing • Alcohol and Entertainment Licensing • Other Licenses/Registrations/Certificates 	Available online to download/view at: Private Hire and Taxi Licence Fees Gambling Licence Fees Other Licence Fees Alcohol and Entertainment Licensing	Yes

Services for which the council is entitled to recover a fee, together with those fees	Local Land Charges - details of land search fees and charges.	Available online to download/view at: Local Land Charges	Yes
	Planning fees - a Guide to the fees for Planning Applications. Decision Notices - £17.50 per 5 copies. Section 106 Agreements - £40 per copy.	Available online to download/view at: Planning Fees	Yes
	Street Naming and Numbering Fees	Available to view online at: Street Naming and Numbering Fees	Yes
Information for visitors to the area, leisure information, events and museums	<p>You can read about Eastbourne's theatres and find out what's on, both at our venues and in the community. Our Sport Clubs, Leisure Centres and Swimming Pools are all featured as well.</p> <p>You can also find information about our beautiful parks and gardens, and how to follow walks and cycling routes in and around the town.</p>	<p>Information available online at: Bandstand Leisure and Events Museums and Galleries Parks Gardens and Green Spaces Seafront Sports and Leisure Centres Theatres Tourist Information Centre </p>	No
Leaflets, booklets and newsletters		Available online at: Burial and Cremation Questions and Answers	No
	Environmental Health Publications and Forms Find free advice leaflets to download about health and safety, licensing, food safety, weather, air quality, pollution, noise, dog welfare, pest control, and private housing.	Available online at: Pests, Food Hygiene, Pollution	No
	Food Hygiene Guides for Businesses - Guides, leaflets and videos for food businesses on the essentials of food safety, how to protect your customers and prevent food poisoning. Guides, leaflets and videos for food businesses on the essentials of food safety, how to protect your customers and prevent food poisoning.	Available online to download/view at: Food Hygiene Guide for Businesses	No
	Council Tax – gives details of how Council Tax is calculated and how the money is spent on local services.	Available online to download/view at: Council Tax Booklet	No

Leaflets, booklets and newsletters	Know your Councillor leaflet – gives details of councillor’s names, photos and which wards they represent.	Available at the Customer Contact Centre, 1 Grove Road, Eastbourne BN21 4TW and at the Town Hall, Grove Road, Eastbourne BN21 4UG	No
	Post Interview Under Caution Leaflet	Available online to download/view at: Post Interview Under Caution Leaflet	No
Media releases	Up to date news about Eastbourne	Press Releases Available as downloads.	No
Election information	<ul style="list-style-type: none"> • How local elections work • How to register to vote • How to vote • About postal and proxy voting • The latest and previous election results 	Information available online at: Elections and Voting	No