

South Ayrshire Performs
Our People, Our Place - Council Plan 2018-22
2018-19 Performance Report
(Strategic Priorities 1-3)



Introduction

This performance reports provides an overview of how services are achieving the following strategic priorities.

- Effective leadership that promotes fairness
- Reduce poverty and disadvantage
- Health and care systems that meet people's needs




The headline sections of the report are intended to highlight were there has been very good performance or where some areas are performing less well, providing some information on what actions are being taken to improve in these areas.

It should be noted that not all of the information is gathered by South Ayrshire Council, where information is drawn from national data collections (as shown below) the source is highlighted in bold text. The performance information provided is the most up-to-date data currently available.

- Scottish Household Survey (SHS)
- Insight
- Assessment of a level (ACEL)
- Local Government Benchmarking Framework (LGBF)
- The End Child Poverty Organisation After Housing Costs
- South West Education Improvement Collaborative (SWEIC)
- Skills Development Scotland (SDS)
- Scottish Health and Care Experience

The report contains a number of new performance measures where quantitative data is not yet available and these are also highlighted in the headline report and will be reported in the next update to panel.

Progress Key

	On target		Not on target, some concerns		Complete
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Headline Report

Effective leadership that promotes fairness

New performance indicators where data is not yet available

- **Services reporting that the new ICT service better meet their** needs – as part of overall ICT Service Improvement Planning, recurring customer satisfaction surveys (for both Corporate and Education) are planned on an annual basis to gauge how ICT are meeting service requirements.
- **% of employees that feel empowered** - the percentage of employees that feel empowered will be available following the next staff engagement survey. This is being developed during 2019/20.
- **Number of thematic and service reviews being progressed** - data collection for this indicator will be developed when the Corporate Change Process has been agreed, however, there is one review currently taking place involving Community Engagement, Community Safety, Community Learning and Development and Employability and Skills

The Scottish Household Survey measure – **the percentage of adults who feel they can influence decisions** - is not a good reflection of the work being undertaken in South Ayrshire with stakeholders, including young people and community group. This information is only derived from the views of 70 council tenants and does not involve wider communities or groups in South Ayrshire.

The Local Outcomes Improvement Plan (LOIP) was first published in October 2017 and the first year [annual report](#) published in November 2018. Whilst writing the annual report it was acknowledged that the LOIP required refinement to ensure that it captured the specific guidance on the development of LOIPs as detailed in the community planning guidance issued by the Scottish Government. This has now been carried out and the refreshed LOIP (which is an updated version of the original LOIP) has a number of changes including: updating in line with the community planning guidance, providing further information on the initial consultation process that took place to identify the high level strategic themes and priority development timeline, reference to long term outcomes and how these will be achieved in the short to medium term, and the extensive work that has taken place and is currently being progressed around the development of implementation plans by HSCP. It is also important to recognise the wider community planning work taking place to reduce inequalities and improve outcomes and this is now reflected. The refreshed LOIP has been approved by the Community Planning Board. The next stage will be to publish the refreshed LOIP online and begin a process of wider public awareness raising. To support this, an easy-to-read LOIP summary document will be produced.

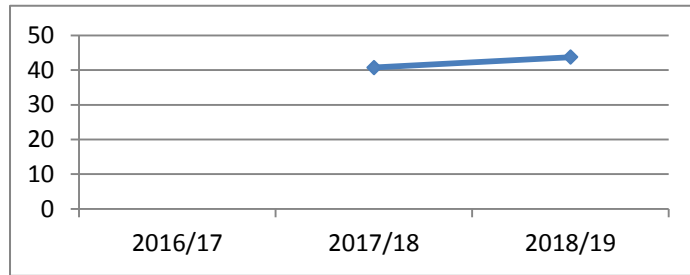
Elected Members Briefings

Although the Elected Members' Briefing changed from weekly to fortnightly following survey responses, we show a very slight increase in the percentage of members accessing training and development, there were 17 briefing session held from 1 April 2018 – 31 March 2019. The number of Councillors attending these sessions varies depending on subject matter.



Effective leadership that promotes fairness

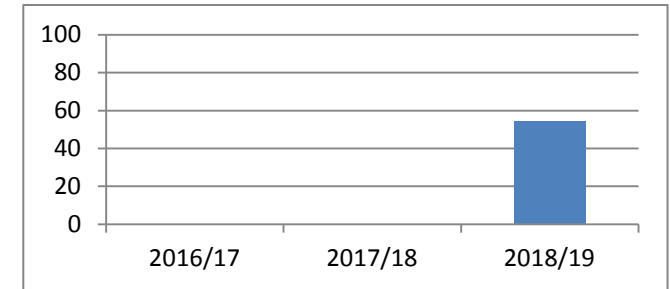
[% of members attending and accessing training and development](#)



New measure

There has been a slight increase in the percentage of Elected Members participating in training and development opportunities. During 2018/19, 17 briefing sessions were offered.

[Services reporting that the new ICT service better meet their needs](#)

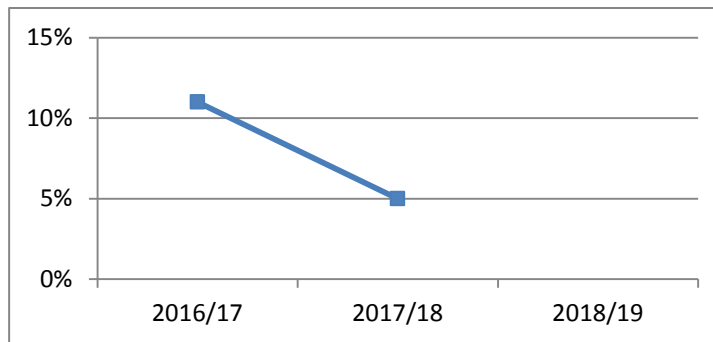


New measure

As part of overall ICT Service Improvement Planning, recurring customer satisfaction surveys (for both Corporate and Education) are planned on an annual basis to gauge how ICT are meeting service requirements. Baseline data prior to the first satisfaction survey in March 2019 is not available and future target key performance indicators will be defined. For 2018/2019 KPI data is limited to "% of customers who indicate they are satisfied with service desk call resolution times".

Figure is taken via an average of Corporate - 56.87% Education - 52.08%

[% of adults who feel they can influence decisions \(Scottish Household Survey\)](#)



An up-to-date **Scottish Household Survey (SHS)** report is due in October 2019.

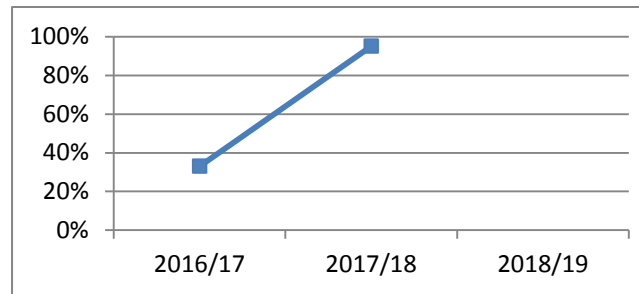
While the percentage for this SHS return is low, as it's based on the views of less than 100 council housing tenants, there is greater evidence to show engagement is improving locally. E.g. participatory budget (PB) events continue to be conducted across South Ayrshire. Since the first PB event in 2016 there have been around 600 groups that have been funded for a total amount of more than £900,000.

The 2018-2020 'Balancing the Budget' and the 2019-2021 'Let's discuss our future' budget consultations conducted in early 2018 and early 2019 allowed over 5,000 residents to answer our surveys to input towards the Council's budget proposals. In February 2019 there were 15 budget engagements events held with approximately 100 people attending and there was an online survey with 3,092 responses to the main survey and the supplementary survey.



Effective leadership that promotes fairness

[% of young people agreeing that they can influence decisions affecting their local area](#)



73 young people ages 11-25 years, took part in the annual youth conference. All secondary schools, members of South Ayrshire Youth Forum and local youth organisations and services were represented. The theme "What matters most", selected by young people, highlighted five main issues raised by young people through recent surveys. We also asked about the four priorities in a new local improvement plan. From those attending the conference, 98% said they felt valued and listened to, 94% learnt something new that could help them and a friend or family member. 84% shared their ideas and views and 96% had fun. Young people identified actions for the LOIP, Looked After Children and Young People and Young Carers, Dementia and Social Isolation. Question time engaged 35 young people to question senior elected members on the key issues. Policy and decision makers listened and took account of the views and opinions of young people in their budgeting decisions for 2018/19.

[% of Council spend influenced by participatory budgeting](#)



Activity has seen events take place across each of the six localities, distributing a minimum of £14,000 for the six areas through marketplace style PB activity. £9,000 provided to each area from the Council and £5,000 provided by the HSCP. An additional £10,000 budget was provided by the Alcohol and Drugs Partnership to top up certain areas beyond the £14,000 budget to provide a total of £94,000. The total amount awarded during 2018/19 to date has been £88,050. The remaining balance has been allocated to Local Outcomes Improvement Plan (LOIP) priority projects by Locality Planning Groups. Projects including the 'Listening Service' and 'First Responders' have been supported. A report on 'Moving toward Mainstreaming Participatory Budgeting' will be presented to Leadership panel on 11 June 2019 for consideration that will focus on the obligation to raise this figure to 1% for 2020/21



Effective leadership that promotes fairness

1 Effective Leadership that Promotes Fairness

1.2 (GCSDP1.01)	Provide appropriate training and support for Councillors to enable them to deliver effective leadership and governance	Service Lead - Democratic Governance	During August 2018 the Elected Members were surveyed regarding the Elected Members Briefings and as a result of that in October 2018 the briefings were reduced from weekly to fortnightly.	25%		31-Mar-2022
1.2 (PEDP1.02)	Support the Equalities and Diversity Forum to develop its leadership role	Co-ordinator – Strategic Planning	The newly appointed Equalities Officer started with the Council in January 2019, this is a key post in ensuring the Council meets its equalities obligations to service users and staff. The Equalities Officer meets regularly with the Equalities Forum and Champions group to progress the Equalities Plan, offer support and advice when required. The forum will also be reviewing the outcomes in the current Equalities Strategy to ensure that these are fit for purpose. The 2018/19 Equalities Outcomes and Mainstreaming Report was presented to Leadership Panel in April 2019. The Equalities Forum has visited one of our Dyslexia Friendly schools and spent time with the children and staff hearing about the work being undertaken. There was an engagement event and presentation by ENABLE and there was a very successful event on International Women’s Day at the Women’s Hub. In addition an Elected Members briefing is scheduled for 29 May, where the Gaelic Board will provide information on promoting Gaelic language, in to enhance tourism and for those areas of Scotland where Gaelic is not seen as a historically used language.	20%		31-Mar-2022
1.3 (GCSDP1.03)	Review the governance arrangements of the Integration Joint Board (IJB) and also the Arm’s Length External Organisations that the Council uses to deliver services.	Head of Regulatory Services	There was an immediate requirement to consider the manner in which the IJB provide “ Directions “ to the Council. Advice was provided by Head of Regulatory Services (RS) confirming the amendments that were needed to the existing practice and best practice from two other Councils was shared with the Chief Officer of the IJB. There were two reports in April 2019 from Audit Scotland and the Scottish Government that were needed to understand the expectations and against which the existing governance arrangements can be measured so that appropriate changes are recommended. This is a detailed and complex review . The other Arms Length Organisation (ALO) to be reviewed is Ayrshire Roads Alliance (ARA). The Head of RS met with the head of legal services at East Ayrshire Council to discuss the existing arrangements and request further information. This conversation is ongoing. The Head of RS has obtained a report in relation to the existing insurance claims and disputed claims which has highlighted the requirement for a shared understanding of the Assets covered by the ARA arrangements. The Head of RS has requested from ARA a list of these assets which will be the starting point for the discussion on the existing service delivery and any requirement for changes to the governance regime.	20%		31-Mar-2021



Effective leadership that promotes fairness

1.4 (ESIP 36)	Continue to increase the number of schools with Rights Respecting Schools status.	Quality Improvement Officer	Currently all schools are registered for Rights Respecting Schools Award. 94% have bronze award or above. We have a high number who have achieved gold. Some gold schools are now re-accrediting.	75%		31-Mar-2020
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Effective leadership that promotes fairness

1.1 Ensure the Council is structured to make the best use of resources

1.1a (GCSDP1.1 01)	Help services to develop organisational structures that ensure we can deliver positive change through a workforce with the right skills and flexibility to meet future demands.	Service Leads – Organisational Development and HR Policy and Payroll HR Business and Resourcing	<ul style="list-style-type: none"> The Council Workforce Plan and Service Profiles have been developed and distributed to Service Leads in April/May and September 2018. The Health and Social Care Partnership Workforce Plan is drafted and will be presented to the Integrated Joint Board (IJB) in 16 May 2019. Thirty new courses and bespoke, service-specific programmes have been created and launched on COAST to help services skill staff. 	33%		31-Mar-2022
1.1b (PLDP1.1 02)	Review the Economic Development team structure to ensure that it is aligned to the Council Plan 2018-2022 and the evolving Regional Partnership	Service Lead – Economic Development	The Review of the Economic Development has been completed and approved by Leadership Panel on 12 March 2019. A second paper will be presented to Leadership Panel on 17 September 2019 on the activities of the new service.	50%		30-Sep-2019
1.1c (GCSDP1.1 03)	Implement the Finance service review to balance the provision of available skilled resources to address the needs of all Council services	Service Lead – Corporate Accounting	The service review was approved on 18 September 2018; since then implementation has continued with only one or two posts remaining to be filled.	90%		31-Mar-2019
1.1d (GCSDP1.1 04)	Implement the ICT Service restructure to provide sufficient and skilled resources to meet the needs of all Council services	Service Leads - ICT	The ICT restructure process is continuing, with a number of posts currently in the recruitment process. Good progress has been made, however attracting technical staff in various ICT roles is proving a challenge. Contingency discussions are ongoing with Organisational Development colleagues, in terms of options moving forward.	70%		30-Apr-2019
1.1e (PLDP1.1 05)	Undertake a Planning and Building Standards Service Review to ensure we deliver a modern and efficient service that is responsive to our customers	Service Lead – Planning and Building Standards	Parameters, content and scope of review still to be finalised and timescale for reports to be advised following this.	15%		31-Mar-2022
1.1f (EMDP1.1 06)	Develop a programme management approach to the systematic review of services to ensure the Council's strategic objectives are met and services delivered efficiently and effectively	Executive Manager	A paper will be presented to Leadership Panel in 11 June 2019 seeking approval to establish a Change Programme to provide a more rigorous approach to delivering change which will include detailed options appraisal and management of risks.	20%		31-Mar-2022



Effective leadership that promotes fairness

1.2 Involve all stakeholders in addressing resource challenges and achieving Council and local plan outcomes

1.2a (PEDP1.2 01)	Develop an integrated approach to Trauma Informed Practice in partnership with Community Planning partners	Service Lead – Corporate and Housing Policy	A pilot of trauma-informed and trauma-skilled training for frontline Council staff was delivered by an external training provider in December 2018 and January 2019. Following on from this we have commenced development of e-learning training resources to be rolled out to all staff. A leadership briefing event is planned for the coming months. In addition, South Ayrshire's Alcohol and Drug Partnership (ADP) has introduced a programme of staff training utilising a 'train the trainers' approach.	25%		30-Sep-2019
1.2b (PEDP1.2 02)	Develop a Community Engagement Strategy to help empower communities, co-ordinate arrangements and facilitate improved outcomes.	Service Lead – Corporate Planning and Improvement	A report on 'Engaging with Communities' will be presented to Leadership Panel for consideration on 11 June 2019.	85%		30-June-2019
1.2c (PEDP1.2 03)	Lead strategic and local partnerships to deliver adult learning provision that improves life chances	Co-ordinator – Community Learning and Development	Community Learning and Development (CLD) continue to lead the local learning community partnerships and the lifelong learning partnership, these meeting help plan provision for adult learning programmes. A range of Adult Learning programmes are delivered by CLD in Girvan, North Ayr, Troon and Maybole. During the recent CLD inspection the targeted and universal offer of community based adult learning courses was highlighted as very good. Inspectors highlighted that the offer being developed with the learner in terms of the learners' journey being positive.	50%		31-Mar-2022
1.2d (GCSDP1.2 04)	Play an active role in 'Locality Learning Partnerships' to ensure services meet local needs	Service Lead – Organisation Development	Employability and Skills staff are actively involved in Lifelong Learning Partnerships in Ayr North, Ayr South, Troon and Prestwick, South Carrick and North Carrick. Through the thematic review the team will be closely involved in the development of place planning pilots in Ayr North and Girvan.	33%		31-Mar-2022
1.2e (PEDP1.2 05)	Assist Community Sport Hubs across all localities to bring together local sporting communities to increase participation	Co-ordinator – Outdoor Learning	The development of Community Sports Hubs continues to be in line with the plans agreed with Sports Scotland. 2018/19 has seen an increase in the number of clubs, members and coaches within South Ayrshire Community Sport Hubs. There are now 47 clubs engaged (+5%), 6127 active club members (+10%) and 790 coaches (+18%). In addition to clubs, there are also a further 10 community partners involved which doesn't include any SAC partners i.e. active schools.	24%		31-Mar-2022
1.2f (PLDP1.2 06)	Work with 'friends of groups', allotment groups and other community groups to support their capacity to play an active role in co-production of delivery of outcomes.	Co-ordinator – Ground Maintenance	Neighbourhood Services has been working with a number of groups within South Ayrshire e.g. Friends of Fullarton in relation to management and maintenance of Fullarton estate; Friends of Northfield and the continuing work by the community to develop the park to meet the community's needs; Ayr Campus Police Office and the gardening project - have been contacted by 2 other campus Police Officers who wish to replicate this project; a range of smaller community groups.	20%		31-Mar-2022



Effective leadership that promotes fairness

1.2g (PEDP1.2.06)	Work with local community based organisations to help facilitate regeneration of local communities through better use of assets.	Service Lead – Corporate Planning and Improvement	Community Engagement/Community Asset Transfer funding officers are currently providing support to 13 community groups investigating potential Community Asset Transfers. Support provided includes: set up of legal structure, review and update of constitution/governing documents, business planning and funding.	20%		31-Mar-2022
1.2h (PLDP1.2.08)	Conduct periodic reviews our HRA Business Plan in consultation with tenants, to identify investment priorities and inform the rent setting process.	Service Lead – Housing Services	In 2017, full consultation was undertaken with tenants on the rent setting process and their feedback along with a review of the Housing Revenue Account (HRA) Business Plan informed proposals for future rent setting for a 3 year period from 2018/19 – 2020/21. This process will be repeated during 2020/21 for the 2021/22 rent setting. The feedback from tenants was also used to identify priorities for investment within the Housing Capital Programme and changes in timescales for replacing internal components, In December 2018, an event was held where a presentation and update on both the capital and revenue budgets was provided to interested tenants with details of the HRA final outturn for 2017/18 and progress during 2018/19. The event also included a discussion with tenants around the identified investment priorities for 2019/20.	25%		31-Mar-2022

1.3 Create an ambitious and innovative culture where staff are empowered to work with communities, delivering responsive and customer focused

1.3a (PEDP1.3.01)	Empower frontline housing options colleagues to create person centred approaches to preventing homelessness	Service Lead – Corporate and Housing Policy	A flexible fund of £30,000 has been made available to frontline housing service staff to support innovation in delivering person-centred approaches to preventing homelessness. Use of the funding and its effectiveness is currently under review.	100%		30-Apr-2019
1.3b (PLDP1.3.02)	Develop and improve the opportunities for front line staff to provide feedback and take forward suggestions over how they can improve service delivery	Service Leads – Neighbourhood Services; Professional Design and Property Maintenance	<p>Neighbourhood Services Neighbourhood Services hold annual employee workshops where staff have the opportunity to comment on the service /Council as well as put forward any suggestions for service improvement. In addition services meet regularly with staff giving the opportunity to make suggestions on service delivery.</p> <p>Professional Design Services Monthly team meetings are held with Professional Design Services staff providing the opportunity to discuss practices and processes with other colleagues in order to share experiences and seeks to improve processes going forward.</p> <p>Property Maintenance Processes are now in place to ensure that any repairs and adaptations requested by the Occupational Therapy Team are priorities and the work instructed, providing timescales and level of urgency to the contractor. Our Multi-Trade Supervisor in charge of these adaptations will monitor the progress and ensure that all works are completed as soon as possible, and that the relevant parties are notified in order that the tenant can leave hospital at the earliest possible opportunity. We will assess the effectiveness of this process on an ongoing basis.</p>	33%		31-Mar-2020



Effective leadership that promotes fairness

<p>1.3c (GCSDP1.3 03)</p>	<p>Develop corporate engagement initiatives to increase visibility of leaders and improve employee voice</p>	<p>Service Leads – Organisational Development and HR Policy</p>	<ul style="list-style-type: none"> • A programme of employee sessions led by the Leader of the Council and the Chief Executive which began in March 2019. • Leadership Engagement Events and employee focus groups across all council services to seek employee ideas and feedback on purpose, vision and values. Proposed vision and values drafted as a result and Organisational Development presenting to the Corporate Leadership Team in May 2019. • Development of a Chief Executive's 100 (employee engagement forum) proposal which will launch in summer 2019. • Introduction of a post-induction new start employee survey in November 2018. 	<p>33%</p>		<p>31-Mar-2022</p>
<p>1.3d (GCSDP1.3 04)</p>	<p>Promote a positive organisational culture by supporting services to identify measures to improve business processes, redesign services, review employment practices, and design workforce plans to improve quality and efficiency</p>	<p>Service Leads – Organisational Development and HR Policy and Payroll HR Business and Resourcing</p>	<ul style="list-style-type: none"> • Development and implementation of innovative new employment policies to promote a positive and supportive culture at work. Premature Baby Leave and Employee Volunteering launched in June 2018; Safe Leave launched in February 2019. • Workforce planning sessions delivered to 3rd and 4th tier managers in September 2018. • Updated Service Workforce Profiles issued to 3rd tier managers in September 2018. • Analysis of workforce by protected characteristic complete and annual workforce equality monitoring report produced in February 2019. 	<p>33%</p>		<p>31-Mar-2022</p>

1.4 Promote and ensure compliance with the Community Empowerment Act

<p>1.4a (PEDP1.4 01)</p>	<p>Develop an approach to mainstreaming participatory budgeting to inform Council spend</p>	<p>Service Lead – Corporate Planning and Improvement</p>	<p>The report on 'Moving toward Mainstreaming PB' will be presented to Leadership Panel on 11 June 2019 for consideration.</p>	<p>85%</p>		<p>31-May-2019</p>
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Headline Report

Reduce poverty and disadvantage

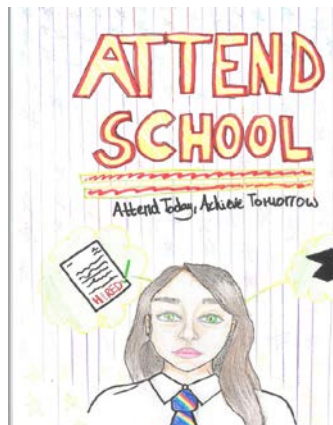
New performance indicators where data is not yet available

- The percentage of leisure and golf users with an Access to Leisure card in categories C to H (students and those on qualifying benefits) - The revised access to leisure card system with the new categories was implemented in April 2018. Categories C-H cover South Ayrshire Residents who are eligible for higher rate discounts of between 25% and 50% depending on their status i.e. Students, OAP's and those in receipt of benefit. Quantitative data is currently being finalised and will be available in June 2019 and reported in the next Council plan update.

The Council was awarded the **Outstanding Project** title at the Howdens Scottish Empty Homes Champions of the Year Awards in 2018, for an initiative to buy-back ex-local authority housing in areas of high demand.

Shaheena Din, National Manager of the Scottish Empty Homes Partnership, said: "I'd like to congratulate South Ayrshire Council and Lesley on receiving their award. Their acquisitions project has shown how the targeted buy-back of ex-local authority stock can increase the supply of much needed social homes in areas of high demand. We are sure this is work which other local authorities will learn from.

Lesley Cockburn said: "It's a great privilege to accept this award. Through joint-working we not only breathe life back into empty properties, we increase affordable housing in the area and provide secure tenancies for households on our waiting list.



A cross sector working group has been working over the last eighteen months to try and improve attendance in our schools. Our existing Management Guidance, Managing Attendance and Absence has been updated and is now GDPR compliant. A new guidance document Maximising Attendance has been produced to encourage schools to take a proactive whole school approach to promoting good attendance.

The views of children, young people and parents were sought and are used in the document.

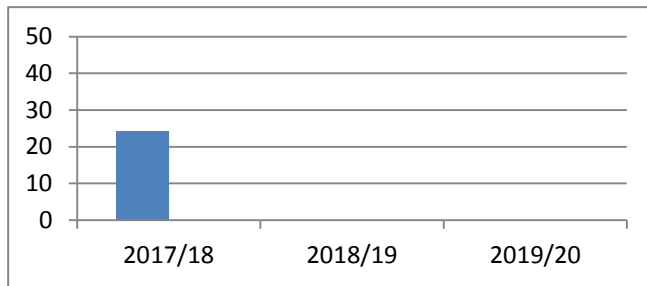
To publicise the documents staff training is being provided in June by staff from the central team and an educational psychologist.

Children and young people were also involved in an attendance poster competition. The winning posters will be professionally produced and displayed across all schools in the authority from August 2019.



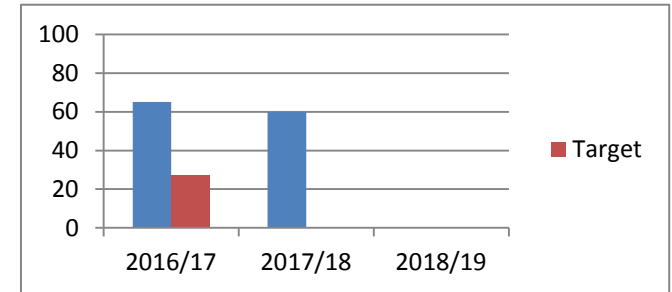
Reducing poverty and disadvantage

[Percentage of children living in relative poverty \(household income less than 60% of UK average\)](#)



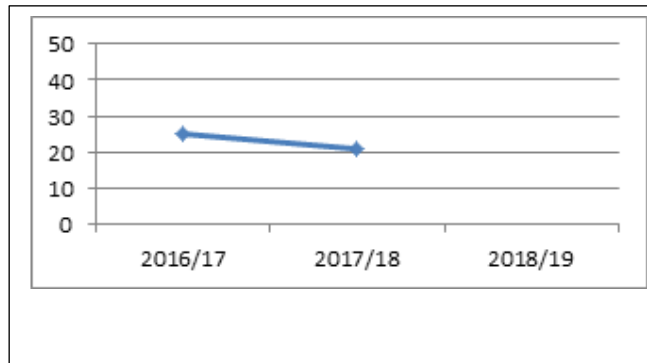
This is a biennial measure and new data will not be available until 2020. Several child poverty measurements are available. **The End Child Poverty Organisation After Housing Costs** estimate has been chosen as these estimates use HMRC data as a starting point then adjust to create an improved local estimate. Estimates are based on households living in poverty if their household income (adjusted to account for household size) is less than 60% of the median income and calculated on an after housing costs basis. Data is available at local authority and ward geographic levels. In 2017 South Ayrshire's estimate of 24.36% was the 10th highest in Scotland.

[Percentage of eligible children aged 2-3 accessing pre-school provision](#)



Although slightly down on 2016/17 South Ayrshire figures still places South Ayrshire as third highest in Scotland for uptake of Early Years provision. In the final term of 2017/18, 204 places for children aged 2 years were allocated to eligible children and those allocated a place through the Request for Assistance (RFA) process. (Based on 25% eligible population of 1030 children)

[Reducing the Primary literacy gap \(P1,P4 and P7 combined\) between the most and the least disadvantaged](#)

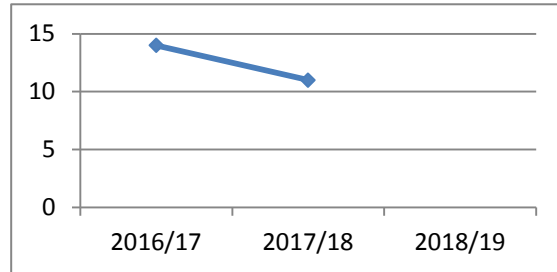


The primary literacy gap has narrowed each year since 2015/16 and currently sits at 21%. The focus of targeted interventions and allocation of Pupil Equity Funding continue to support this work continues to have a positive impact on narrowing the poverty related attainment gap in Literacy. In order to continue this trend schools are focussed on ensuring the sustainability of all targeted approaches with a greater emphasis on developing Career Long Professional Learning (CLPL) for teachers and support staff. **(ACEL)**



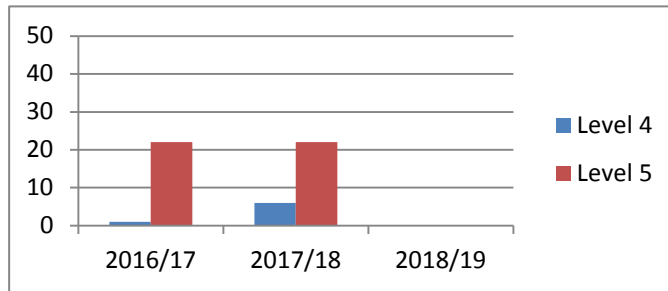
Reducing poverty and disadvantage

[Reducing the Primary numeracy gap \(P1,P4 and P7 combined\) between the most and the least disadvantaged](#)

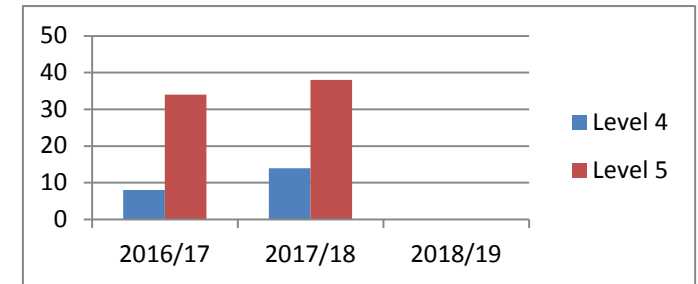


The primary literacy gap has narrowed each year since 2015/16 and currently sits at 11%. Considerable work is underway through the Numeracy Strategy group and through targeted Pupil Equity Funding support to ensure the most appropriate interventions are in place to support learners in numeracy. Schools are making very good use of the data available to them to ensure supports are targeted and gaps in learning addressed. A focus on high quality CLPL for teachers and support staff continues to ensure that children are receiving high quality learning and teaching opportunities in numeracy. **(ACEL)**

Reducing the literacy gap for school leavers between the most and the least disadvantaged



Reducing the numeracy gap for school leavers between the most and the least disadvantaged



Level 4: The percentages achieving numeracy at this level by both groups of leavers was above that of the virtual comparator in the latest year. However, the gap between them has widened in the latest year. Mathematics and numeracy have been identified as areas in need of improvement across all four local authorities in the Regional Improvement Collaborative (RIC). A RIC working group has started work on improvement in this area and an improvement plan has been put in place. **(Insight)**

Level 5: The percentage of the least disadvantaged leavers achieving numeracy at this level was above that of the virtual comparator in the latest year. This was not true for the most disadvantaged group of leavers with the percentage achieving at this level being below the virtual comparator. The gap between the two groups has widened in the latest year but we expect improvements as changes are made in schools through our RIC "Inspirational Season of Maths" programme. In addition some schools have widened the range of learning pathways on offer through the introduction of a National Qualification in Applications of Maths. **(Insight)**

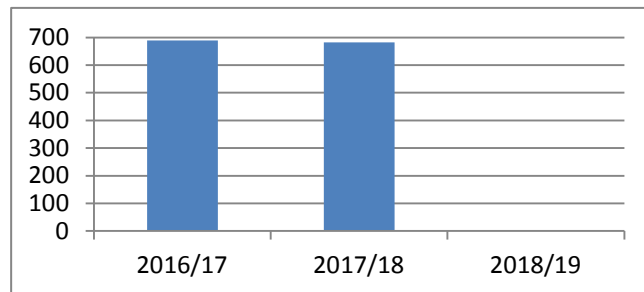


Reducing poverty and disadvantage

Level 4: The attainment achieved by both groups of leavers for literacy at this level was above that of the virtual comparator in the latest year. However, the gap between them has widened in the latest year. This can partly be explained by poorer attainment of young people with poorer attendance. As a result there has been an increased focus on improving attendance and reducing exclusions this year. The format of our local authority monitoring and tracking has also been revised this session. **(Insight)**

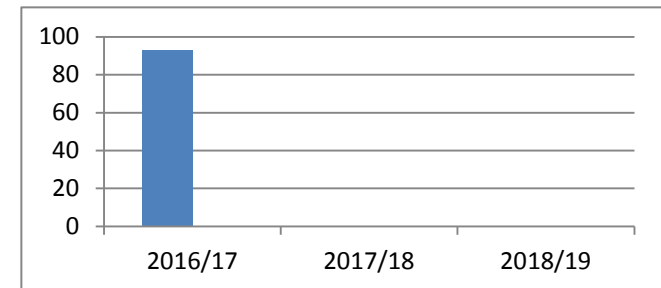
Level 5: The attainment achieved by both groups of leavers for literacy at this level was above that of the virtual comparator in the latest two years. This gap between both groups has remained the same in the latest year. There has been a stronger focus on articulation between the broad general education and senior phase, the need for more appropriate learning pathways and correct interventions to achieve equity in this session. **(Insight)**

LGBF Average total tariff score for pupils in senior phase in lowest 20% SIMD



Data from LGBF for 2017/18 shows a Scottish average of 618 and a ranking for SAC of 5

LGBF School attendance rate of children and young people

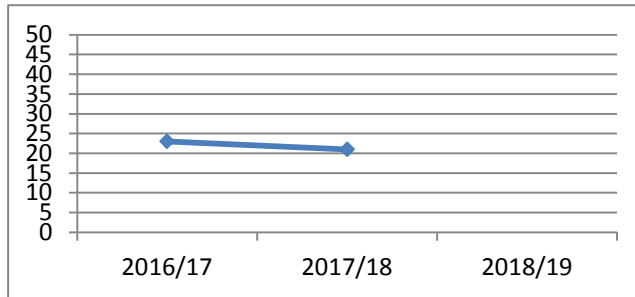


Our current trend is stable and significant efforts have been made in this area so we hope to see an increase. Next national reporting will be for 2018/19, which should be published by March 2020.



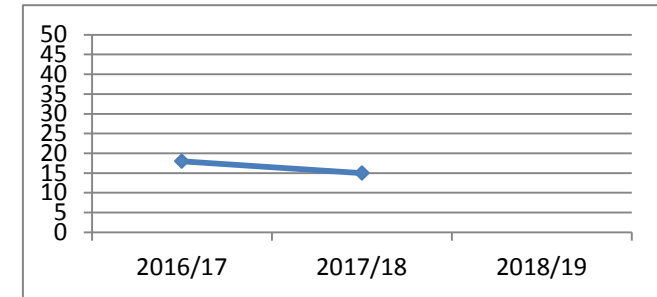
Reducing poverty and disadvantage

[Reducing the Primary literacy gap \(P1,P4 and P7 combined\) between the most and the least disadvantaged SWEIC](#)



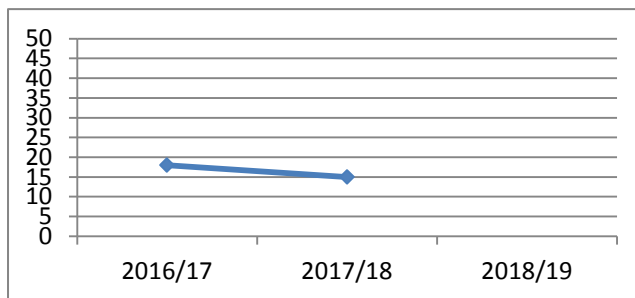
The South West Education Improvement Collaborative (SWEIC) Closing the Gap workstream have arranged several Primary Head Teacher events over the session designed to share good practice in using literacy interventions and measuring and evaluating the impact of these interventions. Positive impact of the use of Pupil Equity Fund (PEF) in closing the literacy gap has been shared across the region.

[Reducing the Primary numeracy gap \(P1,P4 and P7 combined\) between the most and the least disadvantaged SWEIC](#)



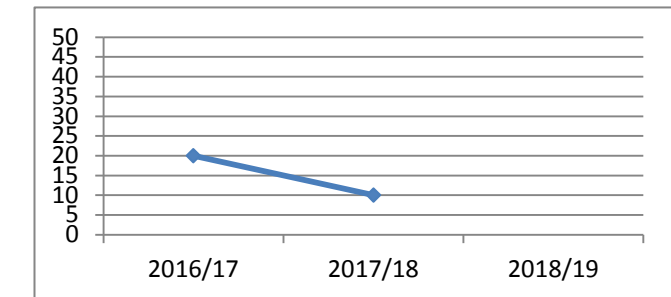
SWEIC Closing the Gap workstream have arranged several Primary Head Teacher events over the session designed to share good practice in using numeracy interventions and measuring and evaluating the impact of these interventions. Positive impact of the use of PEF in closing the numeracy gap has been shared across the region.

[Reducing the Secondary literacy gap \(S3\) between the most and the least disadvantaged SWEIC](#)



Secondary Head Teachers have attended seminars at regional events to share good practice and measuring the impact of literacy interventions. Quality Assurance and Moderation Support Officer (QAMSO) and subject specialists have met to moderate standards in literacy across the region.

[Reducing the Secondary numeracy gap \(S3\) between the most and the least disadvantaged SWEIC](#)

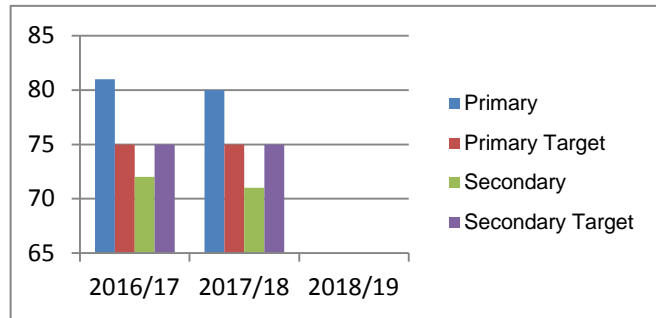


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Reducing poverty and disadvantage

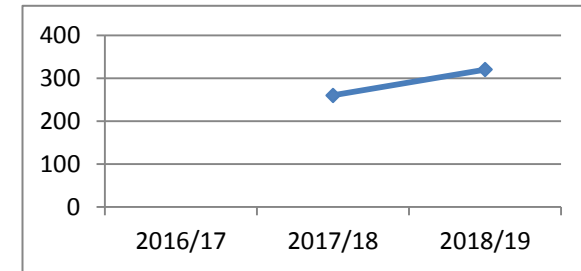
Percentage uptake of free school meals (average of quarterly figures)



Primary - uptake remained stable in Q1-Q3 but decreased in Q4. This pattern was not seen in 2016/17 therefore may have been due an outbreak of illness which is common at the beginning of the year. (Qtr. 1 – 81%; Qtr. 2- 80%; Qtr. 3 – 80%; Qtr. 4 – 78%)

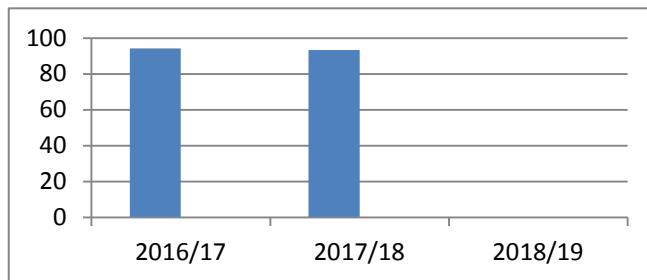
Secondary - Uptake remained fairly steady throughout except for a drop in Q2 this may be due to fewer children being in school or fewer having registered yet for the free school meals. (Qtr. 1- 72%; Qtr. 2 - 69%; Qtr3 – 72%; Qtr. 72%)

Numbers participating in school holiday programme



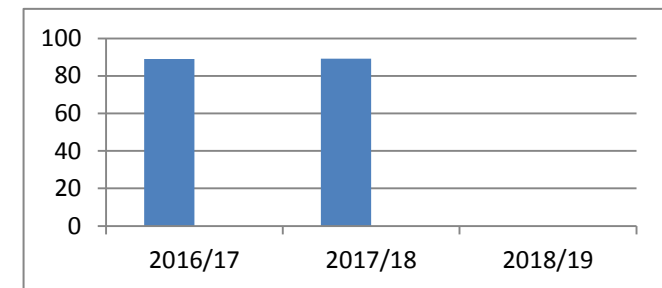
Through the Active Schools holiday programme 320 different children participated in 507 activity sessions (children came to more than one activity). 27% of all children participating came from SIMD 1 and 2.

LGBF % of pupils leaving school achieving a positive destination



A drop in the performance recorded by two schools has impacted on the overall figure across South Ayrshire. The reasons for this are known and are varied for each of the leavers. Closer tracking procedures have been put in place for this session. This performance took us below the Scottish average, which rose to 94.4% in 2017-18.

% of young people in the lowest 20% of the Scottish Index of Multiple Deprivation progressing to positive post school destinations. (SDS)

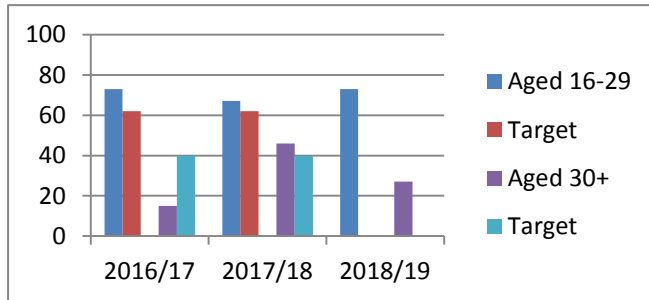


Most young people in the lowest 20% of the Scottish Index of Multiple Deprivation progress to positive post school destinations. In the latest year however, this percentage is below that of our virtual comparator, Regional Improvement Collaborative (RIC) and national average.



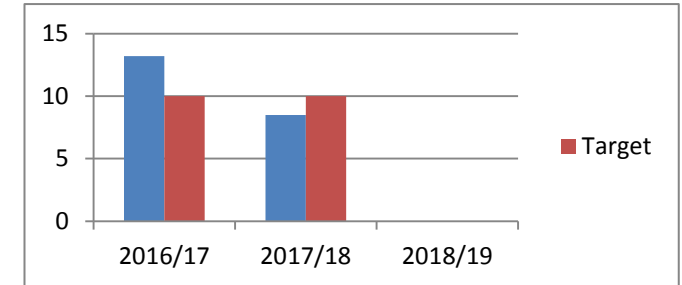
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% of employability participants who move to a positive destination



The figures for the [16-29](#) age group have remained relatively stable. However there was a in the [30+](#) age bracket due to the large number of closures on ESF caused by adults who initially registered to protect benefits but did not continue to engage and were subsequently closed as non-engagers.

[LGBF % of unemployed people assisted into work from Council operated / funded Employability Programmes](#)



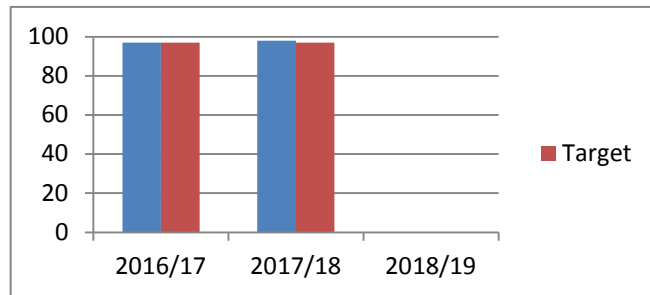
Data from LGBF for 2017/18 shows a Scottish average of 14.4%, resulting in a ranking for SAC of 21. The reason for the decrease from 2016/17 to 2017/18 has been predominantly due to:

- . A Council decision to increase the wages of Modern Apprentices (MA) and reduce the number of MAs employed by the Council.
- . A reduction in the provision of employer recruitment incentives through the Youth Employment Initiative which saw fewer people move to employment through this route.
- . A period of non-delivery of the Adult European Social Fund (ESF) employability pipeline service from February 2017 – to July 2017 following the cancellation of the procured contract and the development of an in-house service.



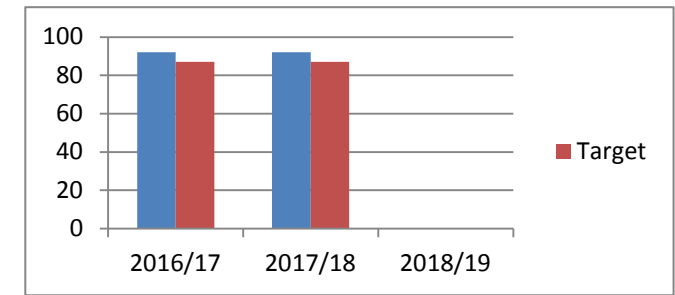
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[Percentage of crisis grants processed within one working day](#)



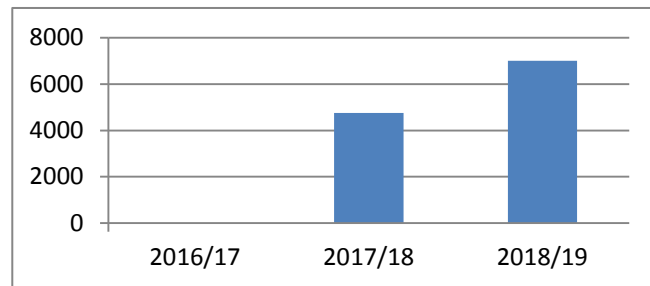
During 2017/2018 there was a marginal decrease of 17 Crisis Grant applications received totalling 2447 as opposed to 2464 in the previous year. As a result it was possible to maintain the level of Crisis Grants paid within one working day at 98% against a Scottish average of 95%. Universal Credit Full Service was not rolled out to South Ayrshire Council until 7 February 2018, and so did not have any impact on the administration of Crisis Grants during this financial year.

[Percentage of community care grants processed within 15 days](#)



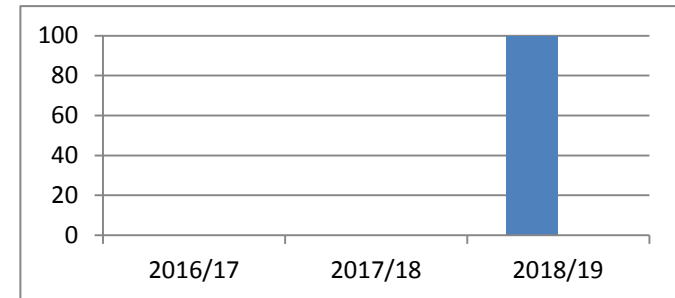
During 2017/2018 there was a decrease of 82 Community Care Grant received totalling 926 as opposed to 1008 in the previous year. As a result it was possible to maintain the level of Community Care Grants paid within 15 working days at 92%, which equalled the Scottish average. Universal Credit Full Service was not rolled out to South Ayrshire Council until 7 February 2018, and so did not have any impact on the administration of Community Care Grants during this financial year.

[No. of people accessing welfare benefits and money advice and income generated](#)



In 2018/19 a total of 7001 enquiries generated £3,640,233 through Hub provision of welfare and benefits advice and assistance. Assistance from Hub staff also enabled customers to manage total debt of £1,362,502.

[Percentage of tenants who are able to maintain their tenancy](#)

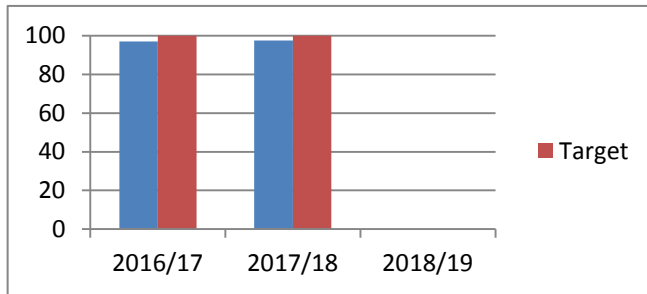


This is a new indicator within the Council Plan, information has been collated and is available from 2018/19 onwards. In 2018/19, there were 1525 tenants in receipt of Universal Credit in the year. Six tenancies were terminated in the year, three as a result of rent arrears and three where the tenant indicated that they were unable to sustain the tenancy due to financial reasons. Therefore, 99.6% of tenancies in receipt of Universal Credit were maintained in the year.



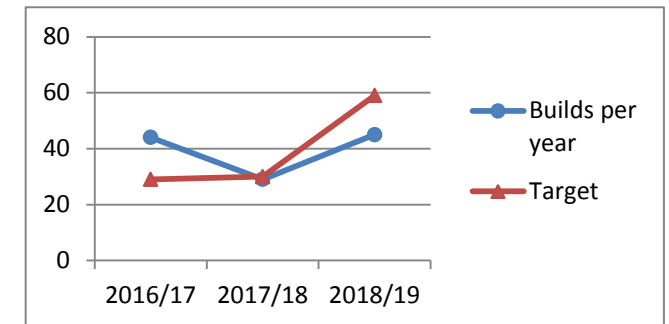
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[LGBF Percentage of council dwellings that meet the Scottish Housing Quality Standard](#)



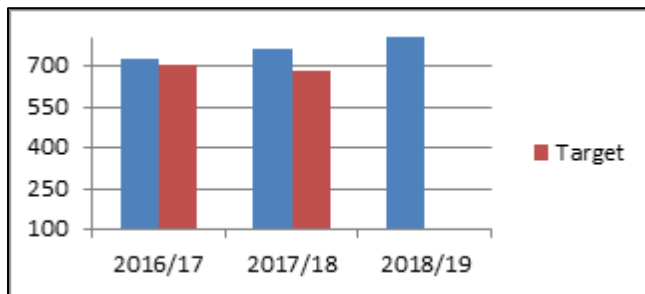
The data is currently being collated for the submission of the 2018/19 Annual Return on the Charter, this information will be available after 31st May 2019.

[Number of affordable homes built by the Council](#)



School Gardens, Whitletts is due to complete in August 2019 with 26 units. The seven units at Coalpots Road, Girvan is due for completion in September 2019. The 12 units purchased at North Park Avenue, Girvan will be occupied by HSCP with the purchase completing October 2019.

[Number of homeless presentations](#)

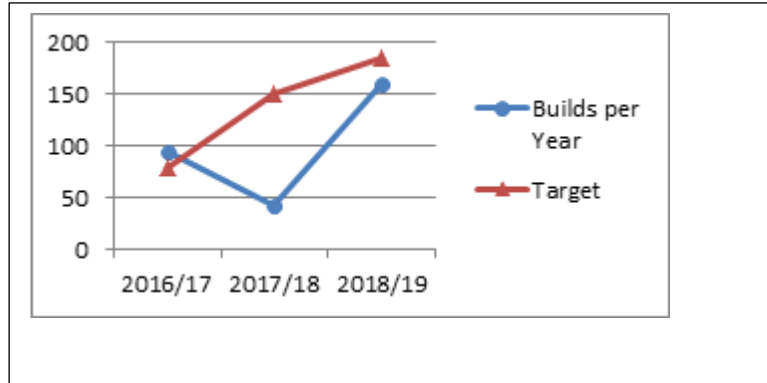


In 2018/19 there has been an increase in the number of homeless presentations, 871 applications were made in the year, up from 760 in 2017/18. The source of presentations is from those aged 26 - 59 which accounted for 574 applications up from 503 in 2017/18. The main reasons for homelessness are from households being asked to leave their parental/family accommodation and being asked to leave private rented accommodation. Although the number of presentations increased in the year, the number of households where homelessness was resolved prior to the assessment decision increased. 69 households resolved their homelessness in 2018/19 up from 27 in 2017/18. Work is continuing to provide housing options advice to prevent homelessness. The Council has approved the Rapid Rehousing Transition Plan which has been submitted to the Scottish Government. This is currently being considered and we are awaiting formal feedback.



Reducing poverty and disadvantage

[Delivery of 1,000 new affordable homes by 2023](#)



The 2018/19 figure comprises of 107 Register for Social Landlords (RSL) properties and 67 Council. A number of RSL developments are completed and a number in the final stages of construction during 2018/19 including the West Of Scotland Housing Association Site at the North East Troon Housing Development and also at Symington Townend. 54 of the new build units in Troon are occupied and we are advised that in the early part of July 2019 an additional 12 will be completed. The Symington units by WOA HA are due for completion and handover in June 2019 with 34 units to be delivered. Additional sites completed include Britannia Place (Hanover HA) with 22 units. Peebles Street (Ayrshire Housing) with 39 units is due for completion in August 2019. South Ayrshire Council are due to complete handovers at the site known as The Former Whitletts Primary School, School Gardens where 26 new build units will be delivered. Completion at Coalpots Road (travellers Site) for SAC is due in September. A further 12 off the shelf purchases will also be completed by SAC in Oct 2019.



Reducing poverty and disadvantage

2.1 Develop learning and care systems that place schools at the heart of communities, targeting children and families in need, especially looked-after children

2.1a (EMDP2.1 01)	Deliver a programme of projects to ensure our schools are placed at the heart of our communities, with the required services delivered from the most suitable sites	Executive Manager	A thematic review is underway which will support the principle of place planning and place making within South Ayrshire. The work will originally focus on Girvan and North Ayr. A range of projects will be identified with communities which will include looking at appropriate community hubs which may include Schools and other Community Facilities.	5%		31-Mar-2022
2.1b (GCSDP2.1 02)	Deliver a targeted programme of family support including employment interventions, money and debt advice and onward referral to appropriate agencies within the school based local hubs	Service Lead – Organisational Development	A Strategic Intervention application to the Scottish Government’s EU funded Poverty and Social Inclusion programme was submitted in August 2018. Notification that the programme had achieved first stage approval was received in April 2019 and the recruitment process for the three additional posts is underway with new staff expected to be in place by July 2019.	33%		31-Mar-2022
2.1c (GCSDP2.1 03)	Deliver targeted employability programmes for looked-after children and a supported employment programme for young people with additional support needs	Service Lead – Organisational Development	The Council’s application for additional funding to deliver these programmes through the European Social Fund (ESF) pipeline phase 2 has been approved. An Employability programme lead was appointed to lead the delivery of these programmes in January 2019 and has been engaging with partners to develop the programmes. Additional staff have been recruited and are due to start in post at the end of April 2019.	33%		31-Mar-2022
2.1d (GCSDP2.1 04)	Upgrade the ICT Infrastructure within our schools to meet both current and future needs	Service Lead - ICT	As part of the ICT capital programme, a number of hardware rolling refresh programmes are now in place to ensure the technology in the schools estate is regularly updated. During 2018/19, 1693 devices (desktop/laptops) were replaced, together with a variety of obsolete ICT hardware. Plans are in place for 2019/20, including the upgrade of the Wide Area Network to all school sites, which will provide an opportunity to deliver a range of services to education colleagues. Rolling refresh programmes will continue, with other notable projects to enhance digital learning, including the extension of Wi-Fi services and deployment of mobile device management software.	20%		30-Sep-2019
2.1e (PLDP2.1 05)	Access to free sanitary products through the provision in schools and other community facilities across South Ayrshire	Quality Improvement Officer Community Planning Lead Officer	All schools now have a range of products available for free. They encourage children and young people to take supplies home for night, weekend and holiday use. Many community facilities have also been provided with products. We will continue to monitor and review uptake and learn from best practice in other local authorities.	100%		31-Mar-2022








Reducing poverty and disadvantage

<p>2.1f (EMDP2.106)</p>	<p>Develop and implement a 'Child Poverty Action Plan' to help close the opportunity gap</p>	<p>Executive Manager</p>	<p>The Child Poverty Local Action Plan 2018/19 was approved by the Community Planning Partnership Board on 1st November 2018. Partners have been undertaking and completing the actions as set out in the report to support the reduction in child poverty within the area.</p>	<p>20%</p>		<p>31-Mar-2022</p>
<p>2.1g (PEDP2.108)</p>	<p>Provide 'Family Learning and Parenting Programmes' that improve bonding, communication and confidence, and programmes for children and young people to develop resilience</p>	<p>Co-ordinator - CLD</p>	<p>32 programmes were delivered, which are open to parents with pre nursery children, and include;</p> <ul style="list-style-type: none"> ○ Infant Massage ○ PEEP ○ Weaning and Parent Child Together programmes on subjects such as healthy cooking. <p>PEEP programmes covered learning around;</p> <ul style="list-style-type: none"> ○ Health and Physical Development ○ Personal, Social and Emotional Development ○ Early Literacy ○ Early Maths and Communication and Language. <p>Programmes have been delivered in Girvan, Maybole, Colmonell, Dailly, Barassie, Lochside Community Centre, Wallacetoun Nursery, Newton Primary School, Braehead Primary School and Dalmilling Primary School. Retention rates of parents completing programmes is very strong with a retention rate of 85%. Of the parents completing programmes, 15% of them gained accreditation.</p>	<p>50%</p>		<p>31-Mar-2022</p>
<p>2.1h (PEDP2.109)</p>	<p>Continue to work with partners to provide meals at school holidays to support activity clubs within local communities.</p>	<p>Co-ordinator – Community Safety</p>	<p>Holiday meals provision has been delivered since summer 2017 in key communities with high levels of child poverty. In that time over 25,000 lunches have been provided. Initially the programme was piloted in North Ayr and Girvan. From Easter 2018 the scheme was broadened out to include delivery in Maybole and Barassie, where Community Learning and Development staff delivered programmes along with the lunch provided. During Christmas 2018, Lochside Mission and Outreach partnered with the Council and Unity Grill (a local social enterprise) to provide hot meals and in Girvan Milestone Church provided the service. Over the last two years the scheme has been adapted to meet the needs of the communities it has targeted.</p> <p>During the Easter, Summer, October and Christmas holiday periods the total meals provided in 2018/19 were 15,232 in the undernoted areas: North Ayr – 8492; Girvan – 4106; Maybole - 1233 and Barassie – 1401</p>	<p>60%</p>		<p>31-Mar-2022</p>



Reducing poverty and disadvantage

<p>2.1i (PLDP2.1.09)</p>	<p>Continue to build new schools to improve the environment that supports learning and teaching for children and young people and to provide a base for local hubs in areas of highest deprivation</p>	<p>Service Lead – Special Property Projects</p>	<p>OMA is currently on site and will be complete by October. The new school will be fully compliant with the accessibility strategy. In relation to Maybole Campus, a feasibility study has been completed and we are currently seeking a contribution from the Scottish Government with completion planned for 2022. We have also completed a feasibility study for Ninians/Glenburn and the design process will get underway shortly with the aim of completing the build by August 2022. Invergarven opened in August 2018.</p>	<p>15%</p>		<p>31-Mar-2022</p>
<p>2.1j (PLDP2.1.10)</p>	<p>Seek, where appropriate, to locate the delivery of business support activity in the local hubs to ensure easy local based access to these services</p>	<p>Economic Development Officer</p>	<p>Agreed to locate business support services in Troon library and community centre at Barrhill. In discussions with potential partners in Ayr and Girvan.</p>	<p>25%</p>		<p>31-Mar-2022</p>
<p>2.1k (ESIP.04)</p>	<p>Implement the literacy strategy to raise attainment</p>	<p>Quality Improvement Officer</p>	<p>A literacy strategy group made up of practitioners from across all sectors worked collaboratively to produce a literacy strategy for South Ayrshire. The document was consulted on and shared with all schools. The guidance clearly identifies the roles, responsibilities and expectations for all in literacy development. Senior staff work collaboratively with other partner organisations including Education Scotland, Scottish Government and other local authorities to ensure literacy development aligns to national priorities and policies.</p>	<p>50%</p>		<p>31-Mar-2020</p>
<p>2.1l (ESIP.05)</p>	<p>Implement the numeracy strategy to raise attainment</p>	<p>Quality Improvement Officer</p>	<p>The numeracy strategy document is complete and the strategy group are taking this forward. There has been significant progress across all sectors. The secondary Principal Teacher group has attended events focussed on pedagogy and are working closely with La Salle Education to continue this work. Across both sectors there is good engagement across the Regional Collaborative. They are currently looking at Career Long Professional Learning across all sectors and the resources required to support teachers and pedagogy.</p>	<p>50%</p>		<p>31-Mar-2020</p>
<p>2.1m (ESIP.12)</p>	<p>Develop and implement a Digital Learning Strategy to support learning and teaching in schools</p>	<p>Co-ordinator – Projects and ICT Systems</p>	<p>A number of working groups have been established to support the creation of the Digital Learning Strategy; Education/ICT User Group, Computing Science Working Group and Digital Schools Award Mentor Group. The draft Digital Strategy is almost complete and will be consulted on in August with the Education/ICT User Group and other key stakeholders.</p> <p>Ongoing training and support continues to be available to schools. Partnership working across the South West Education Improvement Collaborative has been established and this is being supported by the Education Scotland Digital Skills Team. This partnership approach ensures we share resources, skills and knowledge and take advantage of a wider pool of opportunities to equip our learners with the confidence and skills required to live, learn and work in a digital age.</p> <p>Work continues to upgrade the Wide Area Network, giving all schools access to a faster, more reliable and resilient network. Mobile Guardian is being rolled out across our schools allowing us to connect mobile devices such as</p>	<p>20%</p>		<p>31-Mar-2020</p>



Reducing poverty and disadvantage

			iPads to the network providing secure internet access and give teachers the ability to manage the devices within the classroom. A refresh programme for desktops, laptops and interactive panels has been established; ensuring learners have access to a learning environment that will enrich learning and promote digital skills. Head Teachers receive regular updates on the progress of IT programmes of work that impact on their schools			
2.1n (ESIP 18)	Monitor and evaluate the unified senior phase to increase personalisation, relevance and choice for the lowest achieving young people	Quality Improvement Manager	The formal report has not yet been completed. A curriculum day for secondary Head Teachers held on 6th February 2019. Started work on raising awareness of the 15-24 learner journey. All eight secondary schools received a school improvement visit with curriculum discussed. Quality Improvement Manager has set meetings with each secondary Head Teacher in Apr/May.	30%		31-Mar-2020
2.1o (ESIP 20)	Undertake a four year action research project initially with Belmont Academy and its cluster schools (P5-S3) in partnership with (CELCIS) to pilot interventions that will improve outcomes for looked after children	Quality Improvement Manager	<p>We have completed phase 1 of the project with a focus on identifying priorities for improvement in the Belmont Cluster initially. Through stakeholder engagement and in conjunction with partners in the HSCP, CELCIS and the Champions Board 11 areas for future work were identified. The focus as we progress in Phase 2 has resulted in establishing 3 work streams with initial focus on:</p> <ul style="list-style-type: none"> • Transitions • Participation and Engagement • Attendance <p>Work plans for each group have been developed and work with all primary schools and Belmont Academy in the cluster is on-going. A file audit for care experienced children's plans in the cluster is progressing and the results of this work will be shared later this session. Next steps for this project will include identifying practice through the model for improvement to share with other clusters to support care experienced children in South Ayrshire and beyond.</p>	25%		31-Mar-2020
2.1p (IJBSP 6)	Continue to improve outcomes for Looked After children, through a range of interventions working in partnership with Health and Education.	Head of Children's Health Care and Criminal Justice	South Ayrshire's School and Looked After Children's Nursing Service has refocused service provision to school aged children and young people who are affected by Adverse Childhood experiences. Intensive Family Support service has now been established. In conjunction with North and East Ayrshire a Functional Family Therapy is in development. There is strong research evidence to support this this type of intervention reducing the children and young people needing to be accommodated.	10%		31-Mar-2020



Reducing poverty and disadvantage



2.2 Identify and respond to service demands arising from the welfare reform agenda and help maximise the income of people in poverty

<p>2.2a (GCSDP2.2 01)</p>	<p>Take a responsive and customer-focused approach to support benefit claimants and those affected by changes to the welfare reform system</p>	<p>Service Lead – Organisational Development</p>	<ul style="list-style-type: none"> • 7001 total enquiries comprising; 5176 type 1 cases handled • 1825 type 2 and 3 cases • 67% success rate at tribunal where Hub staff assisted claimants in their appeal. • £3,640,233 generated through Hub provision of welfare and benefits advice and assistance. • Assistance from hub staff to enable customers to manage total debt of £1,362,502 	<p>33%</p>		<p>31-Mar-2022</p>
<p>2.2b (GCSDP2.2 02)</p>	<p>Continue to enhance our 'Information and Advice Hub' that delivers comprehensive advisory and information service for customers in relation to welfare rights, money advice, debt and income maximisation</p>	<p>Service Lead – Organisational Development</p>	<p>The service is continuously enhanced through staff training. Performance is measured against the Scottish Legal Aid Board's (SLAB) Scottish National Standards for Information and Advice Providers. The service is currently working with SLAB to gain national accreditation. Our approach in having fully trained, experienced advisors completing benefit applications and getting it right first time prevents claimants from experiencing the stress of having a claim rejected, and prevents them having to attend a Tribunal. In 2018/19 we helped 79% of our customers to get their benefit applications right first time, thus reducing the number of customers who had to appeal to the Tribunal Service in 2018/19.</p>	<p>33%</p>		<p>31-Mar-2022</p>
<p>2.2c (PEDP2.2 03)</p>	<p>Promote and monitor the impact of the revised 'Access to Leisure Scheme'</p>	<p>Service Lead – Community Services and Facilities</p>	<p>The revised Access to Leisure Scheme was implemented in April 2018 and data is currently being collated and analysed. A full update will be available in June 2019.</p>	<p>33%</p>		<p>31-Mar-2020</p>
<p>2.2d (PLDP2.2 04)</p>	<p>Support tenants in receipt of Universal Credit to maintain and maximise their income to meet their housing costs and maintain a tenancy</p>	<p>Co-ordinator – Housing Services</p>	<p>The Council has increased staff resources to ensure Council tenants in receipt of Universal Credit are provided with Universal Support to assist them in dealing with their Universal Credit claim, manage their housing costs and maintain their tenancy. In 2018/19 the Council provided tenants with Universal Support on 769 occasions. As part of this support provision 515 Council tenants received Universal Credit Digital Support, to assist them with the Universal Credit claim process, and to provide ongoing support in managing their Department of Work and Pensions (DWP) Universal Credit online Journal. 198 Council tenants received an element of Personal Budgeting Support to assist in managing their monthly Universal Credit payment including their housing costs and to maintain their tenancy.</p> <p>As part of the DWP Universal Credit claim process, as a landlord, the Council are required to verify housing costs via the DWP landlord Portal. In 2018/19 the Council verified housing costs for 1697 tenants.</p>	<p>25%</p>		<p>31-Mar-2022</p>



Reducing poverty and disadvantage

2.3 Increase the number of affordable and warm homes for those on limited income

<p>2.3a (PEDP2.3 01)</p>	<p>Deliver the Council's 'Strategic Housing Investment Plan' in conjunction with partners.</p>	<p>Service Lead – Corporate and Housing Policy</p>	<p>Despite challenging land constraints, the Council continue to work with our RSL partners to deliver new affordable housing in South Ayrshire. The Council's programme is helping to meet the needs of HSCP services users by developing a number of 'Core and Cluster' models of supporting housing. 12 new build flats in Girvan will be used to meet the housing needs of people with learning disabilities with further units under development in Ayr. In addition to sites in the higher demand areas of Ayr, Prestwick and Troon, a review of the needs of our rural communities is currently under way and the findings will be used to update the Strategic Housing Investment Plan.</p>	<p>20%</p>		<p>31-Mar-2023</p>
<p>2.3b (PEDP2.3 02)</p>	<p>Support private landlords to deliver good quality accommodation to their tenants and ensure tenants are aware of their rights and responsibilities</p>	<p>Private Sector Landlord and Registration Officer</p>	<p>Registrations – New and Renewal From Jan to 31st March 2019, 75 new registrations have been processed and 241 renewal registrations have been processed. Every one of these landlords will receive information contain important things that require to be done to ensure that they and their property is compliant. All new registrations are offered a free visit to their property to ascertain if any work is required and to ensure it is fit and ready for habitation. Through enforcement of late and expired registrations, we have reduced the number of expire registrations from 136 at the start of the year, down to 71 as of 31st March.</p> <p>Training Through our partnership with Landlord Accreditation Scotland (LAS) we have held our first training session of the year in February, which had over 30 landlords attend to learn more about rights and responsibilities within the Private Rented Sector and adapting to change brought in by the new Private Residential Tenancy.</p> <p>Enforcement 60 visits to private rented properties have been carried out by the Private Sector Enforcement Officer, relating to a number of issues such as failure of repairing standard, potentially unregistered properties or for Estate Management issues. To date 99% of reported concerns have been addressed or are in the process of being resolved. We have also referred one registration to panel for further consideration on the fit and properness of that applicant.</p>	<p>50%</p>		<p>31-Dec-2022</p>







Reducing poverty and disadvantage

2.3c (PEDP2.3 03)	Work with partners to meet the identified housing needs of Health and Social Care Partnership service users	Co-ordinator – Housing Policy and Strategy	Core and Cluster accommodation has been identified and progression with HSCP to identify end users has begun. Leadership Panel report 23/04/19 identifies subject properties, including units within Girvan and Ayr.	15%		31-Mar-2023
2.3d (PEDP2.3 04)	Maximise the funding available to improve the energy efficiency of our existing housing stock	Private Sector Landlord and Registration Officer	In financial year 2019/20 the Local Authority through its management agent, The Energy Agency aims to provide External Wall Insulation systems to 286 properties throughout South Ayrshire (Dundonald, Newton Green area of Ayr, Colmonell and Mossblown) 138 properties are owned by the Local Authority. This is achieved through Scottish Government grant for the promotion of Energy Efficiency measures in the private sector of £1.211 million supplemented by Capital programme spend for the Council Owned stock of £1.25 million. Total spend projected for the ABS 7 programme is £2.46 million.	50%		31-Mar-2022
2.3e (PLDP2.3 05)	Develop a housing programme that will increase the number of affordable and warm homes for those on limited income	Service Lead – Special Property and Projects	The new build housing programme has seen a number of projects initiated with some already on site. Early work has been undertaken to advance new build projects at the former Mainholm Academy; Main Street, Prestwick; former Tarbolton Primary School; Fort Street, Ayr and Ladyland Road in Maybole. Two projects are now in the construction phase - the new travellers' site in Girvan and Whitlets Road, Ayr.	10%		31-Mar-2022
2.3f (PLDP2.3 06)	Work with partners to respond to Scotland's 'Transition to Rapid Rehousing' for homeless and potentially homeless households	Co-ordinator – Housing Services	Leadership Panel of 12/02/19 approved the Council's Rapid Rehousing Transition Plan 2019-2024. This was submitted to the Scottish Government for consideration and assessment. A meeting is scheduled to take place with Government representatives on 21/05/19 to obtain their feedback and discuss funding proposals.	10%		31-Mar-2022
2.3g (PEDP2.3 07)	Develop a 'Housing First' model to assist those suffering from acute and multiple disadvantage into sustainable accommodation.	Service Lead – Corporate and Housing Policy	A pilot Housing First model has been developed and is currently in operation. The project commenced in January 2019, with the first tenancy commencing in February 2019. We have sought Scottish Government funding to support the long-term provision and expansion of this service in line with the Government's Rapid Rehousing agenda.	100%		31-Dec-2019



Reducing poverty and disadvantage

2.4 Expand early years provision and improve services for children and young people to ensure the best possible start in life

<p>2.4a (ESIP 19)</p>	<p>Improve early intervention approaches to support the development of children under 5 years</p>	<p>Quality Improvement Officer</p>	<p>Career Long Professional Learning (CLPL) programme for practitioners to develop their knowledge and expertise to support the development of phonological awareness in our youngest children. Three Read approach to early literacy is delivered across our early years settings. CLPL and ongoing support for our early years settings developing approaches to investigative numeracy and block play supporting children's progress and development in mathematics and numeracy. Continued delivery of Play on Pedals programme across South Ayrshire. Training delivered by six Play on Pedals Ambassadors. Almost all EYCs now have at least one member of staff trained. The programme supports children's physical and mental health and wellbeing.</p>	<p>50%</p>		<p>31-Mar-2020</p>
<p>2.4b (PLDP2.4.01)</p>	<p>Deliver the expansion of early years provision, building and extending early years centres where required and ensuring services are aligned to roll requirements</p>	<p>Service Lead – Professional Design</p>	<p>A number of projects have been completed including: Annbank, Maidens and the first phase of works at Wallacetown Nursery. Projects currently on site include conversion of the IFE Building at Doonfoot Primary into an Early Years Centre and a new build Cherry Tree Nursery in Ayr. Several projects are planned to start on site in the summer holiday period including: Cairn, Symington, Coylton and Wallacetown.</p>	<p>35%</p>		<p>31-Mar-2022</p>
<p>2.4c (PLDP2.4.02)</p>	<p>Continue to work with colleagues in Early Years to expand the provision of nursery meals in line with the expansion plan over the period to 2020.</p>	<p>Co-ordinator (Facilities) Catering Services</p>	<p>We continue to work with colleagues in Early Years and have pilots going on in five nurseries Wallacetown, Space Place, Newton, Tarbolton and Annbank. The feedback is very positive and at Space Place the uptake is between 30 and 40 lunches per day and a catering assistant will start working at the nursery on 7 May 2019 to undertake with the catering duties which had been carried out by nursery staff. The crockery, cutlery and serving dishes have been chosen and ordered for all nurseries for the service which will increase in August. The new nursery menu is being designed for August 2019 taking into account the feedback from the children, nursery staff and catering staff.</p>	<p>60%</p>		<p>31-Mar-2022</p>
<p>2.4d (ESIP 11)</p>	<p>Continue to expand early learning services in line with legislation and Scottish Government Policy to provide high quality early learning and childcare age 2-5 years</p>	<p>Quality Improvement Manager</p>	<p>Work is on-going to implement 1140 hours. A building programme is progress to ensure there are sufficient spaces available for children. Phasing is underway with 6 centres currently providing 1140 hours. There are 33 Apprenticeships currently undertaking training with a further cohort due to start in June. Recruitment is challenging with all local authorities increasing staffing.</p>	<p>30%</p>		<p>31-Mar-2020</p>



Reducing poverty and disadvantage

2.5 Ensure a Council leadership role within the new regional governance arrangements to increase educational attainment

2.5a (ESIP 46)	Build collaborative capacity across the South West to improve outcomes for learners by offering and facilitating peer to peer, school to school and authority to authority professional learning	Depute Chief Executive and Director - People	Good progress is being made with the Phase 2 plan. Almost all secondees are in post with good progress across all but one work stream. Progress in the early years work stream remains limited but there is progress.	50%		31-Mar-2020
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2.6 Work with partners to improve training and employability opportunities for our young people, especially those furthest away from the jobs market

2.6a (GCSDP2.6 01)	Support young people who are furthest away from the labour market through each stage of the employability pipeline and into work	Service Lead – Organisational Development	The Employability and Skills team continues to deliver the key programmes to support young people furthest away from the labour market. The activity agreement and Employability Fund programmes supported 163 young people in 2018/19.	33%		31-Mar-2022
2.6b (GCSDP2.6 02)	Continue to play a lead role in co-ordinating and improving employment opportunities for young people	Service Lead – Organisational Development	The Employability and Skills team works closely with partners including SDS, Ayrshire College and DWP and local and national third and private sector to co-ordinate activity. In 2018/19 we have worked with SDS to support the procurement of the national Third Sector Challenge Fund, worked closely with Start Scotland to ensure the Fairstart programme and ESF pipeline are co-ordinated and work closely with partners on a locality basis and through Team around the Child to ensure individual action plans are effectively co-ordinated.	33%		31-Mar-2022
2.6c (PLDPP2.6 03)	Maximise the training and employability opportunities within the directorate for young people through the Council's workout / employability programmes and modern/craft apprenticeships	Service Leads – Neighbourhood Services and Professional Design	<p>Neighbourhood Services</p> <p>Waste Management had five modern apprentices who have completed their programme - three of which are now in full time employment and one is on the bank list. Grounds had four modern apprentices in 2018 and have the same in 2019; Grounds also supported one person in 2018 via the Work Out programme. Sustainability supported two Glasgow Caledonia University students for work experience</p> <p>Professional Design Services</p> <p>During the first quarter of 2019, Professional Design Services welcomed three quantity surveying students from the University of West of Scotland (UWS) and provided week long placements for each.</p>	20%		31-Mar-2020



Reducing poverty and disadvantage

2.6d (ESIP 37)	Embed the Careers Education Standard in the learning experiences of pupils in all establishments	Quality Improvement Officer	This is an improving picture. We continue to try and raise the profile of the Careers Education Standards and the expectations therein across all sectors. Ayrshire Chamber of Commerce attended secondary subject network meetings last year and this has had an impact in terms of employer engagement. There continues to be work done in the primary sector to engage with the standard. A new Health and Wellbeing (PSE) framework has been launched. The Careers Education Standard was taken account of as this was developed.	30%		31-Mar-2020
2.6e (ESIP 38)	Promote effective and high quality employer engagement between employer and schools	Quality Improvement Officer	The number of employer engagements continues to rise. This is supported predominantly through the Ayrshire Chamber of Commerce. The increase in numbers is generally across secondary. There is still some work to be done in the primary sector.	50%		31-Mar-2020
2.6f (ESIP 40)	Continue to enhance opportunities for work based learning	Quality Improvement Officer	Through our partnership with the Ayrshire Chamber of Commerce the number and quality of employer engagements across primary and secondary schools continues to increase. Going forward we are providing more diverse opportunities for learners through the offer of a South Ayrshire partnership (Secondary Schools and Employability and Skills) to deliver more varied learner pathways. Marr College will host the Business Skills Foundation Apprenticeship. This is accessible to all young people across East/North/South Ayrshire.	45%		31-Mar-2020

Headline Report

Health and care systems that meet people's needs

New performance indicators where data is not yet available

- Rate of drug related hospital stays per 100,000 population - the data is now presented as 3 year aggregates and age-sex standardised rate per 100,000. Data not yet available for 2018/19. Actual numbers are low and variations can have a significant impact on the rate. This requires further analysis and is currently being completed exploring data and trends.
- The number of young carers who access employability programmes - as this indicator was developed during the financial year robust systems for identifying young carers had not been developed to show the full financial year.
- Percentage of young carers who have been offered a young carers statement - quantitative data is not currently available. Guidance for practitioners has been developed which states that all young carers should be offered a young carers statement as part of our standard procedures. During 2019/20 a process will be developed to monitor the implementation of this and gather the data on young carers' statements.
- Feedback from Active Ageing Programme in Sheltered Housing to reduce social isolation - quantitative data is not currently collected. An Active Ageing Programme is in place across Sheltered Housing Units, this is tailored to meets the needs identified by tenants within each unit. Arrangements are in place to discuss and agree ways to gather feedback with Service Users, this will be developed during 2019/20.

South Ayrshire Alcohol and Drug Strategy 2018-21

The South Ayrshire Alcohol and Drug Strategy 2018-21 was approved by in early 2019. The strategy was developed in partnership with individuals, families and communities across South Ayrshire. Extensive consultation, alongside a review of needs assessment, evaluation and self-assessment information, has identified eight strategic priorities for the next three years. The Alcohol and Drugs Partnership will continue to adopt prevention, early intervention and self-management approaches, while promoting inclusion for all, and supporting the development of volunteering, training and employment opportunities.

People with dementia in community hospitals

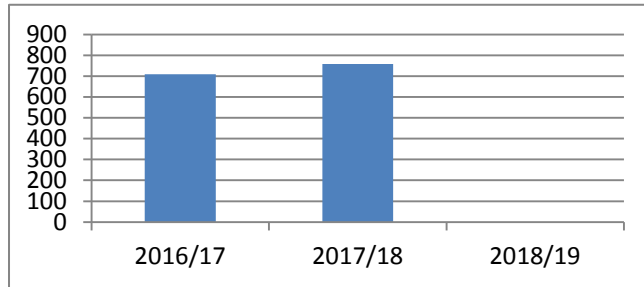
In May 2018, the Mental Welfare Commission for Scotland published a report on their inspection visits to people with dementia in community hospitals. In South Ayrshire, Biggart Hospital and Girvan community Hospital were inspected. Findings of the report indicate that carers and relatives generally felt positive about their relative's care and people with dementia also generally described staff as being warm, caring and accessible. Wards areas that had access to specialist dementia services and/or a dementia champion were found to display clear benefits in terms of supporting the development of good practice in dementia care. Improvements were recommended around ensuring that care did not only focus on the physical needs of the patients.

Technology Enabled Care (TEC)

South Ayrshire Health and Social Care Partnership secured funding from the Technology Enabled Care (TEC) Programme to invest in developing telecare services which has been designed to support the efficient delivery of telecare services, keeping track of processes from end-to-end, through assessment, referral, installation, change requests, asset and battery management and decommissioning. This system has enabled the restructuring of the whole service, making processes faster, easier and more accurate and supporting more integrated working across health and social care. <https://uk.tunstall.com/wp-content/uploads/2017/09/South-Ayrshire-Case-study-17-1.pdf>

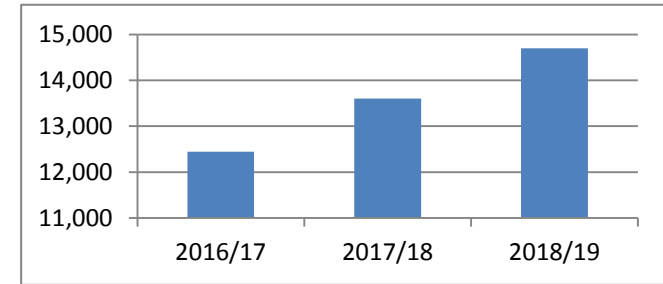
Health and care systems that meet people's needs

Rate of alcohol related hospital stays per 100,000 population



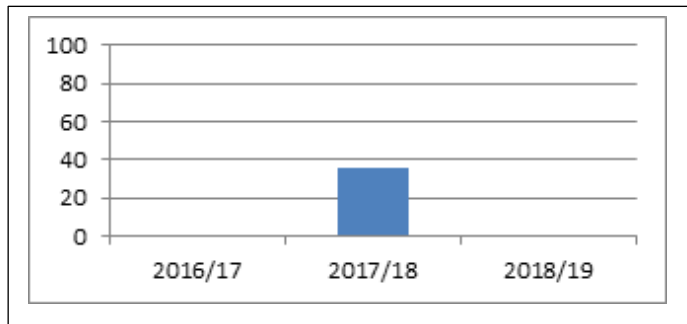
The data is not yet available for 2018/19. Data presented as financial year and age-sex standardised rate per 100,000. Actual numbers are low and variations can have a significant impact on the rate. Needs Analysis currently being completed exploring data and trends.

Numbers attending Health Development Programmes



Health Development Programmes include Invigor8 (Falls prevention programme for people over the age of 60), HARP (Health and Rehabilitation Programme) and Weigh to Go (Healthy Weight Management Programme)

Carers who feel supported to continue in their caring role

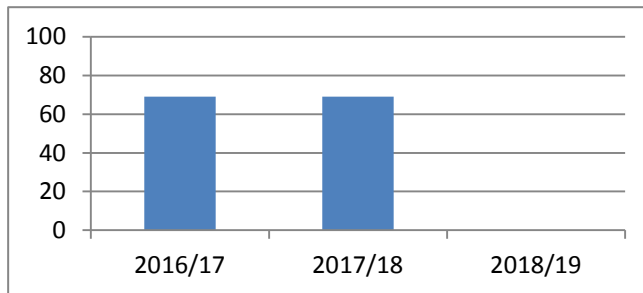


Our performance at 36% in 2017/18 has decreased from our 2015/16 figure of 42% and is just below the national average of 37%. The performance data reported is the National Health and Care survey undertaken every two years and it is difficult for us to comment on the reasons for this as it is sent to a random sample of patients from GP practices some of whom might not even receive services from the HSCP. The South Ayrshire Health and Social Care Partnership (SAHSCP) Adult Carers Strategy is to be presented to the IJB in May 2019. The Strategy aims to ensure that: carers are identified and supported; are involved and well informed; are engaged and communicated effectively with; and have their own needs met to maintain their health and wellbeing outside of their caring responsibility. A new Adult Carers Support Plan has been implemented and a local survey will be undertaken later in the year which will ask Carers to report against this measure.



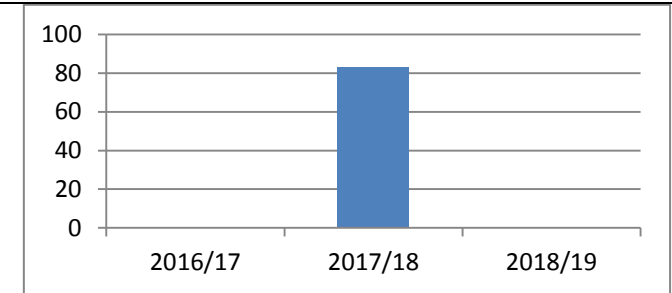
Health and care systems that meet people's needs

No. of carers who have had a carers assessment



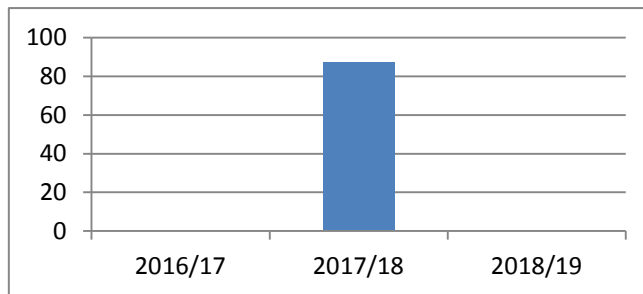
The number of carers who have a carers assessment reduced over the between 2015/16 and 2016/17. Carers are offered a carers assessment at each assessment and review of the person they care for. During 2016/17 837 carers were offered an assessment and to date during 2017/18 419 carers have been offered an assessment. Many carers report that they feel their own needs have been covered during the assessment and/or review of the person they care for and do not accept the offer for their own assessment.

% of approved medical adaptations to properties completed



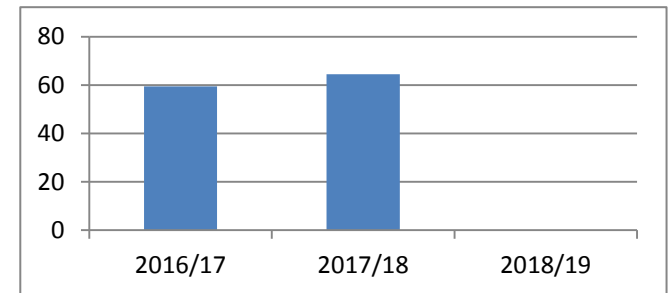
The data is currently being collated for the submission of the 2018/19 Annual Return on the Charter, this information will be available after 31st May 2019.

LGBF Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life



* The source for this information is the national **Scottish Health and Care Experience** survey carried out by the Scottish Government every two years. Next data due in 2020

LGBF Percentage of people aged 65 and over with long-term care needs who receiving personal care at home

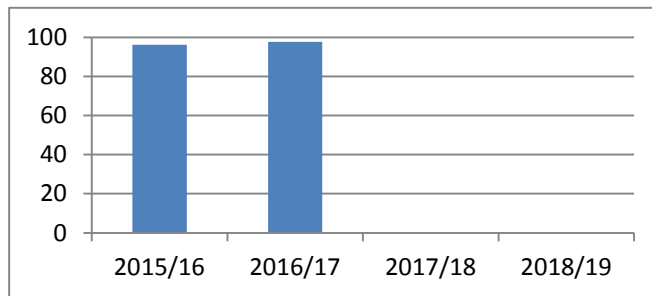


This data was published nationally and due to a change in the submission and reporting of this in the Scottish Government Social Care Return there is currently no data for 2018/19.



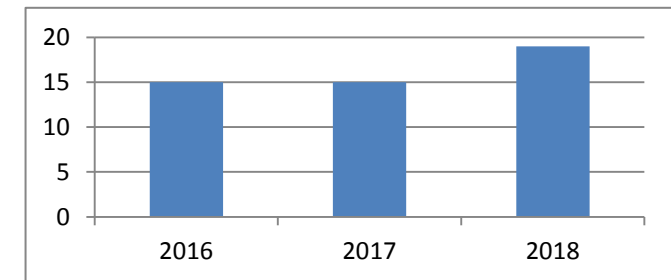
Health and care systems that meet people's needs

[% of referrals achieving the LDP standard of 12 months post-diagnostic support for people with dementia](#)



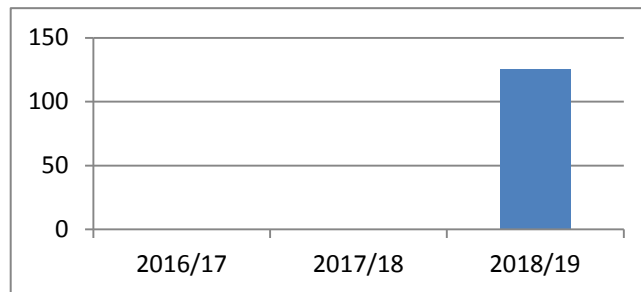
The latest available data is at NHS Board Level and shows that for NHS Ayrshire and Arran there has been an increase in performance against this measure from 96.1% in 2015/16 to 97.6% in 2016/17. This is higher than the national average of 83.9% in 2016/17.

[Number of people with dementia accessing Self-Directed Support \(SDS\) Options 1 and 2](#)



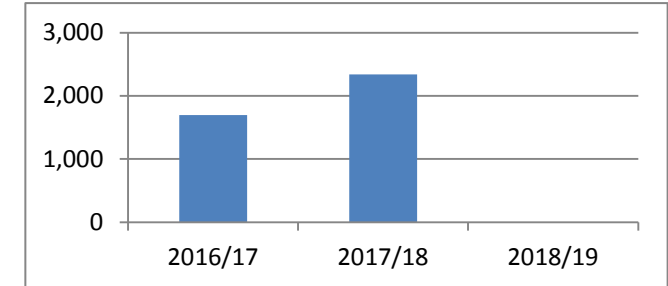
There has been a slight rise in the number of people with Dementia accessing SDS Options 1 and 2 from 2016/17 to 2018, from 15 to 19. It is anticipated that this will rise during 2019 as the Dementia Strategy is further rolled out.

[No. of elderly and vulnerable people whose awareness was raised](#)



A total of 125 vulnerable adults were dealt with where an intervention including advice and awareness raising among other intervention methods were used. However, the service carried out talks and presentations that raised awareness of an estimated 3396 people through 28 events where the age and degree of vulnerability of the person could not be established.

[Number of adults in receipt of Enhanced Telecare](#)

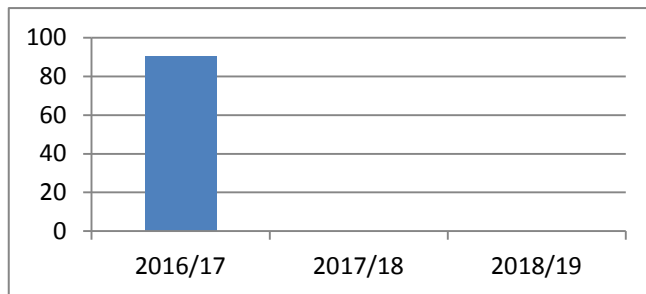


The provision of Enhanced Telecare for example door sensors, flood detectors etc. has continued to rise over the past 5 years. Staff are well engaged in using telecare solutions where possible. The Partnership has had a 300% growth in the use of the GPS tracking system with individuals with dementia. The use of which continues to promote a person's independence and safety.



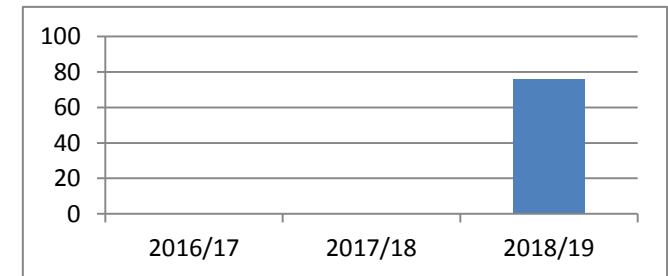
Health and care systems that meet people's needs

LGBF Looked after Children School Attendance Rate



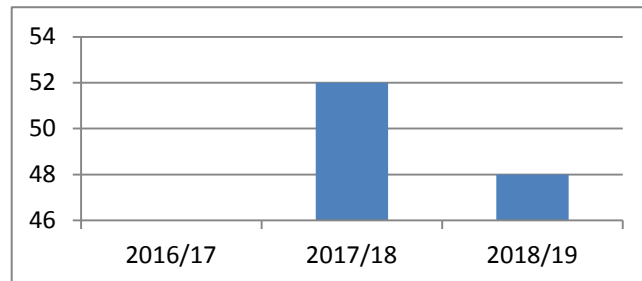
Attendance levels for looked after children fell slightly during the last reporting period, to 3% below that for recorded for children and young people. Next national reporting will be for 2018/19, which should be published by March 2020.

% of care experienced young people aged 16-19 participating in education, training or employment



In May 2018 76% of care experienced young people aged 16-19 were participating in education, training or employment.

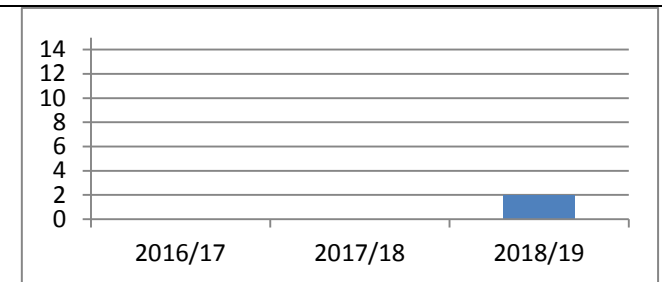
No. of care experienced young people presenting as homeless



New Measure

Small reduction on homeless applicants self-declaring as being care experienced against a backdrop of overall increases in homeless presentations in 18/19.

Number of people sustaining a tenancy under Housing First



New Measure

Two tenants have been allocated tenancies using the Housing 1st model and both are currently sustaining their tenancies. We actively working with a further 6 homeless people on securing Housing 1st tenancies in suitable properties.



Health and care systems that meet people's needs

3.1 Target resources to children and those most in need, with a particular focus on tackling obesity, substance abuse and promoting positive mental health

3.1a (PLDP3.1_01)	Target housing support to those most in need, to improve general well-being and increase tenancy sustainability	Co-ordinator – Housing Services	Currently housing support is offered to those tenants who require support, whether making the transition from homeless accommodation to a permanent tenancy or where an existing tenant is experiencing difficulty maintain or sustaining their accommodation. The support is targeted to address the areas of identified need and assist in working towards increasing the tenant's capacity to sustain their tenancy.	25%		31-Mar-2022
3.1b (PLDP3.1_02)	Work with NHS colleagues on the implementation of the 'Obesity Action Plan' to improve diet and health outcomes for our children and young people	Co-ordinator – (Facilities) Catering Services	The provision of school meals and breakfast clubs, in some schools, support the implementation of the Obesity Action Plan to ensure children and young people are provided with nutritionally balanced food options.	75%		31-Mar-2022
3.1c (PEDP3.1_03)	Offer positive activities to improve young people's mental wellbeing in response to the 'Say it Out LOUD survey actions'	Co-ordinator - CLD	The mental health improvement course was delivered to a variety of school and youth work staff to better equip them to reduce stigma and promote healthier lifestyle choices amongst young people with the aim of improving their wellbeing. In addition staff from Employability and Skills, Community Safety and CLD have been trained. A mental health Champion within the CLD team has been identified and will support the development of mental health initiatives and funding has been secured to offer a mental health service for your people in Maybole and Girvan.	40%		31-Mar-2020
3.1d (ESIP 26)	Promote regular physical activity including the daily mile	Quality Improvement Officer	All schools are encouraged to increase the amount of physical activity including the daily mile. Active schools support schools to introduce new activities. Most schools monitor and track children and young peoples' participation and put steps in place to encourage children who are not involved to take part. PEF money is often used to help support children and young people in poverty access appropriate activities.	50%		31-Mar-2020
3.1e (JJBSP 9)	Implement the ADP Alcohol and Drug Strategic Plan 2018-21.	Alcohol and Drugs Partnership Co-ordinator	The ADP Alcohol and Drug Strategic Plan has been delayed slightly. However, the Strategic plan has been written and has been presented to the Community Planning Partnership.	25%		31-Mar-2021
3.1f (JJBSP10)	Implement the Integrated Joint Board Community Adult Mental Health Strategy for 2017-22 and associated Commissioning Plan designed to deliver seven Strategic Outcomes:	Senior Manager – Mental Health Services	Implementation of the Strategy is in progress. A Commissioning Plan is in place to support this.	50%		31-Mar-2021



Health and care systems that meet people's needs





3.1g (IJBSP12)	Develop a South Ayrshire Dementia Strategy and Implementation Plan and seek IJB approval. Following this, implement strategy and report on progress six monthly to IJB Performance and Audit Committee.	Senior Manager- Mental Health Services	Implementation of the Dementia Strategy is in progress with the Implementation Group meeting on a monthly basis to monitor progress. Links are being made to the Pan-Ayrshire Dementia Strategy.	50%		31-Mar-2021
3.1h (IJBSP15x)	Work with wider partners to implement the Healthy Weight Strategy action plan (2014-24).	Health Improvement Lead (NHS)	<p>The Dietetic Health Promotion team delivered 5 CAN (Cheap and Nutritious) sessions. In addition, 7 cooking group facilitation skills workshops were delivered. Future plans include providing REHIS elementary food hygiene training for partners who are delivering food activities - this will continue to build capacity in 2019/20.</p> <p>All early years centres have been provided by portion size posters developed by NHS Ayrshire and Arran. All centres use "Setting the Table" nutritional guidance and food standards guidance for early years providers. Parents have been provided with information and ideas for healthy packed lunches for under 5's. Parent education also includes a healthy eating section.</p> <p>15 Invigor8 (falls prevention) classes are available across South Ayrshire. A new Lower Level 1 class has started in Ayr due to demand. Dietary information is available for class participants via linkages with dietetic staff.</p>	20%		31-Mar-2021

3.2 Actively promote the responsibilities of corporate parenting and ensure that the Council prioritises the wellbeing of those in its care

3.2a (PLDP3.2.01)	Ensure young people leaving care do not have to access housing through the homeless system	Service Lead – Corporate and Housing Policy	A dedicated group has been established to take forward the Improving Housing Outcomes for Care Experienced Young People action plan. This group has worked together to deliver a range of initiatives, including the development of additional housing options for this group, new models of housing support targeted at enhancing lifeskills and increasing opportunities for participation. An Outcomes Framework has been produced to inform the commissioning of services for this group. However, the Council is continuing to have to accommodate young care leavers in homeless accommodation as there is often no other viable option of support.	15%		31-Mar-2021
3.2b (GCSDP3.2.03)	Play an active role in the 'Corporate Parenting Strategy' including the development and implementation of an employability guarantee for care experienced young people	Service Lead – Organisation Development	The Employability guarantee is in place: care experienced young people who are interested in apprenticeships with the Council are placed in pre-apprenticeship programmes where they are able to demonstrate their competency following which apprenticeships are ring-fenced. 5 care experienced young people have been supported into SAC apprenticeships through this route in 2018/19.	33%		31-Mar-2022






Health and care systems that meet people's needs

<p>3.2c (GCSDP3.2 Q4)</p>	<p>Work to improve the legal permanence journey for looked after children</p>	<p>Service Lead</p>	<p>We are continuing to work with social work to improve the legal permanence journey. In particular, we have collaborated with social work and CELCIS (Centre for Excellence for Looked After Children) in a preparing for PACE (Permanence and Care Excellence) project. This has now concluded and we are progressing to the PACE collaborative project itself.</p>	<p>25%</p>		<p>31-Mar-2021</p>
<p>3.2d (ESIP 17)</p>	<p>Develop a strategic approach to improve attendance for children and young people</p>	<p>Quality Improvement Manager</p>	<p>The short life working group has revised the management guidance on School absence and attendance. They have also produced a new guidance document on maximising attendance which is ready to be sent to the leadership team. Training will be offered.</p>	<p>50%</p>		<p>31-Mar-2020</p>
<p>3.2e (IJBSP 5)</p>	<p>Continue to develop the capacity and talents of care experienced young people, and raise awareness of Corporate Parenting through the Champions Board.</p>	<p>Corporate Parenting Officer</p>	<p>Between November 2017 and 31st December 2018 Champions for Change, South Ayrshire Champions Board has designed and delivered Corporate Parenting awareness sessions to 875 Corporate Parents across South Ayrshire. 21 young people aged from 8- 21 yrs. take part in weekly groupwork sessions in Ayr and Girvan and a group of 10 care leavers aged 17-29 yrs meet every 2 months to progress key priorities. Monthly house visits take place to South Ayrshire's 2 children's houses for tea and Sunday brunch. The Champions Board team lead on children's rights workstream of the CELCIS inclusion project with Belmont Academy and feeder primary schools.</p>	<p>70%</p>		<p>31-Mar-2020</p>
<p>3.2f (IJBSP 7)</p>	<p>Implement the recommendations of the CELCIS report on Permanency Planning to improve processes and practice</p>	<p>Head of Children's Health Care and Criminal Justice</p>	<p>An internal improvement group has been meeting with CELCIS and have reviewed the permanency planning processes and practice in preparation for becoming PACE (Permanence and Care Excellence programme) ready. A group of key staff and partner agencies will participate in the PACE collaborative programme which will commence in May 2019. Staff will be trained in all aspects of Quality Improvement to reduce drift and delay in permanency planning. All Children and Families Social Workers will attend mandatory five day permanence training. One programme has been delivered with two further programmes to be delivered in 2019.</p>	<p>60%</p>		<p>31-Mar-2019</p>







Health and care systems that meet people's needs

3.3 Support carers, especially young carers, and give them the help they need to fulfil this important role

<p>3.3a (GCSDP3.301)</p>	<p>Play a key role in the development of carer strategies including ensuring employability services meet the needs of young carers</p>	<p>Service Lead-Organisational Development</p>	<p>The employability and skills team are represented on the Young Carers Strategy Group and have developed referral links with South Ayrshire Young Carers. From April 2019 young carers will be added as a recorded barrier to employment for all programmes.</p>	<p>33%</p>		<p>31-Mar-2022</p>
<p>3.3b (ESIP 24)</p>	<p>Identify and fulfil statutory duty to Young Carers through Team Around the Child</p>	<p>Co-ordinator – Children and Wellbeing</p>	<p>Guidance has been produced to outline the role of the named person and team around the child in relation to the statutory duties towards young carers. There is no evidence at the moment of a Carers statement being produced as a direct outcome of TAC. Further work has been identified to ratify HSCP policy / young carers' statement and guidance.</p>	<p>60%</p>		<p>31-Mar-2020</p>
<p>3.3c (JJBSP14)</p>	<p>Develop a Carers and Young Carers Strategy and Implementation Plan for South Ayrshire and seek IJB approval. Following this, implement strategy and report on progress six monthly to IJB Performance and Audit Committee.</p>	<p>Senior Manager – Planning and Performance (HSCP)</p>	<p>Adult Carers</p> <ul style="list-style-type: none"> HSCP has delegated lead for carers work, has developed a range of actions to support the implementation of the Carers Scotland 2016 Act. Developed and consulted on a draft Adult Carers Strategy; commissioned the South Ayrshire Carers Centre to provide information, support and advice to carers; commissioned Crossroads to provide respite support for carers and commissioned other services to support carers, e.g. SADS and Alzheimer Scotland <p>Young Carers</p> <ul style="list-style-type: none"> The HSCP has led the development of young carers work including the implementation of the Carers Scotland Act integrating with core GIRFEC approach; new pathways have been developed to support young carers identified through school and primary care routes. The Young Carers Strategy development led by HSCP has included extensive consultation with young carers and a draft is now in place 	<p>65%</p>		<p>31-Mar-2021</p>

3.4 Improve access to health and care services for our rural communities through better use of technology, transport and home care

3.4a (GCSDP3.4 01)	Expand and upgrade shared technology services and data sharing between the Council, the Health and Social Care Partnership and NHS Ayrshire and Arran	Service Leads - ICT	Work has commenced to increase network connectivity between council and NHS sites. This is planned to go live during summer 2019 and will provide opportunities to increase collaboration. Recurring collaboration sessions are scheduled to engage with NHS colleagues on potential opportunities.	10%		31-Dec-2019
3.4b (JJBSP17)	Implement a transformational strategy designed to minimise unscheduled hospital admissions, reduce delayed discharges and transform care at home services with the ultimate aim of shifting the balance of care.	Co-ordinator – Planning (HSCP)	The Driving Change Group was established progress and monitor activity related to Unscheduled Care. The Driving Change Group has identified and is progressing 5 key priorities which will directly impact on Unscheduled Care: Implementation of an Enhanced Intermediate Care Service; and Increasing Transfers from UHA to Biggart Community Hospital; Implementation of the Technology Enabled Pulmonary Rehabilitation Service; Improvements in Clinical and Care Support for Care Homes; Improvements in Care at Home Service Provision; Supporting Primary Care Multi-Disciplinary Teams/ Anticipatory Care Planning. The impact of Priorities 1 and 2 has been evidenced in FY2018/19 however Priorities 3-5 are expected to impact on Unscheduled Care in FY2019/20. The Driving Change Group has also identified and is establishing monitoring processes for an additional 30 initiatives impacting on Unscheduled Care in South Ayrshire. More recently, the Driving Change Group has initiated a review of Integrated Care Fund with a view to ensuring that monies within the fund support Unscheduled Care activity. The Driving Change Group is closely monitoring the impact of its activities on the national indicators for Unscheduled Care as determined by the Ministerial Strategic Group (MSG).	75%		31-Mar-2019
3.4c (JJBSP18)	Develop and implement a new Partnership specific TEC strategy for the planning period based on the new National Digital Strategy.	Director HSCP	The TEC Team have moved to NHS Digital Services and are looking at a pan-Ayrshire response to the TEC agenda. At this stage, work is continuing to ensure business continuity as a result of funding uncertainty. Local services will continue to link with the NHS Team.	10%		31-Mar-2021
3.4d (JJBSP22)	The HSCP will continue to implement its Community Led Support Programme which will see more people receive the correct level of support that they need close to their homes.	Partnership Facilitator	<ul style="list-style-type: none"> • CLS report for IJB (January 19) sets out summary of work so far in South Ayrshire (attached). Key components include: • The establishment of greater information access to local people through South Ayrshire LIFE. From 2017 to present: <ul style="list-style-type: none"> • 1186 entries (activities, groups, projects) are currently on the website • 95 different activity types, ranging from exercise to disability support • Website – has had over 17,000 users • In the two months Facebook posts have reached 6,300 people • Shop front - 2500 people through the door /phone calls/ email enquiries 	20%		31-Mar-2020



Health care systems that meet people's needs

		<ul style="list-style-type: none">• The establishment of local 'front doors' to enable staff and volunteers to support people before the need for statutory services• Next stage is to develop local capacity to allow for ongoing training provision• Effective Conversations Training • Significant numbers of staff and volunteers from all sectors have participated in Effective Conversations Training• Impact of front doors most apparent in Ayr where • Ayr North Social Work staff recorded the contact they had with an average of 27 individuals weekly, whose contact would previously have resulted in Social Work referrals. The 27 individuals were able to be signposted effectively to local organisations, agencies and projects that could meet their needs and interests and allow them to focus on their own strengths and resources instead of being assessed for formal services• Further reflection from the Ayr Hub Manager has been that within a relatively short period the CLS approach has become embedded in the way the Ayr Hub social work staff work and that referrals have now dropped significantly• In Ayr South, the case load continues to drop with a reduction of between 130-150 cases within the Team. The case load for this team as at 3/12/18 was 550 compared to 689 before the CLS approach was initiated.• CLS now integral to a range of connected strategies and plans including Learning Disability, Mental Health, Dementia, Carers, Sensory Impairment and others• IJB Report sets out recommendations for the next phase of CLS work in South Ayrshire with a greater move towards CLS approach becoming the mainstream operational practice.			
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Health care systems that meet people's needs

3.5 Work with communities on opportunities for older people to be active and socialise within their community

3.5a (PLDP3.5 01)	Fast track Building Warrants for residential adaptations to reduce the number of people delayed in acute hospitals	Service Lead – Planning and Building	Officers continue to fast track Building Warrants for residential adaptations	100%		31-Mar-2022
3.5b (PLDP3.5 02)	Assist tenants requiring adaptations to their homes to leave hospital at the earliest opportunity by responding quickly to such requests and by assigning dedicated teams to undertake work	Service Lead – Property Maintenance	We have recently awarded a term contract which consists of a list of 3 contractors who will carry out all required domestic adaptations work. We have now introduced a process whereby the in-house Occupational Therapy Team will notify us straight away of any upcoming hospital discharge cases, and will provide written details of any repairs or adaptations required to their homes, this information will also contain a detailed works specification. On receipt of this information we now prioritise these cases and will instruct the specific term contractor with regards to the urgency of the particular case. Our Multi-Trade Supervisor in charge of these adaptations will monitor the progress and ensure that all works are completed as soon as possible, and that the relevant parties are notified in order that the tenant can leave hospital at the earliest possible opportunity. We will assess the effectiveness of this process on an ongoing basis.	15%		31-Mar-2022
3.5c (PLDP3.5 03)	Provide an 'Active Ageing Programme' within Sheltered Housing to reduce social isolation	Co-ordinator – Housing Services	An Active Ageing Programme is in place across all Sheltered Housing Complexes, this has been designed and is tailored to meet the Needs, Abilities and Aspirations of Service Users. Officers from the Sheltered Housing Team are members of the Social Isolation and Loneliness Sub Group which is facilitated by the Health and Social Care Partnership. Within each of the Sheltered Housing Complexes staff engage with Service Users to develop Forward Plans with Activities, maximising participation and making best use of the communal facilities within each of the complexes. Work is ongoing to work with Partners to extend the opportunities for interaction with the wider community, using sheltered housing complexes as the hub. Forward Plans with activities are distributed on a quarterly basis to Health and Social Care Teams, Biggart Hospital and Libraries to maximise awareness and take up.	25%		31-Mar-2022
3.5d (PLDP3.5 04)	Review the activities programmes within our parks to identify more opportunities to help older people to be active and socialise	Co-ordinator – Ground Maintenance	Belleisle Rangers will be delivering a number of events through 2019 - walking weekend; health walks; Nordic walking; Bark in the Park; They have just gained funding to run the Macmillan - move more gardening group ; Rangers run an established Volunteer Programme. Neighbourhood Services has extended the number of allotments available for let - the latest being Alloway allotments.	10%		31-Mar-2021



Health care systems that meet people's needs

<p>3.5e (PEDP3.5 05)</p>	<p>Deliver 'Health Development Programmes' targeted at improving the health of older people, reducing social isolation and develop a Grow Well, Live Well and Age Well framework to help coordinate the Councils approach</p>	<p>Co-ordinator – Outdoor Learning</p>	<p>Through a number of targeted health programmes we are making better links to South Ayrshire HSCP Social Isolation and Loneliness strategy.</p>	<p>25%</p>		<p>31-Mar-2022</p>
<p>3.5f (GCSDP3.5 06)</p>	<p>Protect elderly and vulnerable members of the community by taking part in the national Scams, Safety and Dementia project and by contributing to the Health and Social Care Partnership Dementia Strategy</p>	<p>Team Leader – Trading Standards</p>	<p>We have continued with the life changes trust project focusing on developing a toolkit to protect vulnerable people from being targeted by scams in their homes. This project will move into its last phase in the coming year including evaluation and reporting. We continue to work with the Police on ad hoc investigations of door step crime as well as planned indicatives such as Operation Monarda, targeting all kinds of scams. We contribute to the Health and Social Care Partnership Dementia Strategy and sit on working groups to raise the profile of our work.</p>	<p>100%</p>		<p>31-Mar-2020</p>
<p>3.5g (LJBSP15)</p>	<p>Develop a South Ayrshire Older People's Strategy and Implementation Plan and seek IJB approval. Following this, implement strategy and report on progress six monthly to IJB Performance and Audit Committee.</p>	<p>Senior Manager – Planning and Performance (HSCP)</p>	<p>The HSCP:</p> <ul style="list-style-type: none"> • Has led on the drafting of the Social Isolation Strategy and plan targeting older people which has been approved at the Community Planning Partnership. • Commissioned support from VASA and their associated older people programmes • Locality Planning Groups have identified social isolation as a local priority area • Is leading on the Dementia Strategy which has a focus on developing dementia friendly environments and supportive communities. • Dementia Friendly work in a number of localities, particularly Prestwick and Troon supports a range of activity to support people living with dementia and their carers. This includes locality and thematic activity including training for service providers and shops, cinemas, allotments, walks, inter-generational work, etc. New dementia friendly work is in development in Girvan, Maybole and Ayr • Some of technology enabled care programme also supports older people remaining active • Has commissioned work including work with Ayr United FA on dementia and walking football. 	<p>15%</p>		<p>31-Aug-2019</p>