

County Buildings
Wellington Square
AYR KA7 1DR
Tel No: 01292 612436

15 November 2023

**To: Councillors Saxton (Chair), Bell, Cochrane, Cullen, Dixon,
Kilpatrick, Scott and Weir**

All other Elected Members for information only

Dear Councillor

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL

You are requested to participate in the above Panel to be held **on Tuesday, 21 November 2023 at 10.00 a.m.** for the purpose of considering the undernoted business.

This meeting will be held in the County Hall, County Buildings, Ayr on a hybrid basis for Elected Members, will be live-streamed and available to view at <https://south-ayrshire.public-i.tv/>

Yours sincerely

CATRIONA CAVES
Head of Legal and Regulatory Services

B U S I N E S S

1. Declarations of Interest.
2. Minutes of previous meeting of 24 October 2023 (copy herewith).
3. (a) Action Log and Work Programme (copy herewith).
(b) Officers to attend to provide further clarity in relation to the IJB Annual Performance Report 2022-23, considered at a meeting of this Panel on 19 September 2023.
4. Local Performance Report: Police Scotland – Submit report by the Director of Strategic Change and Communities (copy herewith).
5. Local Performance Report: Scottish Fire and Rescue - Submit report by the Director of Strategic Change and Communities (copy herewith).

6. Council Plan (2023-2028): First Year: Quarter Two Update (2023/24) - Submit report by the Director of Strategic Change and Communities (copy herewith).
7. Complaints – Scrutiny Update – Period:1 April to 30 September 2023 - Submit report by the Head of Legal and Regulatory Services (copy herewith)
8. Joint Inspection of Adult Community Health and Care Services – Submit report by the Head of Community Health and Care Services (copy herewith).

For more information on any of the items on this agenda, please telephone Andrew Gibson,
Committee Services on 01292 612436, Wellington Square, Ayr or
e-mail: andrew.gibson@south-ayrshire.gov.uk
www.south-ayrshire.gov.uk

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Agenda Item No 2**SERVICE AND PARTNERSHIPS PERFORMANCE PANEL**

Minutes of hybrid webcast meeting on
24 October 2023 at 10.00 a.m.

Present
in County
Buildings: Councillors Philip Saxton (Chair); Gavin Scott; and George Weir.

Present
Remotely: Councillors Ian Cochrane, Chris Cullen.

Apologies: Councillors Kenneth Bell; Mark Dixon; and Mary Kilpatrick.

Attending
in County
Buildings: J. Bradley, Director of Strategic Change and Communities; G. Hunter, Assistant Director – Communities; K. Briggs, Service Lead – Legal and Licensing; K. Anderson, Service Lead – Policy, Performance and Community Planning; J. Tait, Service Lead – Thriving Communities; G. Farrell, Service Lead – Organisational Development and Customer Services; D. McVey, Co-ordinator (Registration, Records and Information); J. Andrew, Co-ordinator (Organisational Development, Change and Improvement); N. Cecconi, HR Policy and Operations Co-ordinator; Temporary Chief Superintendent R. Higgins and Chief Inspector K. Lammie, Police Scotland; A. Gibson, Committee Services Officer; and E. Moore, Clerical Assistant.

Attending
Remotely: C. Boyd, Service Lead – Risk and Safety; and S. McMillan, Co-ordinator (Project Implementation).

Chair's Remarks.

The Chair

- (1) welcomed everyone to the meeting; and
- (2) outlined the procedures for conducting this meeting and advised that this meeting would be broadcast live.

1. Sederunt and Declarations of Interest.

The Chair called the Sederunt for the meeting and having called the roll, confirmed that there were no declarations of interest by Members of the Panel in terms of Council Standing Order No. 17 and the Councillors' Code of Conduct.

2. Minutes of previous meeting.

The Minutes of 19 September 2023 ([issued](#)) were submitted and approved.

3. **Action Log and Work Programme**

There was submitted an update of the Action Log and Work Programme ([issued](#)) for this Panel.

After the Panel heard the Assistant Director – Strategic Change gave a verbal update on the Action Log and Work Programme, he advised that in relation to Actions (2) and (3) in the Action Log relating to the IJB Annual Performance Report 2022-2023, considered at this Panel on 19 September 2023, the Senior Manager, Planning, Policy and Commissioning, Health and Social Care Partnership would be invited to the next meeting of this Panel to provide further clarity to Members of the Panel.

The Panel

Decided:

- (1) to agree the current position with regard to the Action Log; and
- (2) to note the current status of the Work Programme.

4. **Local Performance Report: Police Scotland**

There was submitted a report ([issued](#)) of 13 October 2023 by the Service Lead – Performance, Policy, and Community Planning providing information about the year-end performance of Police Scotland in South Ayrshire for 2022/23 and Quarter 1 of 2023/24.

Temporary Chief Superintendent Higgins spoke on the contents of the report.

After a Member of the Panel enquired if, having different kinds of hate crime types listed, would result in double counting for statistical purposes, he was advised that this was governed by Scottish Crime Recording Standards and that this could occur.

A Member of the Panel enquired how many police officers there were in South Ayrshire at present. Temporary Chief Superintendent Higgins advised that there were currently one-hundred and fifty-nine officers but that this could vary on a daily basis.

Having heard a Member of the Panel raise the matter of shoplifting, Temporary Chief Superintendent Higgins advised that there were details of this crime within the report. It was further noted that there had been a slight rise in shoplifting within South Ayrshire but nationally, it had risen significantly.

A Member of the Panel raised his concern regarding Police response times. Temporary Chief Superintendent Higgins advised that although Police officer numbers had gone down, the manner in which policing was conducted had changed post COVID and that recently eight cadet officers had joined to help support the communities of South Ayrshire.

A Member of the Panel indicated that he found the pie charts provided by Police Scotland in the report confusing.

There was discussion on whether the figures provided in the report were recorded crime or actual crime.

Having scrutinised the performance reports of Police Scotland in South Ayrshire, the Panel

Decided: to note the position.

5. **FIOSA/EIR Annual Report 2022/23**

There was submitted a report ([issued](#)) of 20 September 2023 by the Head of Legal and Regulatory Services providing an update to Members on the Council's response times against statutory time scales, and the volume of requests made under the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs) by subject matter and type of requester during the period 1 July 2022 to 30 June 2023.

A Member of the Panel enquired if information requested which was publicly available, was included in the statistics as an FOI request. The Co-ordinator (Registration, Records and Information) advised that often the enquiry would entail more information than was publicly available but that where information was publicly available, care was taken not to record this as an FOI request and direct the applicant to where the information could be found.

Having heard a Member of the Panel advise that it would be helpful to provide the requests indicated in the tables listed by volume and frequency, the Co-ordinator (Registration, Records and Information) indicated that she would take this on board.

Having scrutinised the contents of this report, the Panel

Decided: to request a further report to a future meeting of the Panel providing an update on the Council's FOISA/ EIR performance during the period 1 July 2023 and 30 June 2024.

6. **2022-25 Council Workforce Plan Annual Update**

There was submitted a report ([issued](#)) of 13 October 2023 by the Director of Strategic Change and Communities providing an update of the Council 2022-2025 Workforce Plan and associated Action Plan.

In relation to page 6 of Appendix 1 within the report, in relation to the Action "Align Future Workforce Monitoring equality reports with workforce planning reports and updates" a Member of the Panel enquired if the action was not complete as the Equalities officer post had not yet been filled. The Co-ordinator (Organisational Development, Change and Improvement) advised that the Action did not include the filling of this post.

There was discussion in relation to visas being provided to individuals from abroad to facilitate their employment to the Health and Social Care Partnership.

The Panel

Decided:

- (1) to note the contents of this report;
- (2) to note amendments and extension to related activities within Appendix 1 of the report;
- (3) to request an interim report in April 2024 that provided:-
 - an update on workforce planning governance and oversight;
 - preparation for the 2024 best value thematic audit; and
 - progress on actions in appendix 1 that required an extension up to March 2024; and
- (4) to request a further report to a future meeting of the Panel providing an annual update on the Workforce Plan and Action Plan during the period 1 November 2023 to 31 October 2024.

7. Thriving Communities – Operating Model Year 2 Report.

There was submitted a report ([issued](#)) of 13 October 2023 by the Director of Strategic Change and Communities providing an update on Thriving Communities operating model and providing the effectiveness of Thriving Communities during 2022/23.

After a Member of the Panel enquired about Youth Work Accreditation, he was advised that programmes which were offered with accreditation helped in their uptake.

Having heard a Member of the Panel in relation to the effect of savings made would have on service delivery, he was advised that a report would be presented to the appropriate meeting of this Council, in the near future.

There was discussion regarding university leavers and modern apprentices involvement with the Programme and it was noted that there was support for people of all ages within South Ayrshire.

The Panel

Decided:

- (1) to note the effectiveness of the new thriving community's delivery model and progress made during 2022/23; and
- (2) to approve the Thriving Communities 'story so far year two report'.

8. **Participatory Budgeting Activity in 2022/23**

There was submitted a report ([issued](#)) of 13 October 2023 by the Director of Strategic Change and Communities advising the Panel of the Participatory Budgeting (PB) Activity undertaken by Council Services for the period 2022/23.

Following a question from a Member of the Panel, it was noted that there was a variety of ways engagement was undertaken.

Having heard a Member of the Panel, it was agreed that future reports on this matter should include details of budget expenditure.

Having considered the contents of the PB Activity report, attached as Appendix1 to the report, the Panel

Decided: to note the value of budgetary spend influenced through the PB processes.

The meeting ended at 11.18 a.m.

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL – ACTION LOG

No.	Date of Meeting	Issue	Actions	Assigned to	Update	Completed
2.	19 September 2023	IJB Annual Performance Report 2022-2023	To provide indicative costs of keeping a patient in a hospital bed	Senior Manager (Planning, Policy and Commissioning)	Following information having been provided to Members, appropriate officers will be at the Panel meeting on 21 November 2023 to provide further clarity	NO
3.	19 September 2023	IJB Annual Performance Report 2022-2023	Further information to be provided to Members, by way of a Briefing Note, in relation to the statistics provided in the report regarding the Emergency Bed Day Rate	Senior Manager (Planning, Policy and Commissioning)	Following information having been provided to Members, appropriate officers will be at the Panel meeting on 21 November 2023 to provide further clarity	NO

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL – WORK PROGRAMME

	Issue	Actions	Assigned To	Due Date To Panel	Latest update
1.	Service Plans 2023-24	Quarterly Update	Director of Strategic Change and Communities	21 November 2023	Will be reported as part of Council Plan Quarter 2 report to SPPP on 21 November 2023
2.	Developer Contributions Update – Quarters 1 and 2	6-monthly update for reporting period April to September 2023	Depute Chief Executive and Director of Housing, Operations and Development	9 January 2024	Originally being reported to Panel on 21 November 2023
3.	South Ayrshire Way Strategic Change Programme	Update on progress including benefits proposals for all change projects	Director of Strategic Change and Communities	9 January 2024	Originally being reported to Panel on 24 October, then 21 November 2023
4.	Business Support – Ambition Programme – Performance Update	Scrutiny of report	Director of Strategic Change and Communities	9 January 2024	Deferred from August Panel
5.	Scottish Fire And Rescue – Draft Strategic Plan 2023-26	Advising Members of consultation process in relation to draft plan	Director of Strategic Change and Communities	16 April 2024	Originally being reported to Panel on 13 June, 19 September, 24 October, then 21 November 2023

South Ayrshire Council

**Report by Director of Strategic Change and Communities
to Service and Partnerships Performance Panel
of 21 November 2023**

Subject: Local Performance Report: Police Scotland

1. Purpose

- 1.1 The purpose of this report is to provide members of the Partnership Panel with information about the mid-year performance (quarter two) of Police Scotland in South Ayrshire for 2023/24.

2. Recommendation

- 2.1 It is recommended that the Panel scrutinises the performance report of Police Scotland in South Ayrshire and provide feedback to the Area Commander.**

3. Background

- 3.1 The Police and Fire Reform (Scotland) Act 2012 created a national police force and a national fire and rescue service. The implications of the legislation for local authorities are that the Council will:

- Comment on SPA and SFRS Strategic Plans;
- Contribute to the preparation of the local plan for police and local fire and rescue plan and approve the plans;
- Monitor the delivery of police and fire and rescue functions in the area and make recommendations for improvement; and
- Provide feedback to the Local Police Commander and the Fire and Rescue Service Local Senior Officer.

- 3.2 The Local Police Plan for South Ayrshire was agreed by [Cabinet in March 2023](#).

4. Proposals

- 4.1 The Area Commander, Chief Inspector Kevin Lammie, has provided the attached performance report (Appendix 1) which Panel members are invited to scrutinise and provide feedback on.

5. Legal and Procurement Implications

- 5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 If the recommendation is rejected then there is a risk that the Council is considered to not have discharged its responsibility under the Police and Fire Reform (Scotland) Act 2012 in terms of scrutinising local performance.

9. Equalities

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

10. Sustainable Development Implications

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - The proposals in this report do not represent a qualifying plan, programme, policy or strategy for consideration for SEA. There exists therefore no obligation to contact the Scottish Government Gateway and no further action is necessary. An SEA has not been undertaken.

11. Options Appraisal

11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to Priority 3 of the Council Plan: Civic and Community Pride.

13. Results of Consultation

13.1 There has been no consultation on the content of this report which relates to performance of an external organisation.

Background Papers **Report to Cabinet of 14 March 2023 - [Local Police Plan 2023-26](#)**

Person to Contact **Kevin Anderson, Service Lead – Policy, Performance and Community Planning.
County Buildings, Wellington Square, Ayr, KA7 1DR
Phone 01292 612982
E-mail kevin.anderson@south-ayrshire.gov.uk**

Date: **15 November 2023**

South Ayrshire Performance Summary Report - Q2 2023/24

Reporting Period: 01/04/2023 - 30/09/2023

Appendix 1



**POLICE
SCOTLAND**
Keeping people safe

Total Crime



16.5%



5,288 Crimes

Incidents
Recorded

Violence/Homicide

Drug Supply

Robbery

Domestic Abuse

Sexual Crime

-1.7%*

14.0%

-36.7%

38.9%

2.8%*

21.7%



17,272

658

19

20

392

128

ASB

Hate Crime

Acquisitive Crime

Drink/Drug Driving

Speeding

Serious Injury &
Fatal Accidents

-13.0%*

21.8%*

7.4%

39.5%

71.2%

33.3%/-66.7%



3,470

58

1,178

106

239

14/1

Note: All percentage figures are based on the 5-year average with all data based on Management Information which may be subject to change. *5-yr Average is locally produced and not MI

Introduction

This document has been compiled to look at the quarterly data available for South Ayrshire. The report is based on the areas of focus identified within the Local Policing Plan agreed with the Local Authority. The 'Plan on a Page' document is available on Page 3, this provides details of the areas Police Scotland have agreed to report on.

The following list of contents provides an overview of the items included in this report:

TOPIC	SECTION	PAGE
Local Policing Plan	Plan on a Page	3
Serious Crime	Violence/Homicide	4
	Drug Supply	5
	Robbery	6
Violence Against Women and Girls	Domestic Abuse	7
	Rape & Sexual Assault	8
Safer Communities	ASB	9
	Hate Crimes	10
	Acquisitive Crime	11
Community Wellbeing		12
Road Safety -	Drink/Drug Driving, Speeding and Serious Injury & Fatal Accidents	13
Public Confidence	User Satisfaction Survey	14
	Complaints	15
Glossary of Terms		16



**Plan on a Page
South Ayrshire**

Our vision | Policing for a safe, protected and resilient Scotland
Our purpose | Improve the safety and wellbeing of people, places and communities in Scotland
Our values | Fairness, Integrity, Respect, Human Rights

PUBLIC HEALTH

Our Local Policing Priorities

Our Areas of Focus

Strategic Outcomes

Serious Crime



Violence Drugs Supply Robbery

Threats to public safety and wellbeing are resolved by a proactive and responsive police service

Violence Against Women and Girls



Domestic Abuse Rape & Sexual Assault Child Sexual Abuse

The needs of local communities are addressed through effective service delivery

Safer Communities



Anti-Social Behaviour Hate Crime Acquisitive Crime Online Safety

The public, communities and partners are engaged, involved and have confidence in policing

Community Wellbeing



Drugs Harm Community Justice Mental Health Youth Engagement

Our people are supported through a positive working environment, enabling them to serve the public

Road Safety



Drink / Drug Driving Speeding Serious Injury and Fatal Accidents

Police Scotland is sustainable, adaptable and prepared for future challenges

PERSON CENTRED APPROACH

PARTNERSHIPS

PREVENTION & EARLY INTERVENTION

SERIOUS CRIME—Violence/Homicide

Analytical Context:

The Q2 period shows that overall violent crime has increased by 14.0% on the 5-year average. This increase is due to the number of Minor Assaults both on Emergency workers and the public. There has been a slight decrease noted in Serious Assaults on both last year and the 5-year average. Murder has remained at zero and Attempt Murder charges have remained the same as last year. There are currently just over 4% of the Minor Assaults which are non-recent.

One of the Attempted Murder’s remains undetected at this stage with almost 74% of the Serious Assaults currently detected.

Local Action/Context:

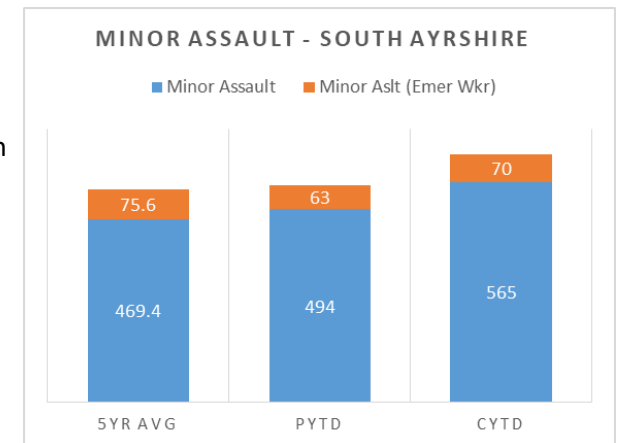
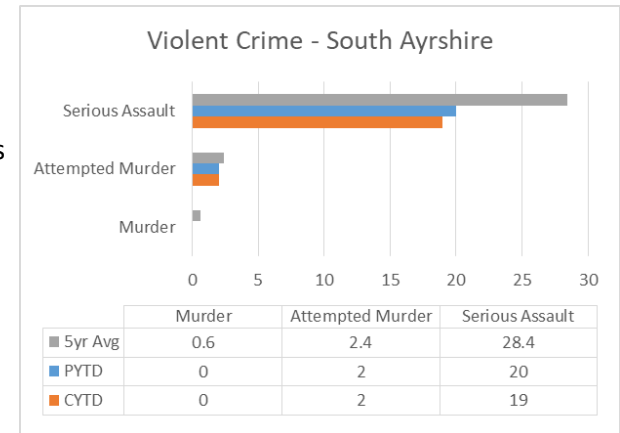
All crimes of violence continue to be subject of significant scrutiny. This includes close scrutiny and monitoring and consideration to the most appropriate department to lead on the enquiry. This can include the Criminal Investigation Department (CID), Priority Policing Team (PPT) and uniformed officers following review. Officers are supported by specialist departments when carrying out enquiry.

We recognise the impact that any crime of violence can have on an individual as well as the wider community. Within the reporting period there has been no murders. One attempt murder has been detected and we are following a positive line of enquiry in respect of the other. One of these incidents took place in Prestwick and a further in Mossblown. Both occurred within residential properties and the victims and perpetrators were known to one another.

The current detection rate for serious assault from Q1 to Q2 has decreased slightly from 78% to 74%. This is anticipated to increase following conclusion of enquiries.

The successful partnership approach to promoting ongoing safety and reducing violence throughout the night time hospitality trade continues to go from strength to strength. The operational response known as “Operation Inver” is

recognised as a valuable, important and proportionate response in our commitment to the safety and wellbeing of persons within our local communities. The plan has a particular focus on Ayr and Prestwick. Every week/month key partners and volunteers including Street Pastors, First Aiders and taxi marshals are deployed supported by local policing. Throughout the reporting period local officers have undertaken 907 pro-active inspections to licensed premises compared to 64 reported incidents.



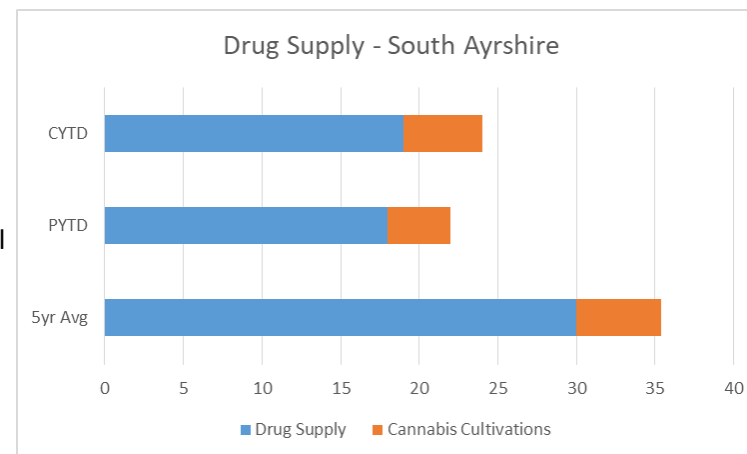
Source: Taken from Police Scotland Business Intelligence Portal

SERIOUS CRIME—Drug Supply

Analytical Context:

Drug supply charges in South Ayrshire have noted a slight increase during the second quarter of the year. Charges are down almost 36.7% on the 5-year mean for Supplying Drugs and down 7.4% for Cannabis Cultivations on the 5-year average.

Proactivity remains the main focus and means by which these charges are obtained. Identifying any real patterns to where these crimes are taking place requires the combined work of local officers and Divisional staff, building on the Community Intelligence provided by South Ayrshire residents, community groups or via Crimestoppers.



Source: Taken from Police Scotland Business Intelligence Portal

Local Action/Context:

Drug supply remains a focus for the Pro-Active Crime team supported by the Priority Policing Team and locality officers. Identifying and targeting those who supply high harm commodity within our local communities continues to be a priority. We recognise that some of this activity can involve individuals who travel cross border. We continue to work collaboratively with key partners including other policing divisions to identify and target those who cause harm to our communities. We recognise the impact that substance misuse and addictions can have on individuals and families. Our dedicated community wellbeing engagement officers support and help signpost individuals into organisations who support persons in crisis and with addictions.

Throughout the reporting period a total of 32 drug warrants were executed. This is an increase of 22 from Q1. As a result of these warrants 6 persons have been charged with being involved in the supply of drugs with a further 4 being charged with drug possession.

During the reporting period the some of the drugs recovered included:-

- From a property in Troon £113K of a Class B Drug
- From a property in Dundonald £6K of a Class A Drug
- From a property in Ayr £14K of a Class A Drug and £22K in a Class B Drug

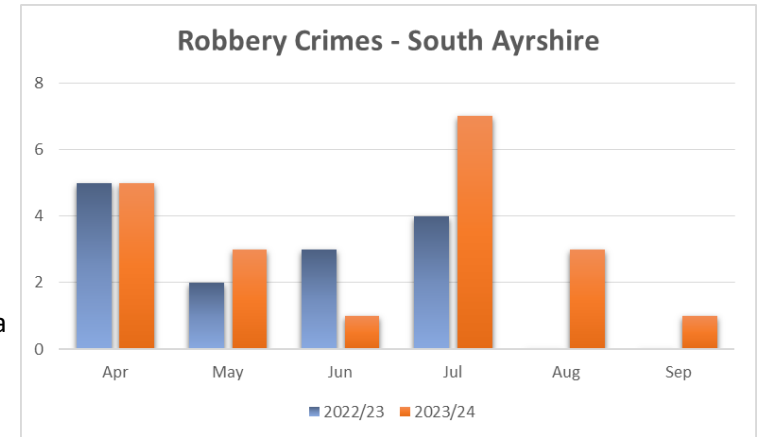
SERIOUS CRIME—Robbery

Analytical Context:

The number of reported Robbery type crimes so far this year (n=20) is higher than last year (n=14) and above the 5-year average (14.4). So far we have a 75% detection rate on reported crimes this year.

Church Court in Ayr is currently a repeat location with two crimes taking place at two addresses on this street. The majority of crimes occurred in Ayr with 2 each in Prestwick and Troon, one in Ballantrae and one in Girvan.

Eight of the robberies have taken place within the home, 11 in public space and a further 1 being within a shop. Physical assault was most commonly used against the victim and 7 crimes involved a knife. Seizure of a purse/bag/wallet and contents or cash have been the most commonly acquired item and the victim knew the offender, in some capacity, in at least 65% of these crimes.



Source: Taken from Police Scotland Business Intelligence Portal

Local Action/Context:

Robberies are a priority in South Ayrshire. All crimes of this nature are subject to significant scrutiny and governance around the enquiries ensuring that any offenders when identified are apprehended at the earliest opportunity.

The current detection rate for robberies is 75% with enquiries continuing in those incidents that remain undetected. There has been an increase in robberies throughout the summer with 7 incidents in July and 3 in August. 9 of these have been detected to date.

The number of reported robberies remain higher in Ayr in comparison to any other area across South Ayrshire. The majority of incidents in Ayr have taken place within Ayr north and Ayr west with the majority of offenders who have been detected to date being male aged between 26 and 35 years of age.

Preventative measures continue including ensuring those individuals who are subject to bail conditions are subject to routine checks to ensure they are complying with their conditions.

Dedicated town centre officers and our prevention and intervention officer routinely and proactively engage with our retailers and community groups offering awareness and prevention advice.

VIOLENCE AGAINST WOMEN & GIRLS—Domestic Abuse

Analytical Context:

Domestic crimes during the first six months of this year are showing an increase when compared with last year (up 0.8%) and also up on the 5-year average by 2.8%. The chart opposite clearly shows that the first three months and September have been above the 5-year average as well as the numbers last year; July and August have been lower than both last year and the 5-year average.

5% of the crimes reported during this period are non-recent.

Local Action/Context:

During April – September 2023 there has been a slight increase in Domestic related incidents reported to Police across Ayrshire, which is reflected in South Ayrshire with a rise of 48 incidents over the period. This increase can in part be explained by the excellent work undertaken by the Domestic Abuse Safeguarding Team (DAST) who initiate follow up contact with victims of Domestic Abuse. These subsequent interactions allow victims the opportunity to report further offences which are robustly investigated by the Domestic Abuse Investigation Unit (DAIU).

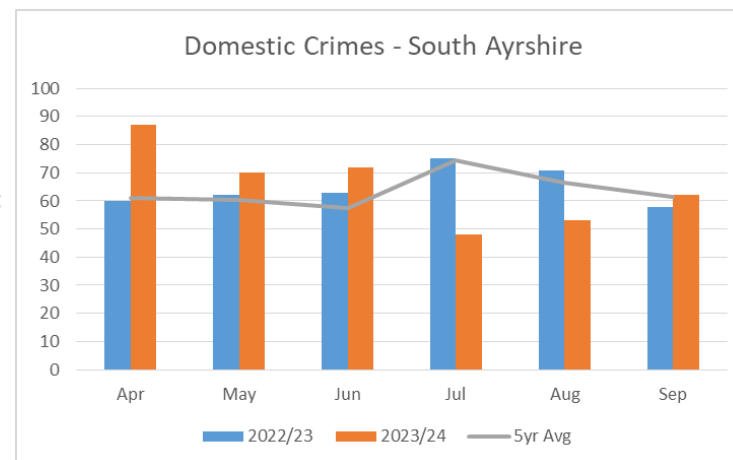
Since its creation in July 2022, the DAST have provided safety advice and implemented protective measures to victims of Domestic Abuse who have been highlighted through the submission of IVPD's. These invaluable contacts offer reassurance to individuals affected by Domestic Abuse and encourages partner agency engagement.

DSDAS referrals have remained the around same from the last period with 42 referrals submitted during the period. This is a significant increase from the same period last year where 29 referrals were received within South Ayrshire, demonstrating the increased knowledge and awareness around this scheme.

Domestic Abuse remains a high priority within the South Ayrshire Local Police Plan and the DAIU continue to work closely with partner agencies to identify high risk victims of Domestic Abuse and develop safety plans around them. During this reporting period, 74 victims were referred to MARAC and risk-focused safety plans were implemented. These conferences are crucial in providing a voice for the victim through their individually assigned Independent Domestic Abuse Advocacy worker and tailors the support specifically to their needs.

Information gleaned during diligent investigations over the period identified 5 high tariff offenders of Domestic Abuse as a Multi-Agency Tasking and Co-ordination (MATAC) target and investigations are currently ongoing.

Ayrshire DAIU, DAST, and local officers remain committed to providing a professional, sensitive and consistent service to all victims of Domestic Abuse. Within Police Scotland this remains a national priority. We also continue to work in partnership with statutory and voluntary organisations.



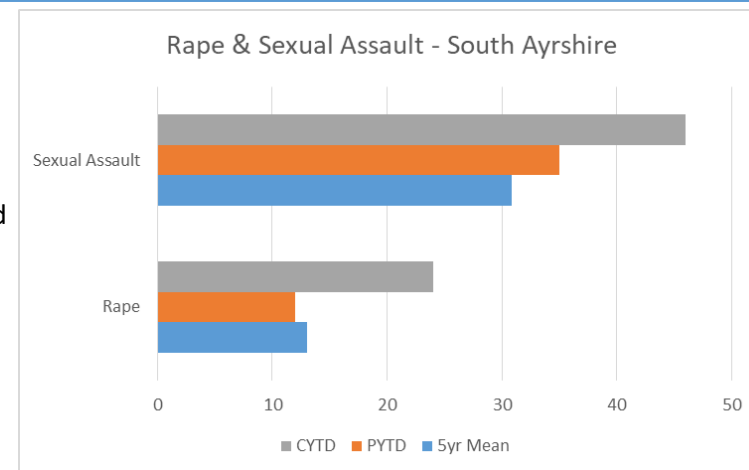
Source: Data taken from iVPD through ScOMIS

VIOLENCE AGAINST WOMEN & GIRLS—Rape & Sexual Assault

Analytical Context:

Examination of the Rape crimes which were reported in Q2 shows a marked increase in the numbers this year compared with both last year and the 5-year average. It is notable that a total of 7 of these are non-recent crimes and 14 were Domestic related.

Sexual Assaults have noted a marked increase during the first six months of this year on both last year and the 5-year average. Of the 46 reported crimes, 14 are non-recent and 9 are domestic related.



Source: Data taken from iVPD through ScOMIS

Local Action/Context:

Targeting sexual crime remains a priority for Police Scotland. Every reported incident of a sexual nature is robustly investigated. The Divisional Rape Investigation Unit (DRIU) comprises a Detective Inspector, a Detective Sergeant and 8 Detective Constables/Constables with a wealth of operational and specialist experience and skillsets. The majority of Sexual Offence Liaison Officers (SOLO) have now received training in video recorded interview (VRI) practices which afford a more effective victim centred approach to capturing victim evidence. Officers are being further trained with information about the impact of trauma and how this can impact on a person's ability to participate in an interview to provide a fair and consistent approach under VRI.

Increases in sexual crime reporting highlight how our response to online offending and public protection are a key part of frontline policing in a modern society. Tackling sexual crime remains a key priority and we will continue to focus enforcement in this area.

The introduction of the dedicated sexual health service at The Willows in Prestwick has proved vital in our effective and efficient response as SOLO officers, ensuring that victim welfare is at the core of our response. We are committed to continually improving the service we provide, to build confidence in reporting and our Ayrshire campus officers continue to work proactively with young persons to highlight reporting mechanisms and perpetrator warning signs. There is ongoing work to utilise campus officers in the delivery of a new educational resource, accompanied by officers from DRIU and DAIU, in schools across Ayrshire in the new school term. This presents opportunity for specialist officers to share their investigative experiences with our young communities in response to VAWG, domestic abuse and sexual crime. Prevention is a key area in sexual crime that divisionally we are increasing our pro activity in the build up to the 16 days of Activism 2023. This will see officers working closely with partners and highlighting national sexual crime campaigns such as 'That Guy' at a local level through places of education. Throughout the 16 days a variety of events are in the final stages of planning including a Pan Ayrshire Conference on Commercial Sexual Exploitation that will take place on the 28th of November and Reclaim the night walk on the 5th December 2023.

There remains valuable engagement between the DRIU and COPFS including recent discussions around the topic of diversion from prosecution. Early discussions between SIO and the high court sexual offences team have proven vital in recent investigations and reaching positive conclusions for victims of sexual crime.

SAFER COMMUNITIES—Antisocial Behaviour

Analytical Context:

Anti-social behaviour in general has shown a reduction this year when compared to the 5-year average, down 13.0%, however the change from 2022/23 is up 7.7%. May, June, August and September have recorded increases on last year and this may be as a result of the improved weather which resulted in more transient visitors to the beaches in Ayrshire, including those in South Ayrshire.

ASB incidents involving youths accounted for 11%.

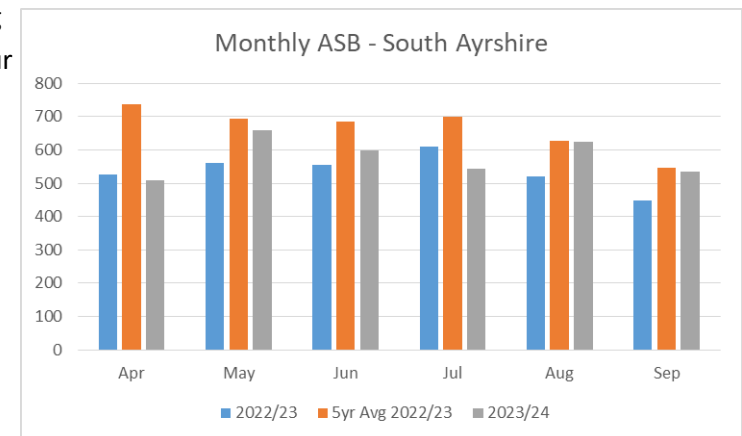
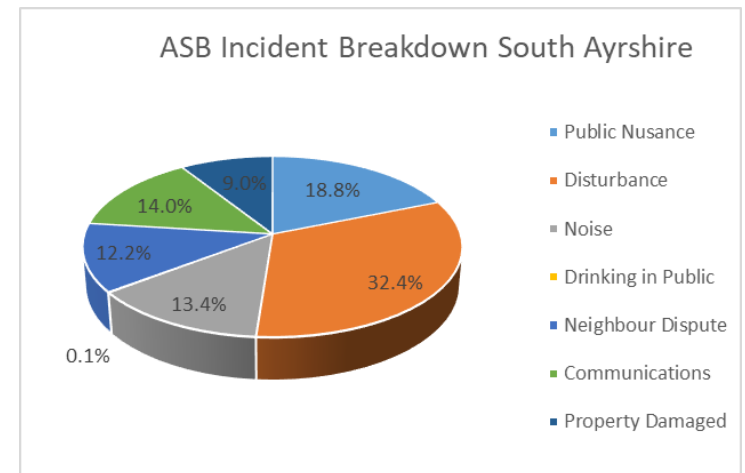
Local Action/Context:

Our dedicated Anti-social Behaviour Officers and Local Authority Liaison Officer remain invested in working collaboratively with statutory and third sector partners across South Ayrshire to tackle anti-social behaviour (ASB). Daily scrutiny and appropriate information sharing continues to be a success with early effective interventions carried out including joint visits to deter any emerging issue from manifesting. Within the reporting period 162 joint visits to properties where ASB has been identified has been carried out with a further 498 disclosures made to the local authority. This has resulted in South Ayrshire currently having 31 live Anti Social Behaviour Orders. Such orders ensure that the householder adheres to specific conditions which stops them being able to pursue any further similar behaviours.

Local officers continue to use the legislation available to them to tackle ASB. 67 Fixed penalty notices have been issued.

Locality officers regularly engage and educate young persons involved in anti social behaviour and public nuisance and where appropriate enforce any legislation. As part of this process this includes ensuring local school campus officers are sighted on the young persons behaviour within the local community in order that presentations with key messages are delivered that demonstrate the harm and fear that they can cause.

Using an analytical approach we ensure where possible that we have focussed patrols in areas that cause greatest concern in respect of ASB. We work collaboratively with partners in order to achieve improved outcomes.



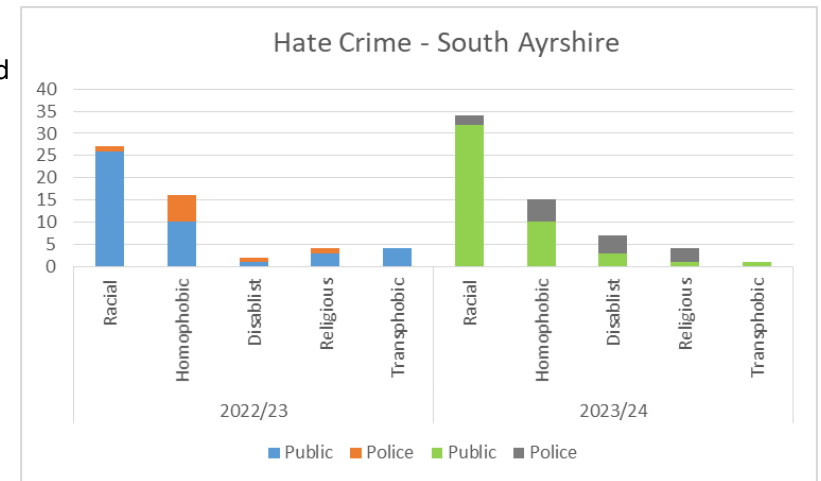
Source: Taken from STORM data extracted through Business Intelligence Portal

SAFER COMMUNITIES—Hate Crime

Analytical Context:

Hate crime across South Ayrshire is currently showing an increase when compared to the same period in 2022/23 (n= 58 this year n=49 last year) and the 5-year average (47.6). The chart opposite highlights the fact that Racial crimes have increased markedly . The majority of these have involved members of the public rather than Police Officers. Police Officers continue to mostly be subjected to Homophobic and Disablist slurs.

There were two repeat victims identified, one was subjected to three racial crimes and the other two racial crimes. There are currently no repeat locations identified apart from the addresses associated to both repeat victims. However Sandgate, Whitletts Road in Ayr and Craig Tara have recorded three crimes, although the locations differ. Two crimes were reported at separate locations on Davidson Place and Liberator Drive in Ayr.



Source: Taken from the iVPD database through ScOMIS

Local Action/Context:

Addressing hate crime and in particular the increase in racial crime is a priority in South Ayrshire.

Every report of a hate crime attracts additional scrutiny and governance from the Local Area Commander and team to identify patterns of behaviour, repeat victims, locations and to ensure the relentless pursuit of offenders. Every victim of such crime also receives a personalised letter from the Local Area Commander. Within this letter provides the contact details of the enquiry officer, reassurance that all enquiries are treated as a priority and details of support organisations should they feel the need for additional support.

The repeat victims identified were targeted in crimes that took place in Whitletts Road, Ayr. These occurred within a retail premise and a residential property. These crimes have been detected and the offenders reported accordingly.

The detection rate for hate crime during the reporting period is 65.5%. We recognise the impact that such crimes can have on the individual, their families and the wider community.

Local school and college campus officers continue to deliver key messages to young people to educate them around hate crimes and incidents as well as encouraging such crimes to reported to the police. Any form of abuse will not be tolerated and a robust approach is taken.

SAFER COMMUNITIES—Acquisitive Crime

Analytical Context:

From the table opposite it is evident that the majority of acquisitive type crimes are currently showing increases when compared with last year but many decreased when compared with the 5-year average.

Fraud type crimes have been on the increase for a number of years, and this was exacerbated with the start of the pandemic in 2020 as more people moved their shopping habits online making them more vulnerable to potential scams and fake sites. Around 37% of Fraud crimes this year in South Ayrshire can be classed as having a cyber element, whether that is due to goods purchased and not received, monies not received for goods sent or false websites, there is some part of the Fraud which has involved the use of the internet.

Housebreaking crimes are also showing an increase but this has been across all types—dwelling houses, non-dwelling properties (garages, sheds, etc) and commercial premises. The housebreakings to non-dwelling properties is slightly above the 5-year average at this stage.

Local Action/Context:

There is strict governance around each report of housebreaking with each crime being subject to review by local Detective Inspector thus ensuring that evidential and forensic opportunities are maximised that where appropriate crimes are linked to the same offender.

Increased prevalence in theft by shoplifting is also replicated across Ayrshire and nationally. Our dedicated town centre officers work tirelessly to combat this crime type and take part in a pan-Ayrshire group to highlight prolific offenders and those linked to Serious and Organised Crime. Locality officers have now taken on the role of Single Point of Contact for the main supermarkets who have experienced the biggest increase in shopliftings. Some offenders have committed numerous thefts within these premises. The purpose of the SPOC is to identify and report offenders promptly ensuring all evidence is secured and reported where applicable to the Crown Office Procurator Fiscal Service.

The significant increase in crimes of fraud is replicated nationally. Within South Ayrshire our dedicated Prevention and Interventions officer and locality officers work closely with the local authority, trading standards, NHS Falls Team, Neighbourhood Watch Scotland, SFRS Community Team and VASA, to raise awareness of these crimes to equip our communities with the knowledge to identify a scam before they suffer any financial loss. This has also involved the delivery of a number of bespoke inputs to elderly and vulnerable members of the community, events and crime prevention stands to offer preventative advice on frauds and scams. Events have taken place within local community groups, resource centres, libraries and retail premises.

Perpetrators involved in such criminality continually look for opportunities to identify and target vulnerable persons using tactics that can appear convincing. Some of these involve persons operating out with Scotland and the UK.

	CYTD	PYTD	5yr Mean
All Housebreaking	99	80	113.2
All Vehicle Crime	66	80	94.6
Fraud	124	104	95.6
Common Theft	237	221	274.8
Shoplifting	580	482	435.8
Other Thefts	72	63	83

Source: Taken from Police Scotland Business Intelligence Portal

COMMUNITY WELLBEING

Local Action/Context:

Drugs Harm

CWU work closely with the South Ayrshire ADP assisting those in addiction by means of relevant signposting and practical support. A weekly multi-agency meeting takes place with statutory partners to plan suitable joint visits with a view to solving local problems, including assisting those in addiction through drugs and alcohol. From this, a number of visits have been carried out with NHS, SFRS Social Work and Housing to those in crisis which have led to a number of persons in the community receiving the correct assistance either directly or by referral on to the relevant agency.

Community Justice

CWU continue to work closely with Connect4Change with a view to reducing re-offending through supporting those in the community most at risk through addiction and poverty. CWU are working closely with the Rapid Relief Team who have provided a number of emergency food boxes and personal hygiene kits for distribution where appropriate. This has since been rolled and made available to response groups, all with a view to providing necessary support whilst reducing offending, allowing vulnerable members of the community to provide themselves and family with food.

Mental Health

CWU has engaged with numerous vulnerable community members, many of which have serious mental ill health. Through the strong partnerships built between CWU, statutory and third-sector agencies, often carrying out joint visits as previously mentioned, CWU has ensured that appropriate assistance is put in place at the earliest stage allowing best outcome for the individual whilst reducing the likely-hood of crisis. All CWU officers are now trained in Applied Suicide Intervention and mental health first aid. Many other officers have now completed the courses with more due to receive the training in the months ahead.

Youth Engagement

CWU continue to build their positive relationship with young persons in care settings, with some having shown interest in joining the Police Scotland Youth Volunteers. CWU have been involved with several events involving local youths such as the family day at Newton Primary alongside PSYV and Road Policing officers in July where several young persons from seldom heard communities engaged in meaningful conversations with police. These events, combined with the CWU's engagement aligned with The Promise ensures that a clear and positive alternative to ASB is available to our young persons.

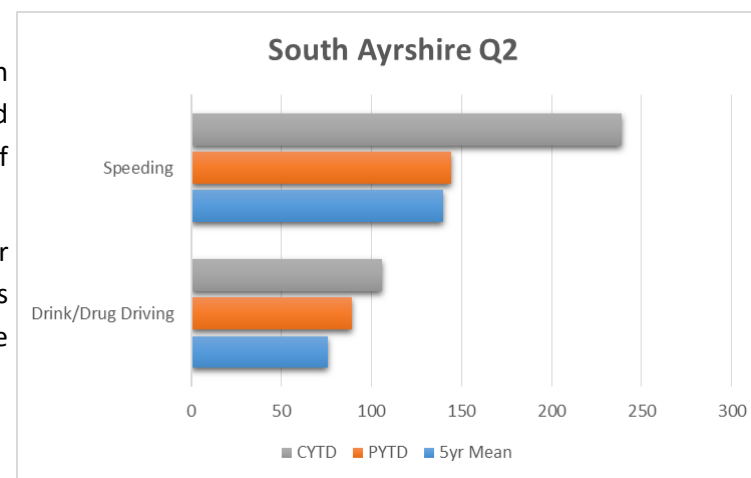
ROAD SAFETY

Analytical Context:

There has been an increase in both Speeding offences and Drink/Drug Offences during Q2 within South Ayrshire. Throughout the reporting period there has been focussed patrols by both local policing and roads policing officers with an aim to educate driver behaviour on priority routes and areas identified of concern.

In terms of Serious and Fatal Road Accidents—there has been one Fatal Accident so far this year compared with three last year. However there have been 14 serious road traffic collisions during Q2, this is a decrease of 7 since last year (2022/23 Q2=21). One of the 14 serious collisions involved a child, there were 4 last year involved children.

It should be noted however, that these numbers include circumstances where an individual has been required to stay in hospital overnight for observations, however has not necessarily sustained serious injuries. Any overnight hospital stay is classed as a Serious Road Traffic Collision.



Source: Taken from Police Scotland Business Intelligence Portal

Local Action/Context:

Ayrshire's Road Policing Unit along with divisional resources continue their strong focus towards the key priority of Road Safety within South Ayrshire, working towards the outcomes set in the Scottish Government's Road Safety Framework to 2030.

Officers in South Ayrshire continue to carry out high visibility and unmarked patrols of the road network, in an effort to deter and detect motorists who place both themselves and other road users in danger, by choosing to drive under the influence of alcohol/drugs. In addition to this, a number of target packages have been created to pro-actively target repeat offenders. Local officers remain vigilant and regularly seek assistance from Road policing trained Medacx Drug Wipe officers, whenever they suspect a motorist has been driving under the influence of drugs.

In terms of Drink Driving, officers regularly patrol priority routes and those areas identified via analytical products where there is more likelihood for offences to be detected. The National Calendar of Road Safety Activity identifies specific periods to target these priorities, and in the reporting period the Summer Drink/Drug Driving campaign in July and Drug Driving week in August focussed activity in this regard.

Officers in South Ayrshire strongly support national campaigns but also invoke localised action plans in response to community concerns and new or existing threats. Officers regularly conduct static road checks at key areas. Social media and localised messaging in conjunction with partners is utilised to highlight detections and relevant activity.

In terms of the reporting period, detections for drink/drug driving and the significant increase in speeding offences are higher than previous which highlights the continued proactive approach and ongoing commitment towards this priority.

PUBLIC CONFIDENCE—Survey Information

User Experience - Current Position

The information on the table below is from data gathered in the April 2023 to September 2023 for South Ayrshire. It should also be noted that the ‘Feeling adequately informed’ question has changed in 2022/23 and only applies to those who stated they expected to be kept informed.

Questions	YTD	Force YTD	Female	Male	Blank/ Other
Number of Respondents	169	7711	66	52	51
Ease of Contact? (% Easy and Very Easy)	66%	69%	68%	73%	57%
Being provided with the appropriate response? (% Yes)	64%	62%	69%	65%	58%
Feeling adequately informed about progress made with your report	52%	48%	52%	54%	50%
Overall Satisfaction? (% Satisfied or Very Satisfied)	66%	67%	68%	71%	59%

Your Survey

The following information is based on data from April to September 2023.

How safe do you feel in your local area?				Total Respondents
	Very Safe	Fairly Safe	Total	
South	23.53%	60.78%	86.31%	153

Concern about Crime				Total Respondents
	Increased a Lot	Increased a Little	Total	
South	20.26%	32.68%	52.94%	153

Local Action/Context:

The Your Police Survey remains open for all members of the public and police to provide their views on Policing in the Local Community.

Local officers continue to promote and encourage participation in the survey at events and community engagements with regular broadcasts on media and social media platforms.

PUBLIC CONFIDENCE—Complaints Against the Police

Complaints about the Police

	TOTAL COMPLAINT CASES RECEIVED			TOTAL NUMBER OF ALLEGATIONS RE-		
	YTD	LYTD	% CHANGE	YTD	LYTD	% CHANGE
TOTAL	142	157	-9.6%	198	251	-21.1%
South Ayrshire	71	53	34.0%	106	87	21.8%

Breakdown of Case Categories

	FLR (Early Resolution)	FLR PSD (NCARU)	FLR (Spec or PSD)	Criminal Complaint	Non Criminal (not FLR)	Abandoned	Withdrawn	Ongoing (NCARU)	Not Relevant Complaint
U DIVISION	0	61	7	7	41	16	8	2	0
South Ayrshire Council	0	27	2	5	25	6	4	2	0

Breakdown of On Duty Allegations

Breakdown of Allegations	Assault	Corrupt Practice	Discriminatory Behaviour	Excess Force	Incivility	Irregularity in Procedure	Neglect of Duty	Oppressive Conduct/Harassment	Other - Criminal	Non-Criminal	Traffic Irregularity/Offence	Unlawful Unnecessary Arrest or Detention
U DIVISION	8	0	3	12	23	62	2	4	0	0	4	3
South Ayrshire	6	0	3	8	13	30	1	3	0	0	2	2

Breakdown of Quality of Service Allegations

Quality of Service	Policy/Procedure	Service Delivery	Service Outcome
U DIVISION TOTAL	22	16	39
South Ayrshire	13	6	19

GLOSSARY OF TERMS

Acronym	Details
ASB	Anti-Social Behaviour
ASBIT	Anti-Social Behaviour Investigation Team
CWU	Community Wellbeing Unit
CYTD	Current Year to Date
DAIU	Domestic Abuse Investigation Unit
DAST	Domestic Abuse Safeguarding Team
DRD	Drug Related Deaths
DSDAS	Disclosure Scheme for Domestic Abuse Scotland
NAC	North Ayrshire Council
FLR	Front Line Resolution
GIRFEC	Getting It Right For Every Child
HMP	Her Majesty's Prison
LPP	Local Policing Plan
LPT	Local Policing Team
LYTD	Last Year to Date
MARAC	Multi Agency Risk Assessment Conference
NCARU	National Complaints and Resolution Unit
Non-Rec	Non Recent (over one year from incident occurring)
PACT	Pro-Active Crime Team
PSOS	Police Service of Scotland
PYTD	Previous Year to Date
QoS	Quality of Service (relates to complaints)
RADAR	Rapid Access to Drug and Alcohol Recovery
SARC	Sexual Assault Referral Centre
ScOMIS	Scottish Operational and Management Information System
SFRS	Scottish Fire and Rescue Service
SWD	Social Work Department
VAWG	Violence Against Women and Girls
YTD	Year to Date

South Ayrshire Council

**Report by Director of Strategic Change and Communities
to Service and Partnerships Performance Panel
of 21 November 2023**

Subject: Local Performance Report: Scottish Fire and Rescue

1. Purpose

- 1.1 The purpose of this report is to provide members of the Service and Partnerships Performance Panel with information about the mid-year performance of the Scottish Fire and Rescue Service in South Ayrshire.

2. Recommendation

- 2.1 **It is recommended that the Panel scrutinises the 2023/24 mid-year performance (quarter two) report of the Scottish Fire and Rescue Service in South Ayrshire and provides feedback to the Local Senior Officer.**

3. Background

- 3.1 The Police and Fire and Rescue Reform (Scotland) Act 2012 created a national police force and a national fire and rescue service. The implications of the legislation for local authorities are that the Council will:

- Comment on SPA and SFRS Strategic Plans;
- Contribute to the preparation of the local plan for police and local fire and rescue plan and approve the plans;
- Monitor the delivery of police and fire and rescue functions in the area and make recommendations for improvement; and
- Provide feedback to the Local Police Commander and the Fire and Rescue Service Local Senior Officer.

- 3.2 The Local Fire Plan for South Ayrshire was agreed at Leadership Panel on 19 September 2017. Performance is reported twice yearly and this report relates to the mid-year performance.

4. Proposals

- 4.1 The Local Senior Officer, Ian McMeekin, has provided the attached a covering overview (Appendix 1) (including the mid-year performance report (Appendix A), the Pre-Budget Scrutiny Submission by SFRS (Appendix B) and The Fire and Rescue Incident Statistics for 2022/23 (Appendix C)) which Panel members are

invited to scrutinise and provide feedback on. The Local Senior Officer will be in attendance at the Panel meeting to discuss the performance information provided.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 If the recommendation is rejected then there is a risk that the Council is considered to not have discharged its responsibility under the Police and Fire and Rescue Reform (Scotland) Act 2012 in terms of scrutinising local performance.

9. Equalities

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

10. Sustainable Development Implications

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - The proposals in this report do not represent a qualifying plan, programme, policy or strategy for consideration for SEA. There exists therefore no obligation to contact the Scottish Government Gateway and no further action is necessary. An SEA has not been undertaken.

11. Options Appraisal

11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to Priority 3 of the Council Plan: Civic and Community Pride.

13. Results of Consultation

- 13.1 There has been no consultation on the content of this report which relates to performance of an external organisation.

Background Papers **Report to Leadership Panel of 19 September 2017 - [Local Fire and Rescue Service Plan for South Ayrshire](#)**

Person to Contact **Kevin Anderson, Service Lead – Policy, Performance and Community Planning
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E-mail kevin.anderson@south-ayrshire.gov.uk**

Date: 14 November 2023

SOUTH AYRSHIRE COUNCIL

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL – 21 NOVEMBER 2023

**SCOTTISH FIRE AND RESCUE SERVICE
2023/24 QUARTER TWO PERFORMANCE AND SERVICE UPDATE REPORT**

1. PURPOSE

- 1.1 To advise members of the Service and Partnerships Performance Panel as to the progress being made against South Ayrshire Local Fire and Rescue Plan priorities, and to provide panel members with an update on other key fire and rescue service matters.

2. RECOMMENDATIONS

- 2.1 It is proposed that members of the Service and Partnerships Performance Panel:
- i. Note the contents of the performance summary report for the period 1 April to 30 September 2023.
 - ii. Note all Scottish Fire and Rescue Service (SFRS) updates.

3. BACKGROUND

- 3.1 The SFRS is legally obliged to produce Local Fire and Rescue Plans for all 32 local authorities across Scotland. The Local Fire and Rescue Plan for South Ayrshire was developed and, following a public consultation, was presented to the former Partnerships Panel for formal approval.
- 3.2 The continuation of these priorities has been agreed for future reference, via the Service and Partnerships Performance Panel, and will be subject to ongoing monitoring via this forum.

4. PERFORMANCE SUMMARY

- 4.1 An analysis of operational responses across South Ayrshire for the period 1 April to 30 September 2023 identified a 9% decrease in activity levels when compared to the corresponding period in 2022. A further review of activity over the rolling three years average indicates a 0.5% increase in operational demand over the six-month period.

- 4.2 In reviewing operational activity on a broader level, false alarms accounted for 57.3% of all demand, with fire related and special service activity accounting for 28.6% and 14.1% respectively.
- 4.3 For the period 1 April to 30 September 2023, overall progress is monitored across six indicators, utilising the three-year rolling average as a basis of measuring performance. Year on year and the rolling five-year average figures are also used to review short and long terms changes in demand and trends.
- 4.4 Utilising the defined approach in Section 4.3, review of performance against these indicators identified three are above and three are below the three-year average.
- 4.5 Further analysis of this performance is provided within the accompanying performance report (*Appendix A*).

5. CURRENT POSITION – SCOTTISH FIRE AND RESCUE SERVICE UPDATES

- 5.1 The Chief Officer of the SFRS attended the Criminal Justice Committee's Pre-Budget Scrutiny meeting at the Scottish Parliament on Wednesday, 13 September. A copy of the report (*Appendix B*), submitted to the Committee, is enclosed for the Service and Partnerships Performance Panel's reference.
- 5.2 The Local Area hosted a Fire Safety Awareness Event for the care home sector at Ayrshire College's Kilmarnock Campus on Wednesday, 8 November 2023. This pivotal event focused on insights gleaned from previous fire safety enforcement incidents within this sector, aiming to equip duty holders with essential information to enhance the safety protocols of these premises.
- 5.3 Ayrshire Local Area Fire Protection Officers are diligently collaborating with various partners to identify unoccupied and derelict buildings across all three Ayrshire local authority areas. This initiative aims to mitigate the risks of deliberate fire-setting and to compile data crucial for ensuring the safety of our responding firefighters.
- 5.4 The SFRS attended repeat calls to a building fire incident within the Smith Street area of Ayr on Monday, 25 September 2023. A Level 3 Response to the former Station Hotel was requested by the initial Incident Commander. The last responding appliance left the incident on Tuesday, 3 October 2023.
- 5.5 The SFRS has recently published its annual Official Fire and Rescue Incident Statistics publication for 2022-23. A copy of this report (*Appendix C*) is attached for the Service and Partnerships Performance Panel's consideration.

6. CONCLUSIONS

- 6.1 Fire and Rescue Service activity is subject to regular monitoring and review by South Ayrshire Council's Service and Partnerships Performance Panel. The contents of

this document, and accompanying performance report, forms part of this monitoring process.

- 6.2 Members of the Service and Partnerships Performance Panel will be kept up to date as to progress against the Local Fire and Rescue Plan and to any future fire and rescue service updates as they arise.

Area Commander Ian McMeekin
Local Senior Officer
Scottish Fire and Rescue Service
21 Novemeber 2023

For further information, please contact Area Commander Ian McMeekin 01294 607000



**South Ayrshire Performance Report
1st April 2023 - 30th September 2023**



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

**Working together
for a safer Scotland**

south
AYRSHIRE
COUNCIL

South Ayrshire Performance Report

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Local Fire and Rescue Service Plan Priorities

The Local Fire and Rescue Service Plan has been developed to set out the priorities and objectives within South Ayrshire and allows our local authority partners to scrutinise the performance outcomes of these priorities. We will continue to work closely with our partners in South Ayrshire to ensure we are all “**Working Together for a Safer Scotland**” through targeting risks to our communities at a local level.

The plan has been developed to complement key partnership activity embedded across South Ayrshire's Community Planning Partnership. Through effective and co-ordinated partnership working we will seek to deliver continuous improvement in our performance and effective service delivery in our area of operations.

The Local Fire and Rescue Plan for South Ayrshire identified six areas for demand reduction and is subject to regular monitoring and reporting through the Partnership Panel. A summary of the priorities and current activity is detailed below with further detail and analysis contained within this performance report.

	Accidental Dwelling Fires	Accidental Dwelling Fire Casualties	Unintentional Injury and Harm	Deliberate Fire Setting	Non-Domestic Fire Safety	Unwanted Fire Alarm Signals
Ayr East	3	0	2	12	0	22
Ayr North	8	0	3	26	1	26
Ayr West	8	0	2	35	3	56
Girvan & South Carrick	3	0	7	6	4	40
Kyle	4	1	3	26	2	22
Maybole, North Carrick & Coylton	4	0	2	9	3	49
Prestwick	5	0	0	28	1	27
Troon	8	1	3	44	1	28
Total Incidents	43	2	22	186	15	270

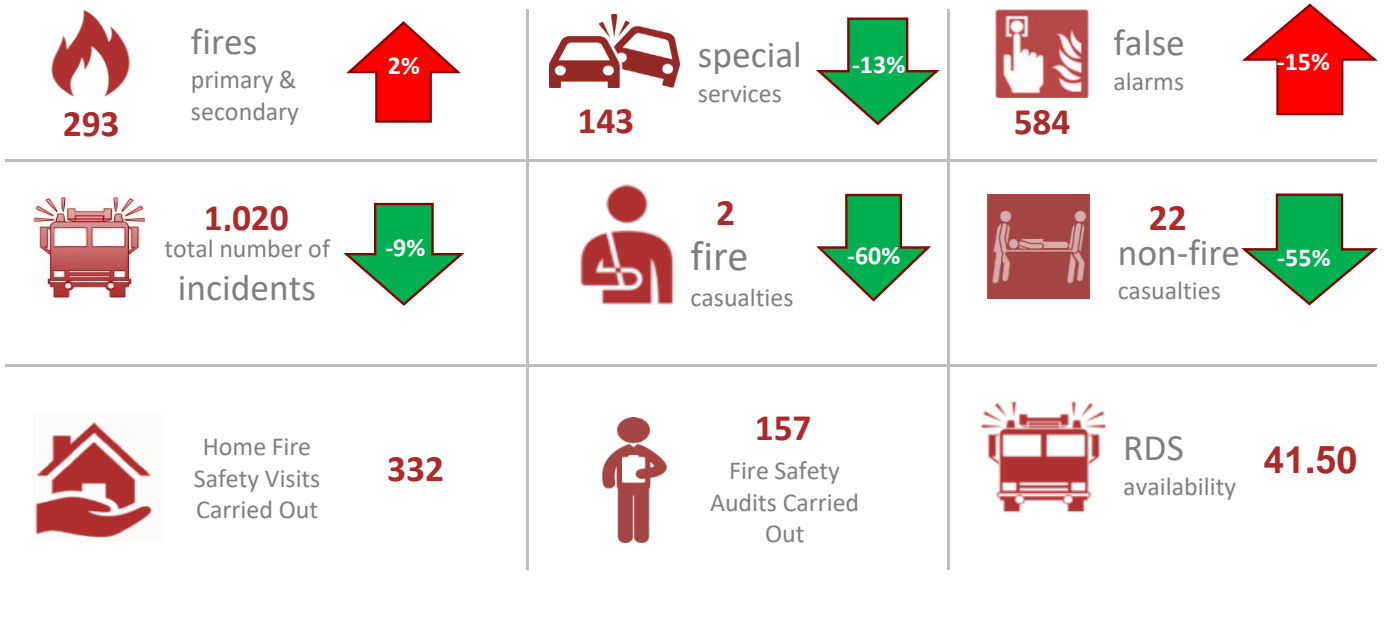
Year on Year Change	◆ 13%	● -60%	● -55%	◆ 26%	◆ 50%	● -25%
3 Year Average Change	◆ 4%	● -8%	▲ -5%	◆ 9%	◆ 22%	▲ -3%
5 Year Average Change	▲ 0%	● -24%	● -17%	◆ 1%	● -6%	▲ -4%

About the statistics within this report

The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

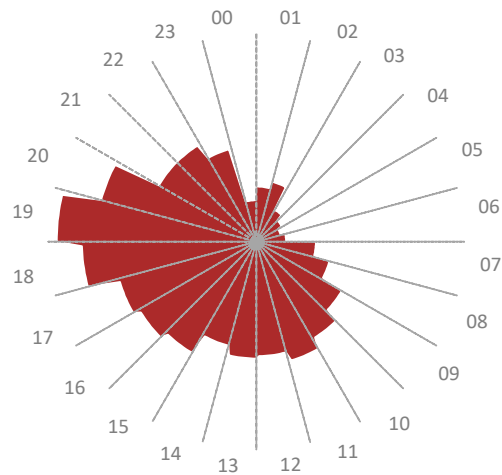
- Activity levels have reduced by more than 5%
- ▲ Activity levels have reduced by up to 5%
- ◆ Activity levels have increased overall

South Ayrshire Delivery Activity Summary

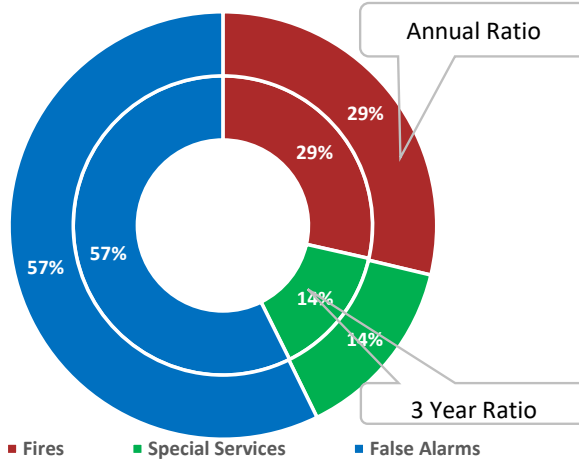


Activity by Time of Day

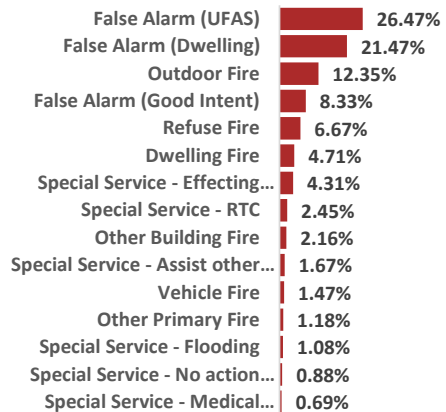
Hour (am)	Total	Hour (pm)	Total
Midnight	18	Mid-day	50
1am	24	1pm	51
2am	27	2pm	47
3am	16	3pm	56
4am	13	4pm	59
5am	11	5pm	62
6am	13	6pm	76
7am	26	7pm	87
8am	33	8pm	70
9am	43	9pm	49
10am	49	10pm	49
11am	54	11pm	42



Incidents by Classification



Top 15 Incident Types by % of Total



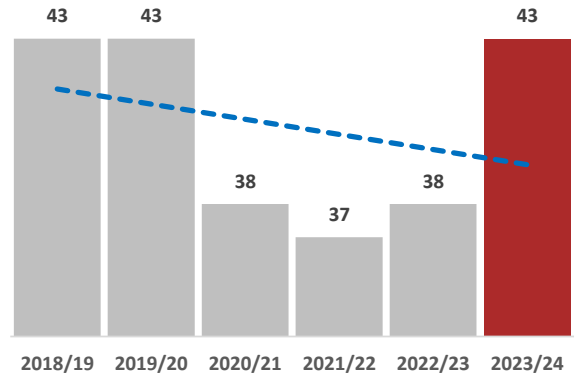
Domestic Safety - Accidental Dwelling Fires



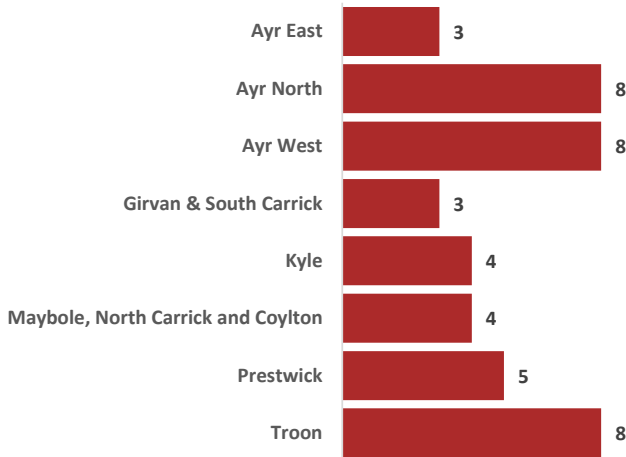
Performance Summary



Accidental Dwelling Fires to Date



Accidental Dwelling Fires by Ward Area



Severity of Accidental Dwelling Fires



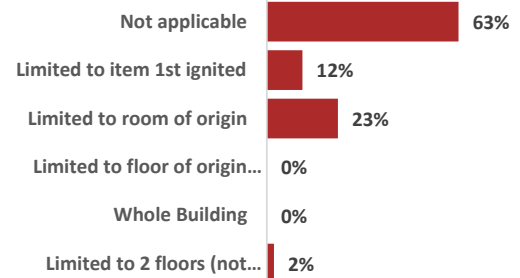
No Firefighting Action

53%

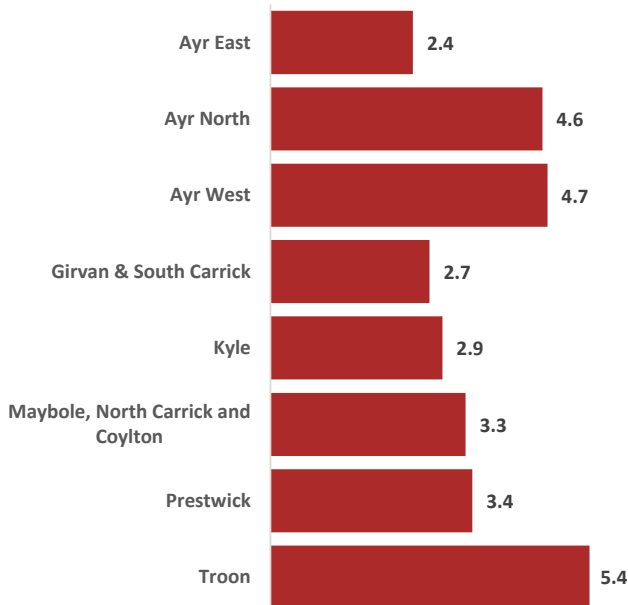
Direct Firefighting

23%

Extent of Fire Damage



Incidents Per 10,000 Population - South Ayrshire



Automatic Detection & Actuation



Detection Present

81%



Detection Actuated

94%



Calls Made via Linked Alarms

21%

Incidents Per 10,000 Population - Ayrshire



Human Factors



Distraction

19%



Alcohol/Drug Impairment

7%



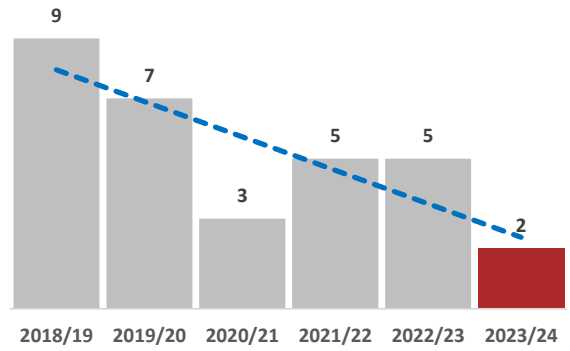
Domestic Safety - Accidental Dwelling Fire Casualties



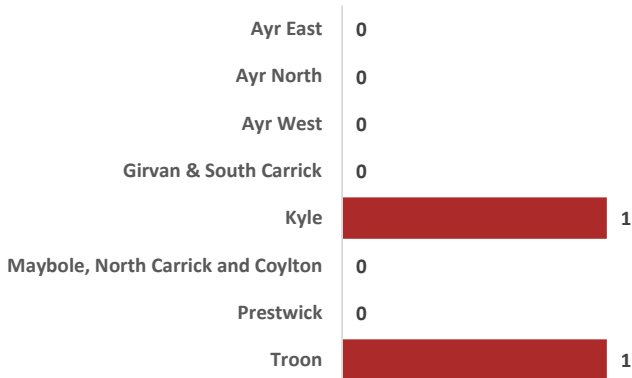
Performance Summary

Year on Year: -60%
 3 Year Average: -8%
 5 Year Average: -24%

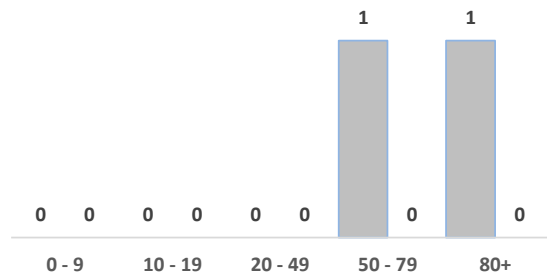
Accidental Dwelling Fire Casualties Year to Date



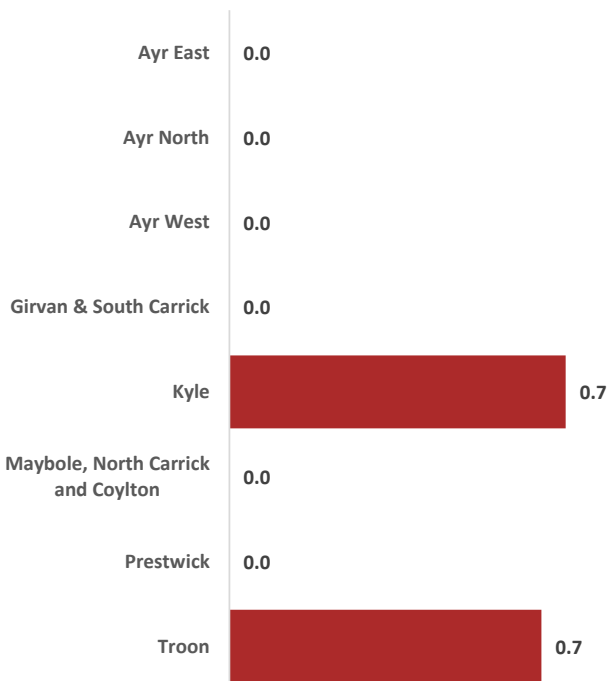
Fire Casualties by Ward Area



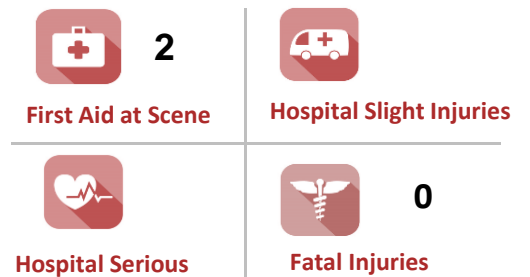
Age / Gender Profile



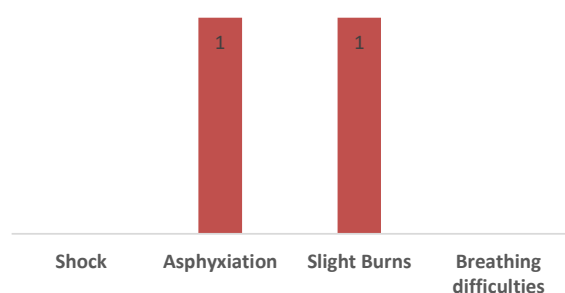
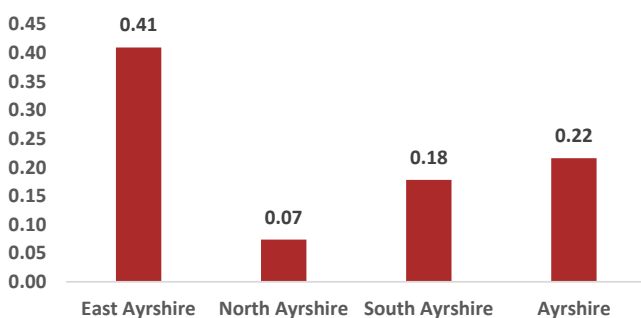
Casualties Per 10,000 Population - South Ayrshire



Extent of Harm



Casualties Per 10,000 Population - Ayrshire



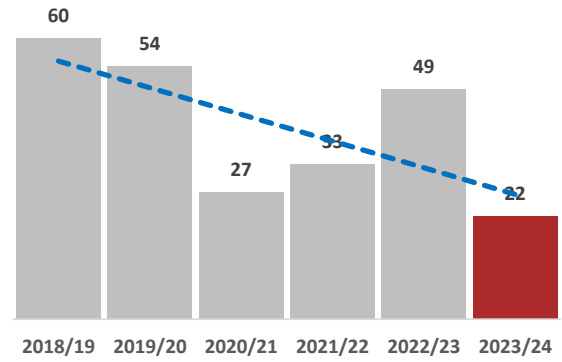
Unintentional Injury or Harm



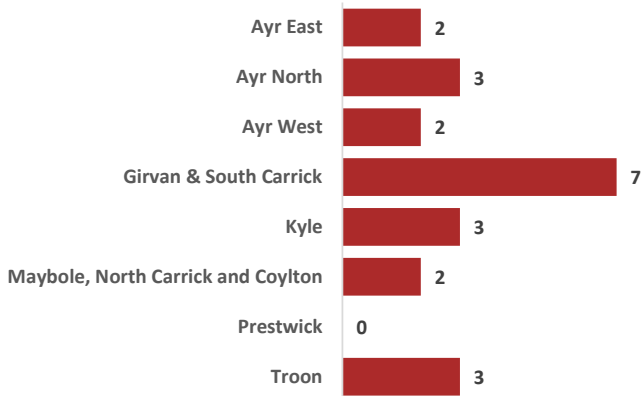
Performance Summary



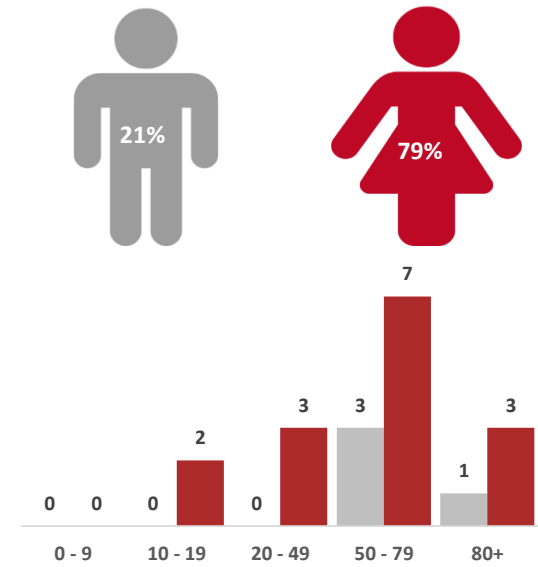
Special Service Casualties Year to Date



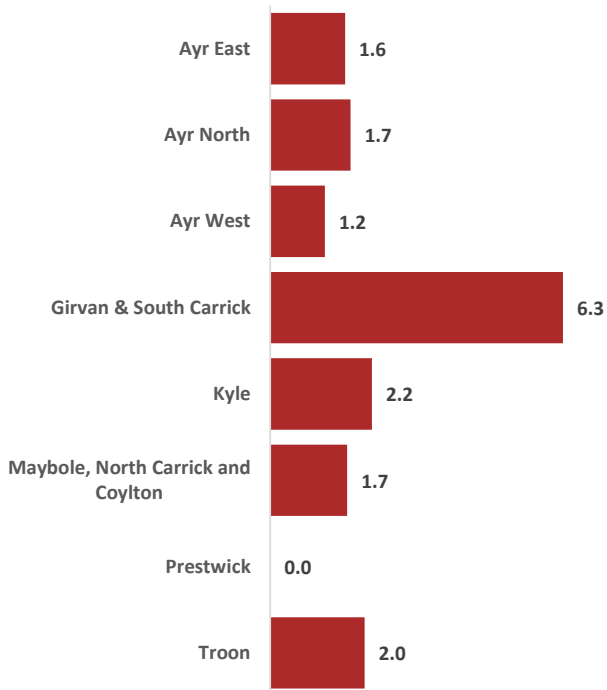
Non-Fire Casualties by Ward Area



Age / Gender Profile



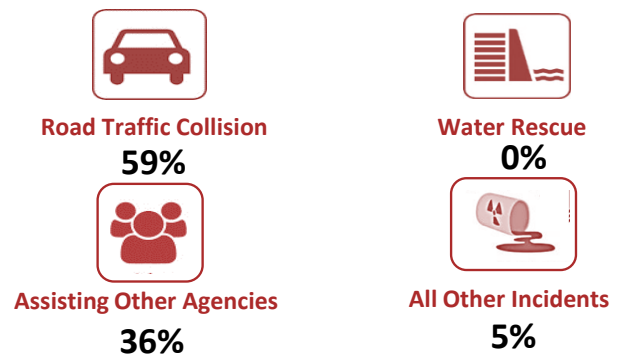
Casualties Per 10,000 Population - South Ayrshire



Extent of Harm



Non-Casualties Per 10,000 Population - Ayrshire



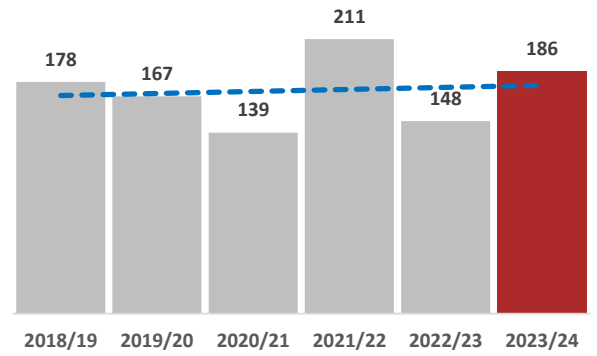
Deliberate Fire Setting



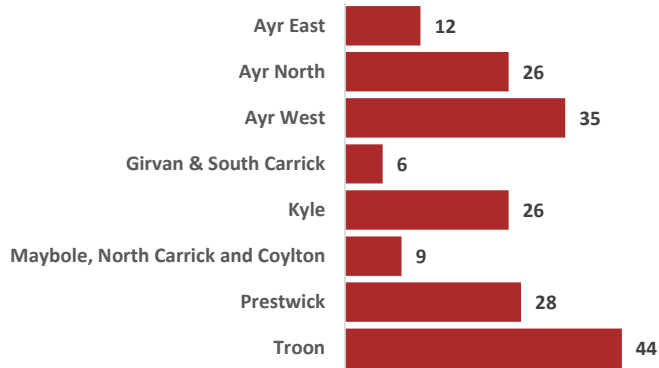
Performance Summary

Year on Year **26%** 3 Year Average **9%** 5 Year Average **1%**

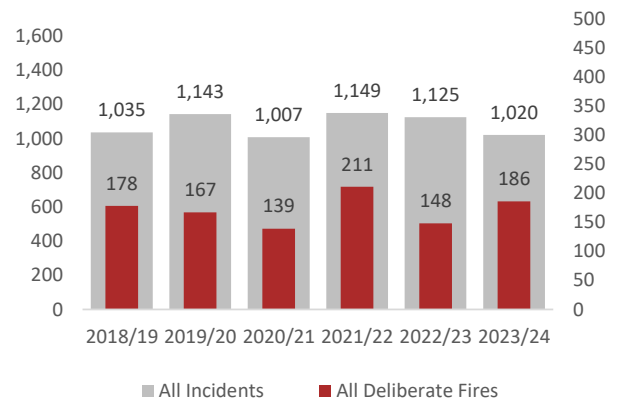
Deliberate Fires Year to Date



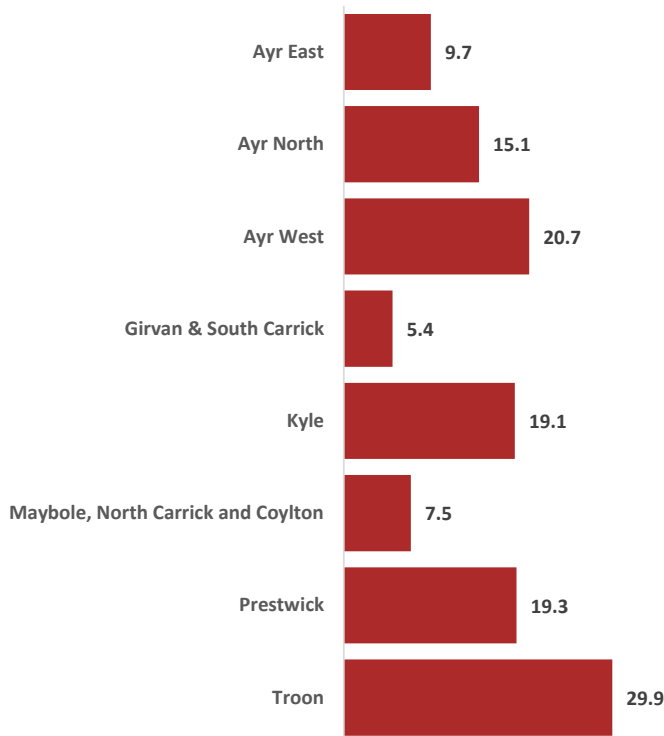
Deliberate Fires by Ward Area



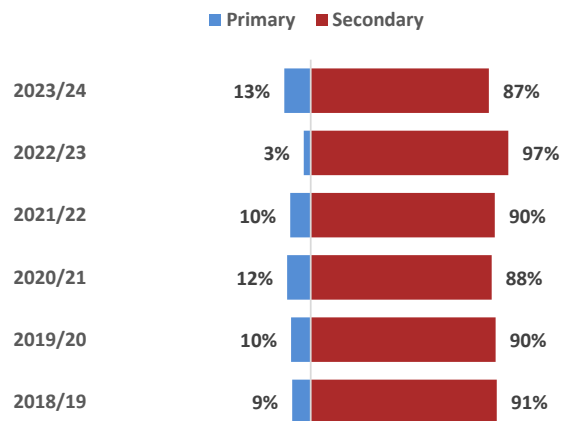
Deliberate Fires Compared to Operational Activity



Incidents Per 10,000 Population - South Ayrshire



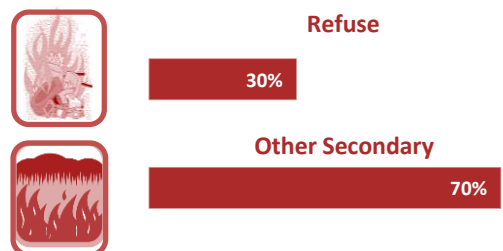
Deliberate Fires by Classification



Incidents Per 10,000 Population - Ayrshire



Secondary Fire Ratio by Activity Type



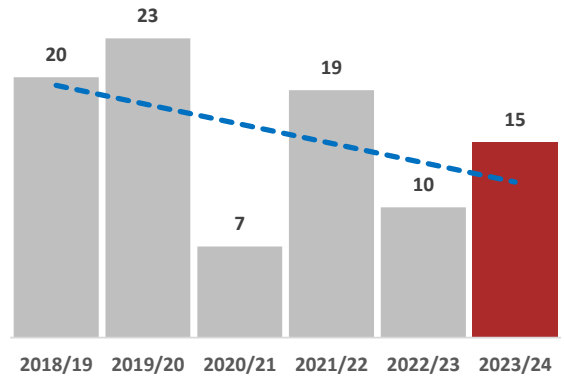
Non-Domestic Fire Safety



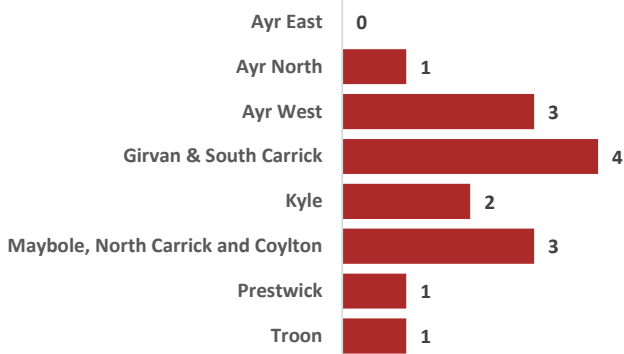
Performance Summary

Year on Year 50% 3 Year Average 22% 5 Year Average -6%

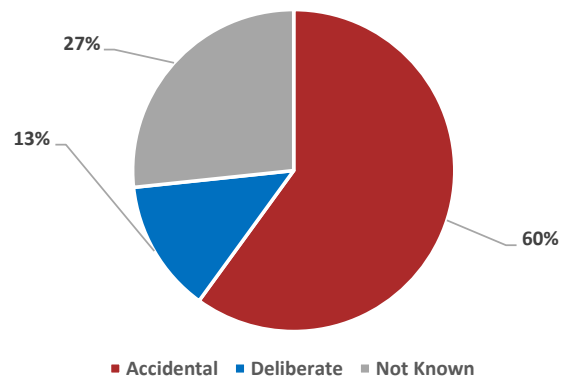
Non-Domestic Fires Year to Date



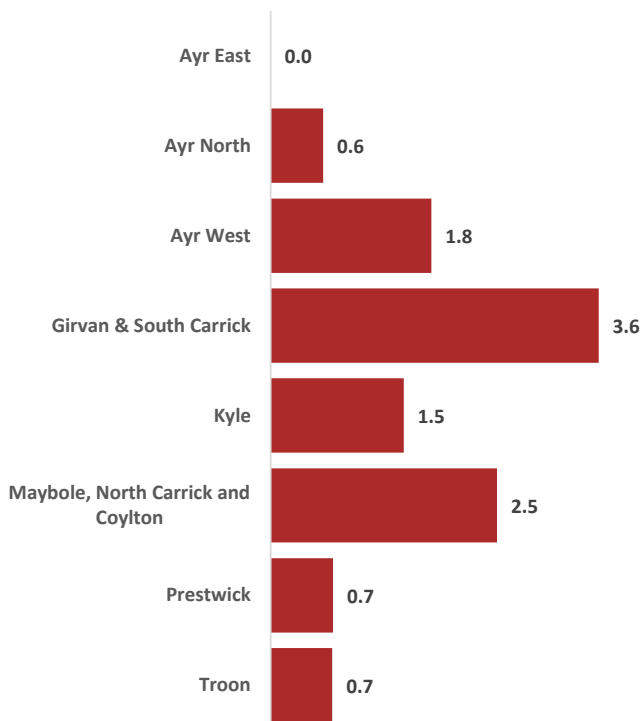
Non-Domestic Fires by Ward Area



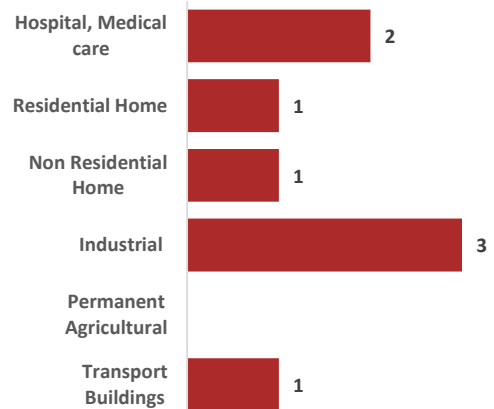
Non-Domestic Fires by Nature of Origin



Incidents Per 10,000 Population - South Ayrshire



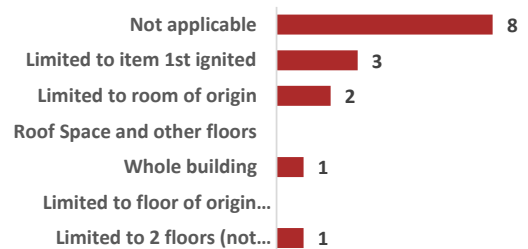
Non-Domestic Fires by Premises Type



Incidents Per 10,000 Population - Ayrshire



Extent of Fire Damage



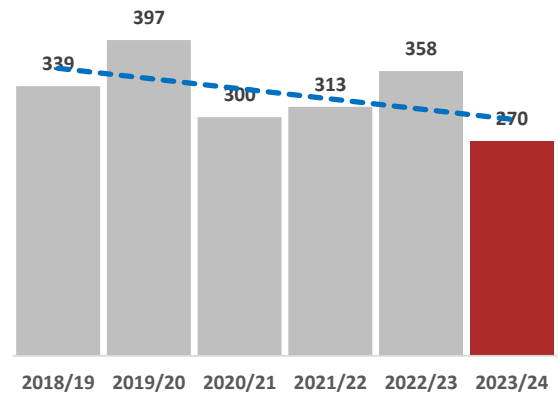
Unwanted Fire Alarm Signals



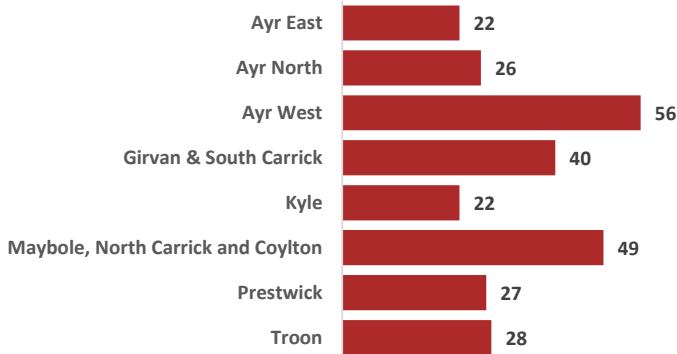
Performance Summary

Year on Year ● -25% 3 Year Average ▲ -3% 5 Year Average ▲ -4%

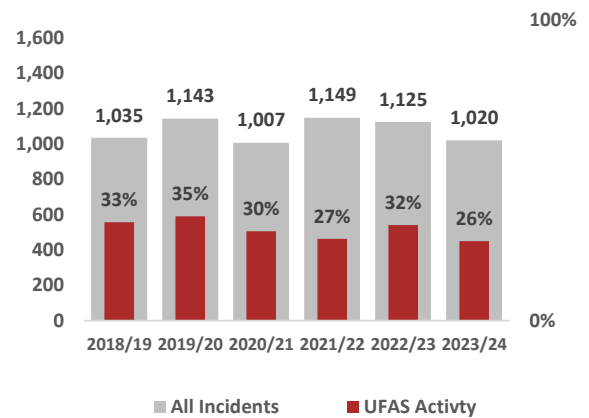
Unwanted Fire Alarm Signals Year to Date



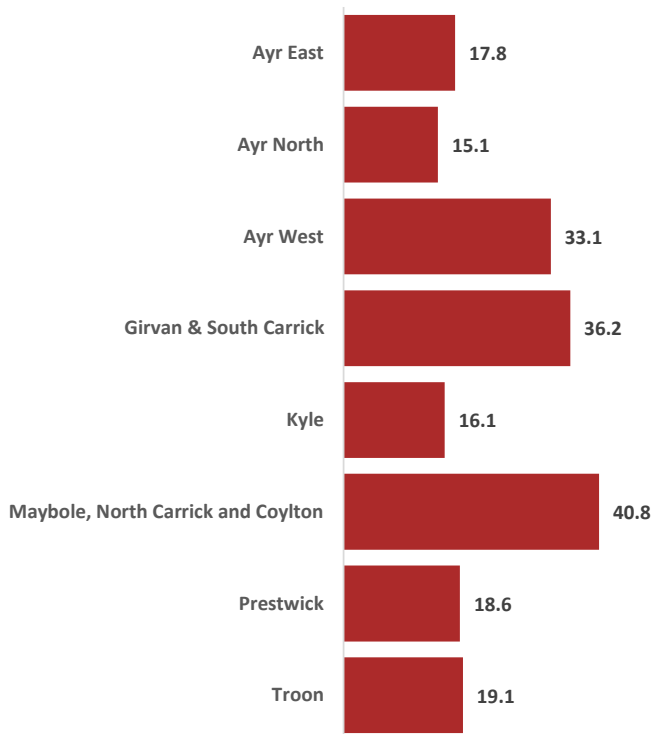
Unwanted Fire Alarms Signals by Ward Area



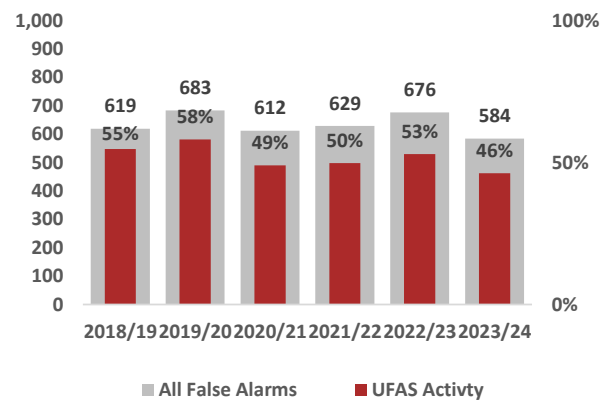
UFAS Percentage Against all Incidents



Incidents Per 10,000 Population - South Ayrshire



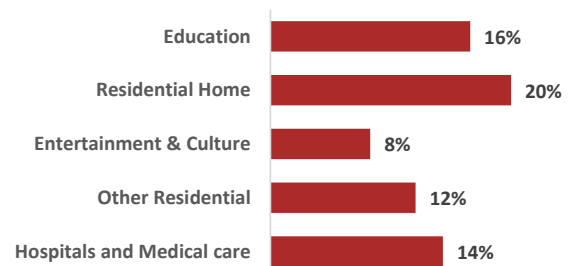
UFAS Percentage Against all False Alarms



Incidents Per 10,000 Population - Ayrshire



Unwanted Fire Alarm Signals - Top 5 Premises



Home Fire Safety Visits



332
Home Fire Safety Visits Carried Out

Smoke Detectors Fitted During Home Fire Safety Visits

Percentage of High Risk Home Fire Safety Visits Carried Out
41%

Percentage of Visits Carried Out Following Attendance at an Incident
42%

Fire Safety Audits



Fire Safety Audits Carried Out
157



New Audits
86%



Re-Audits
1%



Post Fire Audits
9%



Complaint Audits
2%



Broadly Compliant **10%**



Areas of Improvement **83%**



Notice of Deficiencies **6%**



Enforcement Notice **0%**



Prohibition Notice **0%**

Retained Duty System

Appliance Availability	Mon - Fri (08:00 - 18:00)	Mon - Thu (18:00 - 08:00)	Weekend (Fri 18:00 - Mon 08:00)	Total
Ayr	65.56%	91.11%	75.87%	22.13%
Maybole	58.06%	73.76%	64.65%	65.72%
Girvan	41.10%	50.89%	36.16%	42.50%
Colmonell	5.58%	74.07%	54.74%	46.60%
Troon - 1	44.75%	77.75%	62.87%	62.44%
Troon - 2	0.04%	19.32%	8.56%	9.60%
South Ayrshire	35.85%	64.48%	50.48%	41.50%
Ayrshire	70.18%	96.28%	90.41%	86.36%

Total Mobilisations	Total Time Deployed	No. of Personnel	Contracts
177	128:37:40	11	775%
193	145:43:03	11	850%
57	39:43:11	7	525%
35	27:52:57	5	450%
179	115:45:45	13	9.5

Glossary of Terms

Term - What it means

ADF

Accidental Dwelling Fire

CSET

Community Safety Engagement Toolkit is an internal IT system used to record home fire safety visits and community safety activities

FSET

Fire Safety Experiential Training is a bespoke training programme developed by the Scottish Fire and Rescue Service in Ayrshire and delivered to community planning partners to raise awareness of fire safety within the domestic environment

HFSV

Home Fire Safety Visit

PDIR

Post Domestic Incident Response, a term used by Prevention and Protection Directorate to indicate actions taken following attendance at a fire or other incident in the home. PDIRs include amongst things the offer of a free follow-up home fire safety visit

Primary Fires

These include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances

RDS

Retained Duty System. Professional on call firefighters who may have other primary employment responsibilities outside the Fire and Rescue Service but respond to emergency calls within their local area as and when required

RTC

Road Traffic Collision

Secondary Fires

These are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or fire or more appliances attend. They include fires in single derelict buildings

Special Service

Calls to incidents which are not fires or false alarms such as RTCs, rescues, flooding, incidents involving hazardous materials or the provision of assistance to other agencies

UFAS

Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than an actual fire the activation is classed as a false alarm. If an attendance is made to such an event by the Scottish Fire and Rescue Service, then the event is recorded as an UFAS incident



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Scottish Parliament
Criminal Justice Committee

Pre-Budget Scrutiny

September 2023

Submission by the Scottish
Fire and Rescue Service

Working together for a safer Scotland

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1. EXECUTIVE SUMMARY

The Criminal Justice Committee of the Scottish Parliament has asked for information regarding the impact of the Resource Spending Review (RSR) on services within the Justice and Veterans Portfolio including the Scottish Fire and Rescue Service (SFRS).

Our ambition, as set out in our Strategic Plan 2022-25, is to modernise our Service by doing more for our communities and changing how we work to address the changing risks our communities face.

We also have to modernise to address the significant challenges we face in terms of replacing our ageing buildings and fleet of vehicles while reducing our carbon consumption (Sections 4 and 5).

But to achieve the modernisation we aspire to requires investment. We want to invest in developing the role our firefighters play in Scotland and we need to invest in training, innovation and technology to improve firefighter and public safety.

While there is the potential to achieve some limited efficiencies within the Service, we have to recognise that we are an extremely lean service which has already undergone significant reform to achieve savings (Section 2).

We recognise the current funding challenges across the public sector in Scotland, however the predicted flat cash settlement for the following three years and continued increase in running costs (Section 3) means that we cannot generate the level of savings required without impacting on the Service we provide.

We have introduced a series of changes within this financial year (Section 3) which our modelling shows will have the least impact on the emergency response we provide or the risk communities face but in doing so we have also had to reprioritise investment in other areas (Section 7).

Undoubtedly, with investment, we could do much more for our communities and support our public services partners in improving broader outcomes.

SFRS is currently providing a safe and effective service to the people of Scotland.

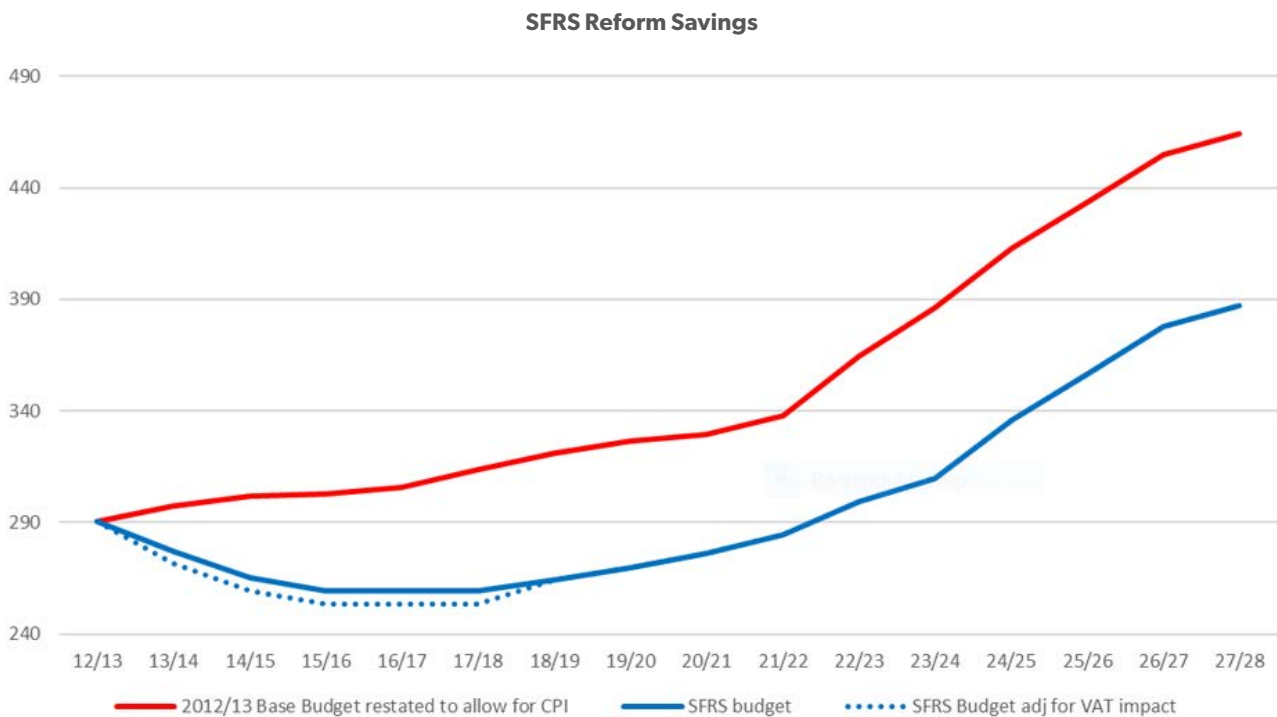
But, if we are required to make further changes to address the budget gap - and without investment in the areas that would help us to deliver benefits across the communities we serve - then we will have to introduce changes which will impact negatively on community safety.

2. BACKGROUND

2.1 Impact of Reform

The Scottish Government's (SG) Reform of the Fire and Rescue Service in Scotland Outline Business Case, September 2011 (OBC) was clear that a single national fire and Rescue Service for Scotland would deliver the highest levels of savings in comparison to the pre-reform services. It was estimated in the OBC that this would generate efficiency savings of £293m over 15 years. This was not based on what the actual structure and cost base of a single national service would be, as that was unknown at the time, but represented the best estimate of savings arising from Reform. We are, in fact, on track to exceed the efficiency savings that were anticipated in 2011.

As part of reform, SFRS was asked to achieve £328 million in cumulative savings by 2027/28. As at the end of 2022/23, SFRS has delivered £486 million with a further estimated £36.5million in additional savings required by 2026/27 to meet the Resource Spending Review. The graph below shows the reform savings based on a baseline budget in 2012/13 and applying Consumer Price Index (CPI) to compare against actual SFRS budget. SFRS was unable to recover VAT until 2018/19 which was a disbenefit from reform.



Graph 1: SFRS Reform Savings

Our forecasted position, as a consequence of reform, is cumulative gross savings of £871 million by 2027/28.

To achieve efficiencies, we reduced the headcount of support staff through a voluntary severance programme and vacancy management; disposed of assets through our Strategic Intent programme; removed duplication and standardised terms of employment and staff grading. We also consolidated and standardised ICT, operational equipment, fleet, business processes and procedures. In terms of operational services, we developed a Target Operating Model (TOM) for a single

national service which enabled a reduction in some areas of duplication and the standardisation of our duty patterns, specialist rescue provisions, off station structure and appliance crewing arrangements.

Our success in achieving savings has not been without challenge. We have seen a reduction in headcount from the pre-reform position, in particular a reduction of 661 Whole Time operational posts and a significant reduction in executive and senior management.

2.2 Summary of 2022/23 submission

The Interim Chief Officer, Interim Deputy Chief Officer and Acting Director of Finance and Procurement of the SFRS appeared before the Committee on 26 October 2022. Below is a summary of the key points from last year.

- In managing the financial consequences posed by the RSR, the Service adopted a two-stage approach. We sought tactical and proportional savings across the whole organisation in 23/24, followed by more strategic change and savings options from 24/25 onwards.
- We were clear that the challenges in achieving our required savings would mean very hard choices having to be made by the Service.
- To reconcile the anticipated budget gap, and as 80% of our budget is spent on staff and of that figure 80% is spent on operational staff costs, we needed to explore opportunities to reduce the staff cost base. Whilst adhering to our commitment to no compulsory redundancies, this would inevitably lead to a reduction in staffing, including firefighter numbers, which would be achieved through retirements and vacancy management.
- In such circumstances, we would be unable to maintain the whole-time firefighter TOM as we moved to meet short term financial targets. This would create challenges in managing appliance availability across Scotland and would reduce appliance availability within communities affected.
- Any changes in our operational response model would be undertaken on a risk-based approach using robust, externally assured data and evidence to minimise impacts upon community and firefighter safety through use of our Community Risk Index Model (CRIM).
- Planned modernisation of the Service that required upfront investment would have to be delayed and reprioritised, which would impact our ability to meet our Long-Term Vision (LTV) ambitions and meaning new investment in some areas would be reduced.
- We would need to review stations and resources which may lead to fire appliance removals and possibly some station closures. This could also mean there would be fewer local community resources dedicated to prevention work and wider community resilience activities.
- We were actively seeking further collaboration with Police Scotland, the Scottish Ambulance Service and others to explore how we can collectively make savings.
- In making savings we would always do so in a manner that minimises impact upon community safety. However, any retrenchment in our services to our communities may nevertheless ultimately have an impact on those same communities.

3. CURRENT FINANCIAL PRESSURES

3.1 Pay and Inflation

At the beginning of this year, we faced the prospect of Industrial Action (IA) from firefighters over pay. In March 2023 through the National Joint Council (NJC) a national pay agreement was reached with the Fire Brigades Union (FBU). The offer for all firefighters was a 7% increase in pay and Continuous Professional Development (CPD) for 2022/23, effective from 1 July 2022 and a further 5% increase in pay and CPD, effective from 1 July 2023. This settlement increased the annual operational staff budgeted pay bill by £21.9m over the two years. A further £2.5m will be required in 2024/25 as firefighter pay is calculated on a July-to-July basis.

For support staff a one-year pay settlement covering the period from 1 April 2023 to 31 March 2024 was agreed. This comprised a fixed increase of £1,500 for support staff earning below £25,000 (based on full-time equivalent) which equated to an increase of between 6.5% and 7.97% for affected staff, a 5% increase for support staff earning above £25,000 (based on full-time equivalent) and a 5% increase in the standby allowance to £25.15 per day from 1 April 2023. We also moved all support staff on the first incremental pay point to the second incremental pay point. These developments increased the support staff pay bill by £2.1m.

SG were able to offer additional financial support to the Service of £14.4million in 2023/24 to help meet the cost of the firefighter pay award. SG previously provided one off funding of £3.3m in 2022/23 and permitted SFRS to incur a planned overspend in 2022/23 up to £2.9m to cover the pay offer.

In the same period, our non-pay related costs for goods and services was £62.2m. This is 20% of all SFRS costs and is subject to inflationary pressures calculated using the CPI which is built into existing contract terms. Headline inflation last year was at 10.1% and these cost increases were passed on to existing contracts. To manage these increases we have spent less on smoke detectors as part of our prevention activities, less on learning and development, and less on property maintenance for our stations. Our electricity and fuel costs were well above inflation rates with increases in budget of £1.9m (59%) for electricity and £0.98m (46%) for fuel. Whilst the inflation rate is now reducing the current 6.89% level will add approximately £4million to the cost of services for next year.

3.2 SFRS 2023/24 Savings Plan

To balance our budget for 2023/24 the SFRS Board approved an initial savings plan across the whole organisation.

Area of Saving / Efficiency	£000
Wholetime	1,190
On Call	1,624
Support	1,875
Employee Other	1,304
Sub Total Employee Costs	5,993
Property Costs	1,223
Supplies & Services	2,356
Transport Costs	647
Third Party Payments / Council Charges	215
Financing	303
Income	320
Total	11,057

Table 1: Area of Saving / Efficiency Totals

While developing these options for 2023/24, the Service was faced with the prospect of IA being taken by the FBU over pay. While this was eventually avoided through an agreed national pay settlement, we could not conclude our financial planning for the year until we knew the outcome of the pay negotiations.

The time pressures we faced were incredibly challenging and highlight a key issue we face: that is the need to plan our budget annually rather than taking a more strategic budget planning approach over a three or four-year period. The short-term savings options we identified are set out below and more detail can be found in our Operational Changes Information Pack.

The CRIM provided us with a detailed understanding of how community risk is changing in Scotland and enabled us to build an evidence-based approach to identify where change to SFRS resources (people and assets) across our station network could be made.

Based on our evidence-led modelling, and to assist in the amelioration of our budget pressures during 2023, we have temporarily removed 10 second or third appliances from multi pump stations that will have the least impact on community safety across Scotland.

Aligned to this we have implemented changes identified in our Operational Strategy to our high reach appliances, placing them in the most strategic locations where they can provide more optimised and effective community safety on a national basis. We have also amended the crewing for water rescue at Polmadie Community Fire Station so that it is more in line with all other water rescue stations throughout Scotland.

From 1 July 2023, we introduced a change to how we respond to Automatic Fire Alarms as part of the modernisation of our Unwanted Fire Alarm Signals (UFAS) policy. Initial analysis is showing that we are attending 55-60 fewer false alarms per day – more than a 50% reduction. As well as creating additional capacity within the Service, this also reduces the number of journeys our crews make under blue light conditions, improving road safety and reducing our carbon output.

3.3. 2024 and beyond

The RSR set out an indicative flat cash budget position for the Service until 2026/27 and we initially estimated total savings of £36.5m would be required of the Service.

The SFRS budget is set on an annual basis by SG and we are legally required to deliver a balanced budget each financial year. The SFRS Board approved an annual resource budget for 2023/24 of £308.133million for resource and £34million for our capital which reflected core capital funding of £32.5million and the potential of an additional £1.5million ring fenced funding for net zero projects.

As detailed at 3.2 above, to achieve a balanced position for 2023/24 £11million of savings were identified and included in the budget for this year. These savings will be delivered through our Strategic Service Review Programme (SSRP) covering all elements of our service provision.

As outlined above, some temporary changes have been made this year in respect of second and third appliances which are based at our multi-pump stations.

If changes of this scale were to be made permanent following stakeholder consultation, the TOM for wholetime firefighters could be reduced by 166 posts. Such a reduction would lead to annual savings of up to £9.8million. However, as our figures show below this is well below the predicted level of savings we require to make based on current financial modelling.

Our central planning scenario suggests that next year (2024/25) we will require resource budget savings of between £14.1million to £26.5million on top of the £11million savings for 2023/24. Over the four-year RSR period cumulative savings of between £37million and £48.4million will be required but this will vary in line with pay and inflation pressures.

Financial Scenarios	Savings 2024/25 £M's (No change to TOM)	Savings 2024/25 £M's (Reduce TOM by 166)
Upper	£36.0	£23.3
Central	£26.5	£14.1
Lower	£23.4	£11.1

Table 2: Financial Scenarios Savings

4. THE SFRS ESTATE

Our estate is largely not fit for purpose and the problem is getting worse. Our assets are worth around £0.5 billion comprising land and buildings, including 357 fire stations, 1,620 fleet vehicles and tens of thousands of items of operational equipment.

The SFRS Property and Fleet estate has an insurmountable backlog in capital spend requirements and needs critical investment to ensure that we have the right stations, training facilities and vehicles fit for the 21st century to support evolving community risk including the impacts of climate change.

Our core capital funding has remained at £32.5million for the last seven years. As a minimum we need at least £60million per annum in investment in our assets. The lack of increased funding and reduction in real terms not only impacts our ability to modernise our assets but increases the pressure on our resource budget as more reactive maintenance is required to fix problems in our ageing estate. Our required budget for maintenance is £15million and the Service has only been able to allocate £10million per annum, thereby adding £5 million to the maintenance backlog which has an adverse effect on the planned to reactive maintenance ratio.

Ensuring we have the right resources at the right location is key for both our response and prevention activities. We also need modern training facilities to support training for new and emerging risks. To help address the challenges of our investment needs against a limited capital programme, the SFRS Board approved a Risk Based Approach to investment. The latest report highlights that 44.7% of the operational property estate is in poor or bad condition, and in terms of suitability 75.5% of the operational estate is classed as poor or bad. Around 61% of our buildings are over 30 years old. While priority is given to the most urgent needs, our current capital funding means it will take years to resolve urgent problems while the condition and suitability of our estate continues to deteriorate.

We are committed to prioritising investment in those stations affected by Reinforced Autoclaved Aerated Concrete, (RAAC) roof panel problems. This form of construction was common in the 1960s through to the 1980s and now brings a risk of roof collapse as the concrete ages. We have 14 stations which have RAAC roofs, and they are key stations within our network. Since becoming aware of the issue in 2019, we have taken remedial actions to protect firefighters in those stations but without permanent improvements or rebuilds neither we nor our partners, who share many of those facilities with us, or the communities who also make use of our buildings will be able to do so safely in the future.

At the same time, we recognise the growing evidence of the health risks associated with exposure to a range of contaminants for firefighters. We have established an Executive-led, cross-Service working group to manage this issue and we will continue to work closely with the Fire Brigades Union (FBU) as we do so. This issue is of vital importance to us and to the safety of firefighters. But we need to invest in - and modernise - our estate. In simple terms we need to establish in our stations 'clean' and 'dirty' work zones and deploy new technology and working practices in managing potential exposure to contaminants to protect the health of firefighters.

4.1 Modernising the Estate

The SFRS has, rightly, set out its ambition to be both an employer of choice and one that reflects more closely the make-up of our communities. To help attract a more diverse set of people to join the Service we need to have modern facilities. However, over 100 stations have minimum toilet facilities and no dedicated drying area, no rest or canteen area. Over 120 stations are without a dedicated locker room and over 150 have insufficient showering facilities. Most concerning of all 282 stations lack proper dignified facilities and none of our stations are properly designed to manage contaminant issues. In the short term we simply do not have the budget to address these issues.

To help in our efforts to improve the property estate, including controlling the spread of contaminants and providing dignified facilities, we are exploring innovative design options based on modern methods of construction using modular building technology. This is essentially a building that can be prefabricated offsite, and provides a modern, carbon neutral, contaminant safe and low-cost community fire station. This is particularly appropriate for rural and island stations. The design concept is such that if other community services require space or accommodation, additional modules can be added to the initial fire station at low cost. Building these new stations will require investment and in conjunction with the Scottish Futures Trust and our partners, we are producing a business case to seek additional investment for this project.

Based on community risk assessments and following full public consultation, there is the potential to move, merge or close some stations across a locality. The income this could potentially generate, if we are allowed to retain the capital receipts, would be reinvested into our plans to modernise our estate and wider Service. However, this is not a quick solution and we already know that would not be sufficient to fully address our capital backlog.

To ensure that we get maximum public value from our estate, we also share our buildings with other public service partners and communities. To date we have 65 stations being shared with the Scottish Ambulance Service, Police Scotland and others. We want to continue to expand on this and make our stations public service hubs that are fit for that purpose. We also regularly share our training sites with partners either for their own use, when our premises are more suitable than their own, or for multi-agency exercising.

We know that many other public services face similar investment needs. We believe that investment in our plans would also help meet those wider demands too. The nature of our Service is such that we need to retain a physical presence across Scotland to respond quickly to communities when the need arises. As part of the modernisation of our estate,

we would also look to share those assets with our partners; enabling them to work in partnership with us and others while retaining their presence in the same communities. We want our community fire stations to become full community resilience hubs hosting a range of public and other services. By investing in this community asset concept, we believe that it makes economic sense and will provide better value for money to Scotland. But even more importantly, this would support the building of community resilience and provide a base for a wider array of public services to remain within local communities, helping to improve wellbeing.

In that sense a modernised fire service would become a true community anchor for wider public service reform.

5. THE IMPACT OF CLIMATE CHANGE

The need to respond to the climate emergency is a key priority for SFRS and our Service Delivery model needs to adapt to this. Scotland is likely to see more wildfire and flooding incidents in both rural and urban areas because of climate change. In much of Scotland, we are likely to see prolonged periods of heightened risk of wildfires as the effects of the climate emergency materialise.

As part of the SFRS Wildfire Strategy, we have provided additional vehicles, equipment, training and Personal Protective Equipment (PPE) in a risk based and tiered model across Scotland. This enhances the existing model for dealing with this challenging incident type and has incorporated the latest thinking and developments in this field. The wildfire specific PPE that has been provided as part of this strategy is currently deployed to the 25 strategically situated stations identified in the tiered approach, however providing this PPE to all personnel if budgets allow will be an ongoing consideration.

In those periods of prolonged wildfire risk, we will also have to explore the implications of fighting such fires while being largely dependent upon On Call firefighters across large parts of the country. Extended periods fighting wildfires will have implications for them in their primary employment. Therefore, the modernisation of the On Call Service which we initiated in recent years will have to be sustained and will require further investment.

We will also see more extreme rainfall patterns across Scotland with heightened risks of flooding in many cities, towns and villages. In working with our partners, we will need to identify which critical national infrastructure sites, public services, high risk commercial premises and households are most vulnerable to the impacts of flooding. When these events occur, we need to be able to swiftly respond to protect those communities and households over prolonged periods and likely with multiple events occurring concurrently. As with wildfires we need to ensure our firefighters are appropriately trained and equipped to support people during these emergencies. The challenge of

the climate emergency is real, is materialising now, and requires us to continue investing in our Service Delivery model to ensure that we can respond appropriately.

We also have to play our part in reducing our energy use and other carbon emitting activities across our estate and our fleet. Investment in our aging estate is key to reducing our energy consumption and the Service requires significant ongoing investment to have a realistic chance of meeting the Scottish Government's net zero targets. In 2020 we set out our plans in our [Climate Change Response Plan 2045](#), which is supported by our [Energy and Carbon Strategy](#). In support of our actions, SG have made additional ring-fenced funding available to us and other public services to help meet our energy and carbon reduction commitments. But the size and scale of investment required to meet our targets is significant. Our Carbon Management Plan 2020-25 estimated a need for £48 million to decarbonise our activities over the five-year period, however due to inflation this figure is expected to be closer to £60 million. To date we have invested £11.5 million. New technology will play a part in helping us to further reduce our energy consumption in our estate but as highlighted above our estate is old and difficult to bring up to modern environmental standards.

We have made significant progress in decarbonising our light fleet by introducing electric powered vehicles and to support that we are building a joint charging network with our Blue Light partners. However, due to the nature of our heavy fleet, which accounts for over one third of our total carbon footprint, we are severely restricted in our options to reduce these emissions. New technology to replace our reliance on diesel-fuelled vehicles is progressing but it is slow to develop in the wider market, presents significant operational challenges, and is expensive to acquire. As a result, our estate will have to be net zero by 2030 in order to meet SG's 2030 target of a 75% reduction of emissions against our baseline.

6. SERVICE DELIVERY CHANGES

If we cannot change our operating model, we will find it progressively more difficult to make our saving requirements and adapt to the changing risks across our communities. Furthermore, failure to change will compromise our ability to identify reinvestment from within the Service. Modernising our Service Delivery model in conjunction with our assets is the key to both the financial and operational sustainability of the Service.

Our work to better understand changing community risk in Scotland and what that might mean for our Service Delivery model and station footprint predates the RSR pressures. The Service needs to adapt and modernise to meet the changing needs and risks of our communities.

For the last few years, we have been building our knowledge of changing community risk across the country and developing plans for our Service Delivery model. By using the CRIM, we will explore not just where we need to locate stations and resources but how we crew our appliances and operate from our stations; this applies to both Wholetime and On Call services.

We will explore options around changes to crewing models that might result in proposals to move from a single crewing model for the whole of Scotland to models that are appropriate to the level of the risk facing local communities. There are potential options to change the number of and crewing arrangements for appliances in some stations. We will also explore options for where we place specialist equipment and skills in our stations to ensure they provide maximum value to the communities who need them most.

We remain committed to working in partnership with representative bodies to develop the role of the firefighter in Scotland to encompass wider life-threatening emergency responses and contribute further to preventing risk and harm. To achieve this, we need to renegotiate the employment contract and role map of firefighters with their representative bodies. We will further need to invest in training and equipment to support our firefighters to take on new roles. But we are clear that the benefits to the people of Scotland in us doing so would be significant and the potential financial savings across the wider public service system would also be significant.

To sustain our service delivery model, the Service will continue to use the CRIM to identify where we can deliver change, safely, across our three Service Delivery Areas (SDAs) in the North, West and East of Scotland. We know delivering change, even with a strong risk assessed evidence base will be challenging, complex and time consuming. While there are some areas where reductions can be safely made there are other areas which we know require investment to enhance the current levels of provision.

Due to our existing structure, which has already been streamlined through reform, the only real option we have is to reduce firefighter numbers.

To achieve our anticipated savings of £14.1m next year we would need to reduce our firefighter posts by 339 – the equivalent of an additional 18 second appliances.

If we only pursue those areas where reductions can be made, we believe we will compromise the safety of Scotland's communities to a level which we cannot in good conscience support.

7. IMPACT OF FINANCIAL CHALLENGES

7.1 Impact on planned initiatives

We are committed to using our full organisational capacity and capability to modernise our Service. However, within the existing resource and capital envelope available to us we need to make hard choices in how we prioritise our budgets. With more investment we can achieve significantly more, but as it stands, we have had to prioritise developments while balancing our budget. The key reprioritisation steps we have taken to date are set out below.

The modernisation of our business systems is a priority for the Service to enable us to work better and in more efficient ways. We need to invest in core business support systems such as our People, Payroll, Finance, Training (PPFT) systems. We initiated a major project intended to modernise our PPFT systems and redesign how our support functions operate. This work has had to be delayed in part through cost estimates to replace our aging systems. Consequently, we have scaled back the scope of the programme and are seeking collaboration opportunities with other partners to see if we can secure improvements in how we work while reducing our operating cost base.

Our Corporate Support Services accounts for around 6% of expenditure and provide critical support to Operational Service Delivery. We are however seeking to improve how our support services work by streamlining processes, reducing duplication, automating where we can and through that seek to generate savings. We are exploring these issues jointly with Police Scotland, and where appropriate other public services, with an intention of building collaborative solutions that add further value to the internal improvement work that we are undertaking.

As detailed above in recent years we have sought to reach agreement with the FBU about developing the role of firefighters to take on wider prevention and emergency response, including medical response and to reflect that in both the firefighter employment contract and their pay. Given the financial constraints we are faced with this potential development has been delayed. Without funding to support agreed changes in firefighters' terms and conditions of employment we cannot bring this about. An Outline Business Case setting out this development in more detail, including the costs and benefits of the proposal, was submitted to SG with the backing of the FBU, but has not been progressed.

We remain committed to reducing our carbon footprint but investment in decarbonisation of our activities and building a blue light electric vehicle infrastructure is not progressing at the rate we would like. Due to the wider operational pressures we are facing, and the need to invest our limited budgets in other areas, we are simply not investing enough to reach net zero. We have not met our targets on the five-year climate change response plan due to lack of investment. We are faced with the eternal conundrum of meeting today's priorities at the expense of the longer term. Ideally, we wish to do both.

To help meet our budgetary pressures we are slowing down investment in our Fleet replacement. We have 1620 vehicles within our fleet and of that 577 are older than their planned replacement age. This means 29% of our light fleet, 39% of our heavy fleet and 56% of our specialist vehicles are older than planned. To free up limited capital investment, we are now slowing down our replacement programmes which, in the years to come, will lead to maintenance and other costs increasing within the Service.

As we noted above the SFRS estate is large, ageing and deteriorating. Our minor repairs programme has been slowed down to enable us to use our limited resources to meet our most significant pressures. This impacts on staff perceptions of the Service and on morale as minor repairs to things like windows are put off. These 'hygiene' factors in the estate are important but we simply need to sacrifice them to pay more focussed attention on the more pressing concerns we have. As noted above we have prioritised stations with RAAC panel roof issues but on current levels of funding it will take over 10 years to deal with this problem, during which time the 14 sites remain subject to an ongoing quarterly inspection regime at a cost of £100,000 per annum to monitor condition, whilst the risk of further deterioration increases significantly. This results in limited opportunities for the Service to invest in other much needed replacements and refurbishments across our property portfolio.

7.2. SFRS Contingency Savings Options

The SFRS operates on an annualised budget and as an Other Significant Public Body we cannot hold reserves and any borrowing we incur counts against SG's borrowing and therefore requires SG authorisation. These restrictive financial management arrangements mean contingency planning is incredibly difficult to achieve. It also means our ability to plan changes and reinvest in the Service to generate savings over several financial years is compromised. The need to function on an annualised basis means our savings currently must be planned and delivered in year and consequently long-term planning becomes very challenging.

This is why we have made changes to our operating model in 2023/24 to help balance the budget for the year without unduly increasing community risk. That approach is not viable in perpetuity. As we have set out above, we believe

that through modernisation, supported by an ability for us to reinvest internally generated savings and with modest additional investment, we can do more to protect and enhance community safety and wellbeing. We firmly believe that this is the route to a more sustainable Service that will continue to meet the challenges generated by changes in community risk across Scotland. If we must keep making in-year savings we anticipate that community safety will be compromised.

The only real contingency plan open to us is the modernisation of the Service or we will, by force of circumstance, end up in a scenario whereby we are retrenching our Service provision across Scotland. That would bring additional risks to community safety, and it is not a road that we wish to go down.

8. CONCLUSION

In realising savings, we have placed maintaining community and firefighter safety at the heart of our decision making. However, the more we need to find in-year savings and the longer the period over which we will have to make those savings, the more difficult it becomes to maintain that commitment.

The immediate in year savings to ensure we can balance our 2023/24 budget have generated considerable public, political and stakeholder debate and subsequent pressure on the Service to reconsider our actions. In the communities directly impacted by the temporary removal of appliances, the alterations to our high reach provision and the amendments to the water rescue crewing model in Polmadie in Glasgow, stakeholders have made their concerns known to the Service.

Following our announcement of the operational changes for 2023/24 we have undertaken more than 100 engagements with local elected members across affected areas and received in excess of 60 media and Freedom of Information enquiries. We were also asked by three Local Authority scrutiny committees to meet with the full council in their area

to explain the changes we were implementing. As part of our engagement approach, we published details of how we had arrived at these operational changes and met with those councils who requested that of us.

The level of concern generated illustrates the high value that communities and other stakeholders place in the services provided by SFRS. This therefore makes change as part of a savings programme very complex and challenging whilst also ensuring we can deliver balanced budgets on an annual basis.

Despite these challenges, we remain committed to modernising our Service because it is the right thing to do to meet the changing needs of communities across the country. But we do not underestimate the challenge. Unless we can plan and implement Service modernisation over time, our ability to reach a sustainable financial model that provides the platform for our Service Delivery model to meet the changing risks across communities will be compromised. And, without investment it is our firm belief that the changes we will be forced to implement, may ultimately come at the cost of public safety.



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FIRE AND RESCUE SERVICE

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Scottish Parliament Criminal Justice Committee Pre-Budget Scrutiny
September 2023 – Submission by the Scottish Fire and Rescue Service

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SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Fire and Rescue Incident Statistics 2022-23

An Official Statistics
publication for Scotland

31 October 2023

Working together for a safer Scotland

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This publication and associated statistics are designated as Official Statistics.

This means that it is produced to high professional standards set out in the [Code of Practice for Official Statistics](#). It is produced free from any political interference.

In 2019 the Scottish Fire and Rescue Service was named in legislation as a Producer of Official Statistics which allows us to classify this series.

This publication is accompanied by the following documents:

- [Tables and Charts Workbook](#)
- [Guidance Notes on Statistics](#)
- [Statistical News 2022-23](#)

1. Main Points

All incidents

- **99,532** incidents attended, of which:
 - **56.2%** were false alarms
 - **27.0%** were fires
 - **16.9%** were non-fire incidents

Fires

- **26,825** fires attended, down 3.5% on last year
 - **4,305** dwelling fires, down 7.1%
 - **3,873** of these were accidental, down 7.7%
 - **58.8%** of accidental dwelling fires started with a cooking appliance
 - **72.2%** of dwelling fires were confined to the original item ignited
 - **1,984** vehicle fires, down 0.8%
 - **18,217** outdoor fires (excluding road vehicles), down 3.5%

Non-fire Incidents

- **16,783** non-fire incidents attended, up 9.7%, of which:
 - **3,139** were flooding, up 94.1%
 - **2,224** were road traffic collisions, up 2.8%

False Alarms

- **55,924** false alarms, up 6.2%
- **55,076** false fire alarms, up 6.4%, of which:
 - **44,228** were due to detecting apparatus, up 9.2%
 - **8,573** were due to good intentions, down 4.4%
 - **2,275** were malicious, up 0.8%

Fatal Fire Casualties

- **42** fatal fire casualties, up from 40 last year
 - **32** of these occurred in dwelling fires, up from 31 last year
- **54.8%** of fatal fire casualties were male
- **4.7** times higher rate of fatal casualties in the most deprived areas than in the least deprived over the last 8 years

Non-fatal Fire Casualties

- **922** non-fatal fire casualties, up 14.7%
- **5.4 times** higher rate of non-fatal casualties in the most deprived areas compared with the least deprived areas over the last 8 years

Non-fire Casualties

- **398** fatal casualties, up 7.0%, of which:
 - **85** were at road traffic collisions
 - **140** were at effecting entry/exit incidents
- **2,481** non-fatal casualties, up 2.9%



2. Summary

In 2022-23, the Scottish Fire and Rescue Service (SFRS) attended a total of 99,532 incidents, up from 95,734 last year (4.0% increase).

There were 26,825 fires attended in 2022-23, down from 27,786 attended last year (3.5% decrease). Of all fires, 9,771 were primary fires. This is a 0.2% decrease from last year. There was a 7.1% decrease on the number of dwelling fires attended compared to last year, with 4,305 attended in 2022-23. Road vehicle fires were similar to recent historic averages, with 1,984 attended this year, 16 fewer than 2021-22 (0.8% decrease). Secondary fires decreased by 5.4%, with 16,628 attended in 2022-23 and 17,574 attended last year.

SFRS attended 16,783 non-fire incidents in 2022-23, up from 15,294 attended last year (9.7% increase).

There has been an 83.1% increase in the number of non-fire incidents attended in the last ten years. Flooding incidents increased this year, with 3,139 attended in 2022-23, up from 1,617 last year (94.1% increase). This increase is likely due to weather conditions experienced in winter 2022. Lift release incidents increased by 23.1% in 2022-23 to 830 incidents, compared to the 674 incidents attended last year. There were 2,224 road traffic collisions attended by SFRS, up from 2,163 in 2021-22 (2.8% increase).

There were 55,924 false alarm incidents attended in 2022-23, up from 52,654 last year (6.2% increase). Fire false alarms make up 55,076 of these incidents, up from 51,741 last year. There were 44,228 fire false alarms due to apparatus this year, up from 40,513 in 2021-22 (9.2% increase). This made up 44.4% of all incidents attended in 2022-23.

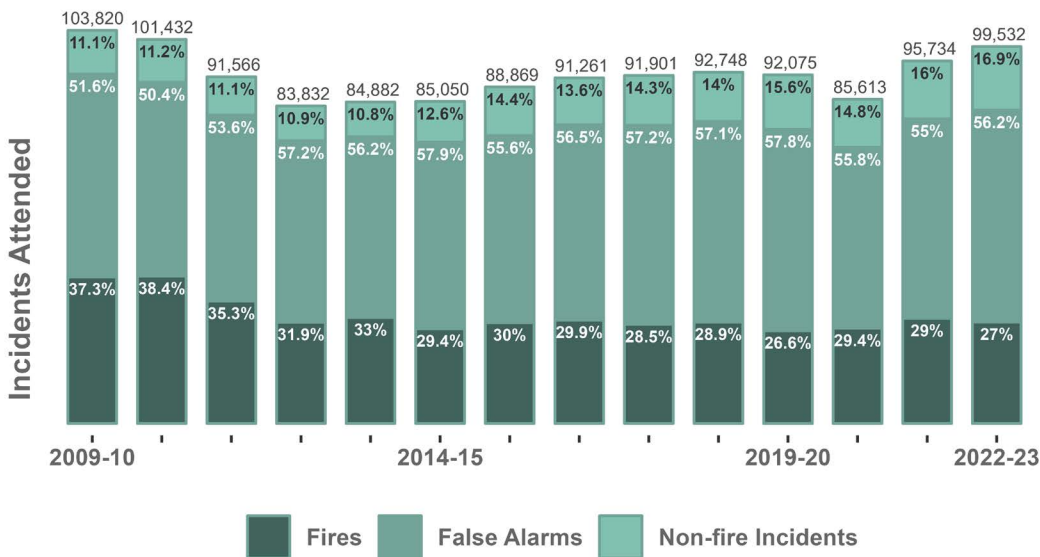


Figure 1: Total number of incidents attended with percentage share by type.

Fatal Casualties Attended

There were 449 fatal casualties in 2022-23, up from 420 last year.

There were 42 fire fatalities this year, up from 40 in 2021-22. 32 of these occurring in dwelling fires, 5 in other buildings and 3 were in road vehicles.

There were 398 non-fire fatalities attended in 2022-23. This is a 7.0% increase on last year.

Fatal casualties at road traffic collisions attended by SFRS increased from 60 last year to 85 in 2022-23 (41.7% increase). There was a 6.0% increase in the number of fatal casualties at effecting entry/exit incidents, with 132 recorded last year and 140 recorded in 2022-23. Fatal casualties at assist other agencies incidents increased from 58 last year to 65 in 2022-23 (12.1% increase).

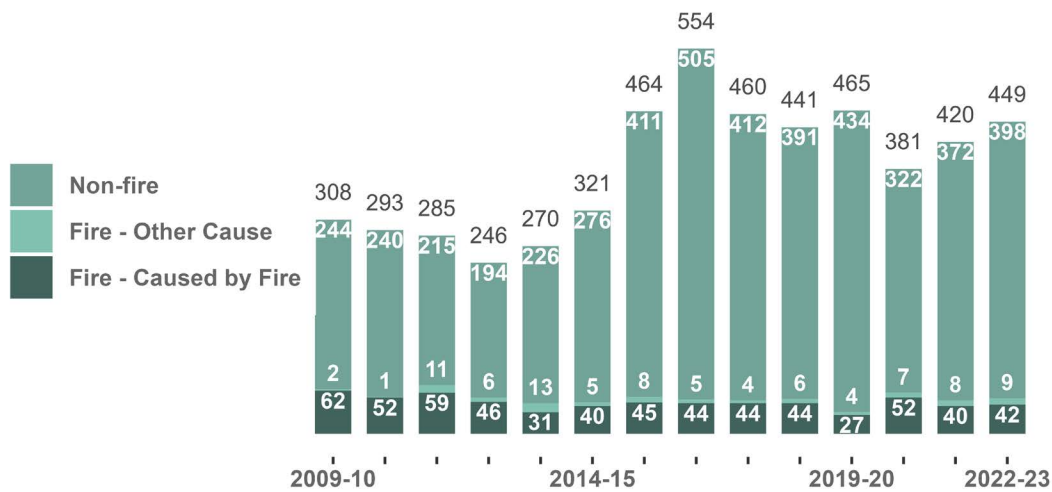


Figure 2: Fatal Casualties Attended.

Non-fatal Casualties Attended

There were 3,403 non-fatal casualties attended in 2022-23, up from 3,215 attended last year (5.8% increase).

There were 922 non-fatal fire casualties, up from 804 last year. Data quality concerns have been a focus for SFRS in recent years and ensuring that all operational staff record casualties in the same manner has been a focus in the last year. Improvements in recording practices have likely impacted this figure and could contribute to the

increase in non-fatal fire casualties seen this year. In 2022-23, 835 (90.6%) of these casualties were in dwellings, 51 (5.5%) were in other buildings and 20 (2.2%) were in road vehicles.

There were 2,481 non-fatal non-fire casualties, which is an increase of 2.9% from last year. There were 1,384 non-fatal casualties at road traffic collisions attended by SFRS this year, compared with 1,296 in 2021-22 (6.8% increase).

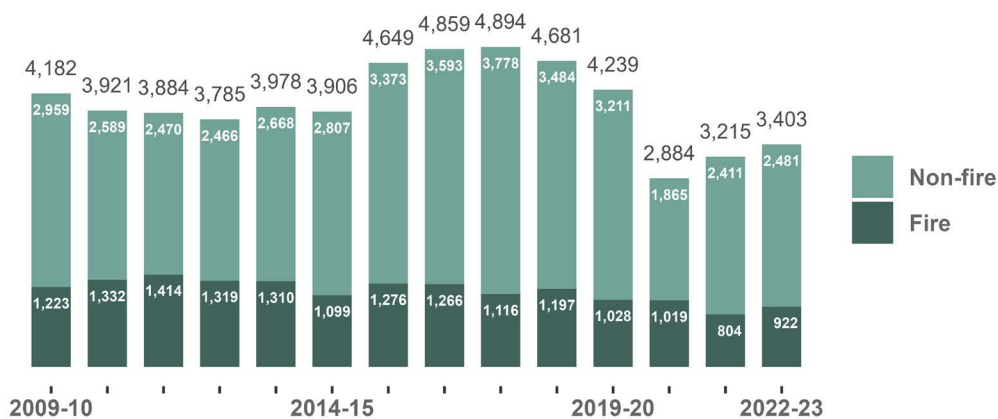


Figure 3: Non-fatal Casualties Attended.

3. Fires

In 2022-23, the Scottish Fire and Rescue Service (SFRS) attended 26,825 fires, down from 27,786 last year (3.5% decrease).

The term 'primary fire' is used to describe fires which may result in either harm to people, require five or more fire appliances, or fires which take place in buildings, vehicles and some outdoor locations. There were 9,771 primary fires in 2022-23, down from 9,795 last year (0.2% decrease). Primary fires have been steadily decreasing each year since this series began. There has been an 11.9% decrease in the number of primary fires over the last ten years, with 11,086 recorded in 2012-13.

Dwelling fires¹ have also been steadily decreasing over the last decade, with 4,305 dwelling fires attended in 2022-23. This is 1,524 (26.1% decrease) fewer than dwelling fires attended in 2012-13 and 330 (7.1% decrease) fewer than dwelling fires attended in 2021-22.

There were 1,984 fires in road vehicles attended in 2022-23, 16 fewer than last year (0.8% decrease).

There appears to be no overall long-term trend in these types of fires, with figures showing little variation over the last decade.



There were 16,628 secondary fires attended by SFRS in 2022-23, down from 17,574 last year (5.4% decrease). There is no clear overall long-term trend in secondary fires, with the figure being influenced by a number of socioeconomic and environmental factors. Since 2012-13, this figure has increased by 16.5%.

There were 18,217 outdoor fires² in 2022-23, excluding road vehicle fires. This is 667 fewer than last year, with 18,884 attended in 2021-22 (3.5% decrease). Outdoor fires are influenced by a number of factors, including weather conditions. Due to this, there is no clear overall long-term trend in outdoor fires.

Trends in Fires

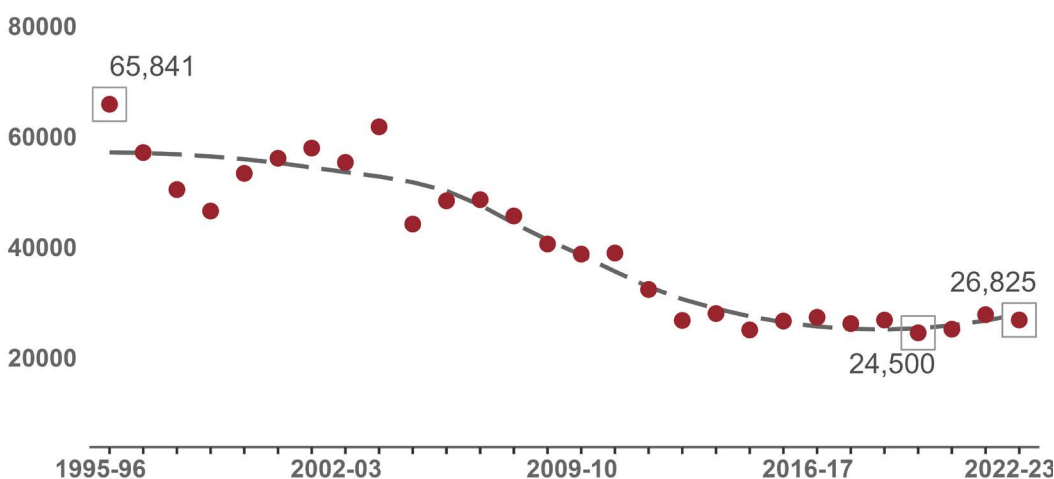


Figure 4: Long-term trend in the number of fires. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

¹ Dwellings are properties that people ordinarily live in such as houses and apartments, please see the guidance notes document for a full definition.

² Outdoor fires can be primary or secondary fires

Trends in Primary Fires

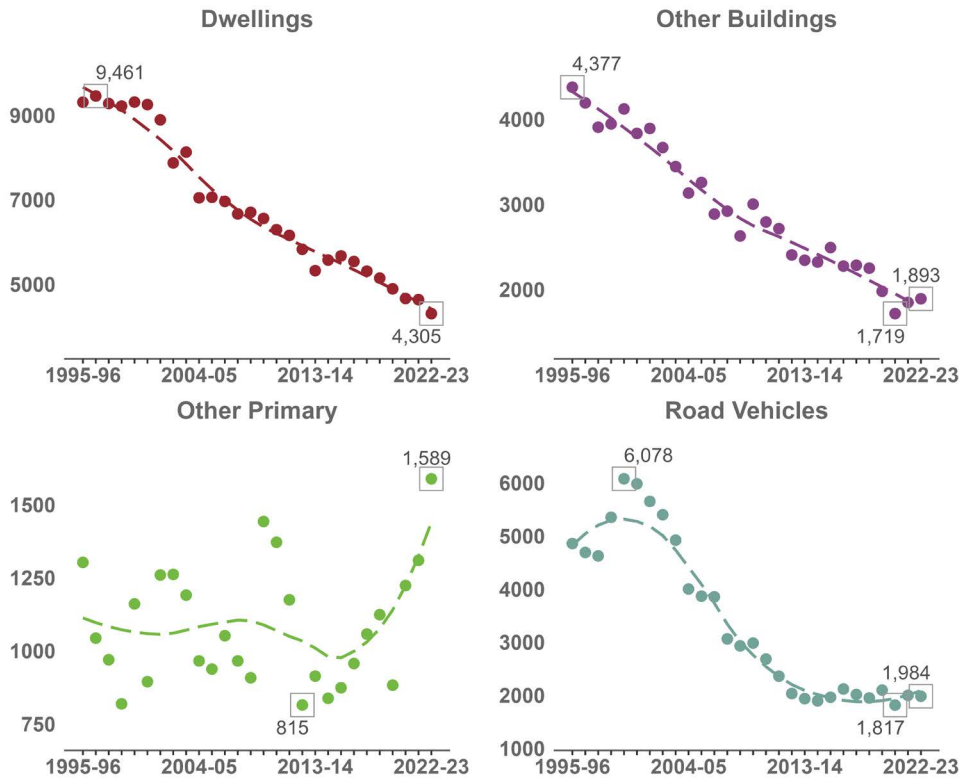


Figure 5: Primary fire trends. Values displayed in boxes on chart represent the maximum, minimum and most recent values. There are instances where the most recent value is also the minimum or maximum value.

Trends in Secondary and Chimney Fires

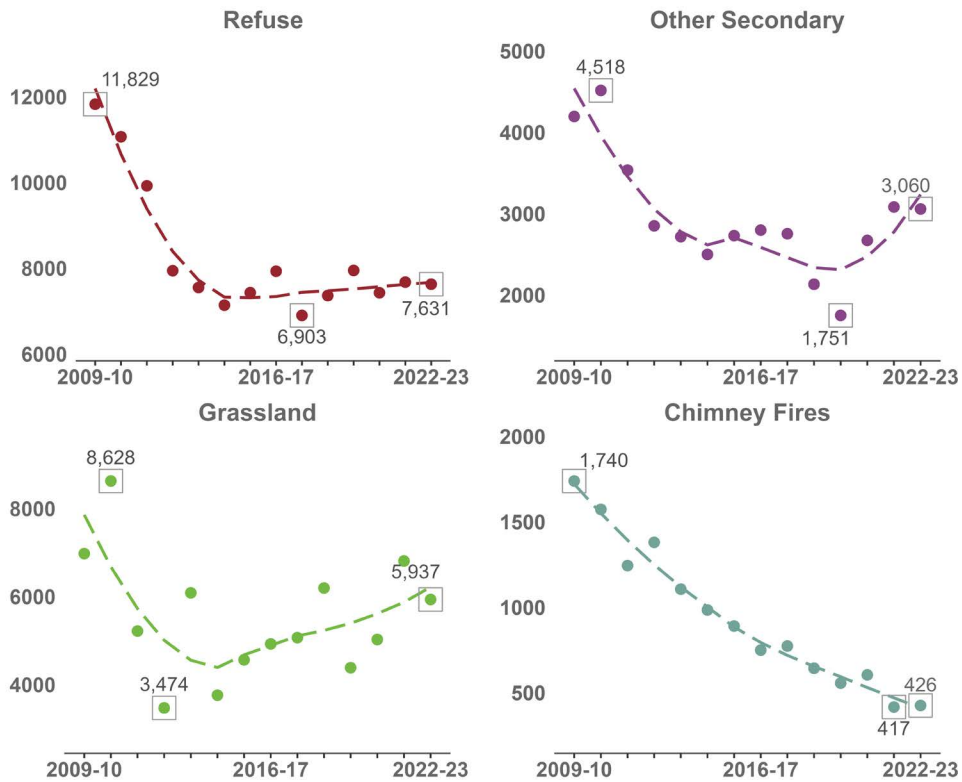


Figure 6: Secondary fire trend. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

Great Britain Comparisons

Across Great Britain³, there has been similar long-term trends in fires throughout the years, with there being a consistent decline in fires per million population in England, Scotland and Wales. This trend has levelled off since the early 2010s and has remained consistently low since then. There were 4,895 fires per million population in Scotland. Comparable figures for England and Wales were not available at the time of this publication. Please note population figures for Scotland 2021-22 were used in 2022-23 as this was the most recent publication available. Please see Statistical News document for further details.

Primary fires have consistently decreased in each nation. Since the late 2000s, Scotland has had a higher rate per million population than England and Wales. In 2022-23, there were 1,783 primary fires per million population in Scotland.

Similarly, dwelling fires have steadily decreased in England, Wales and Scotland. Scotland has had a consistently higher rate per million population than the other nations. In 2022-23, there were 786 dwelling fires per million population.

Secondary fires in each nation had an overall decreasing trend between the early 2000s until the early 2010s. This trend has levelled off in each nation. In 2022-23, Scotland recorded 3,034 secondary fires per million population.

The deprivation and urban-rural profile of communities influences fire rates at a national level. This could explain why there are differing rates between nations. [See pages 12 and 13 for more details on these factors.](#)

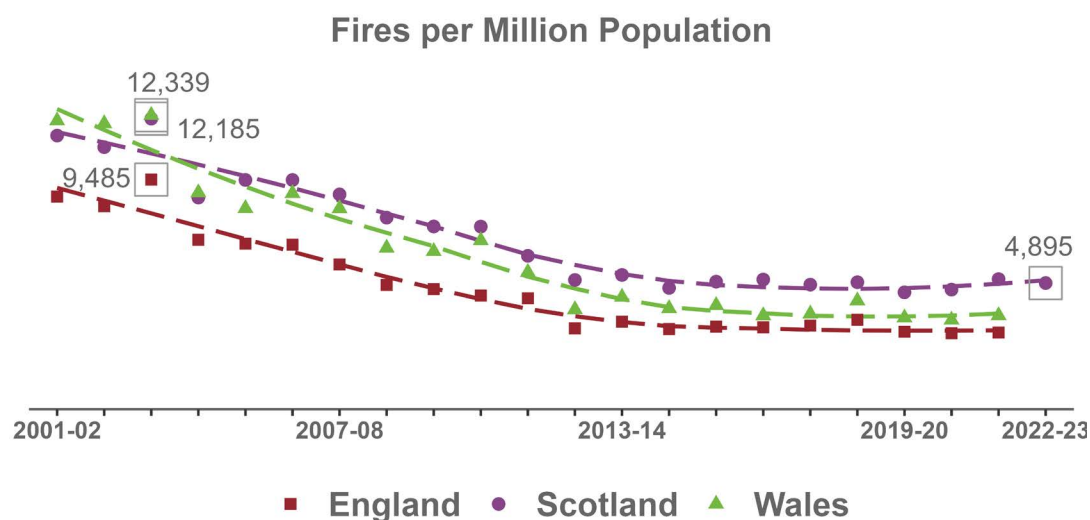


Figure 7: Fires per million population in Great Britain. Values displayed in boxes on chart represent the maximum, minimum and most recent values. In this case, the most recent values are also the minimum values. Please note that figures for England and Wales were not available when this document was published. See Statistical News document for further details.

³ Scottish population figures used throughout this document were sourced from National Records of Scotland. Fire statistics for England and Wales were sourced from the Home Office and the Welsh Government. Comparable statistics for Northern Ireland are not available.

Primary Fires per Million Population

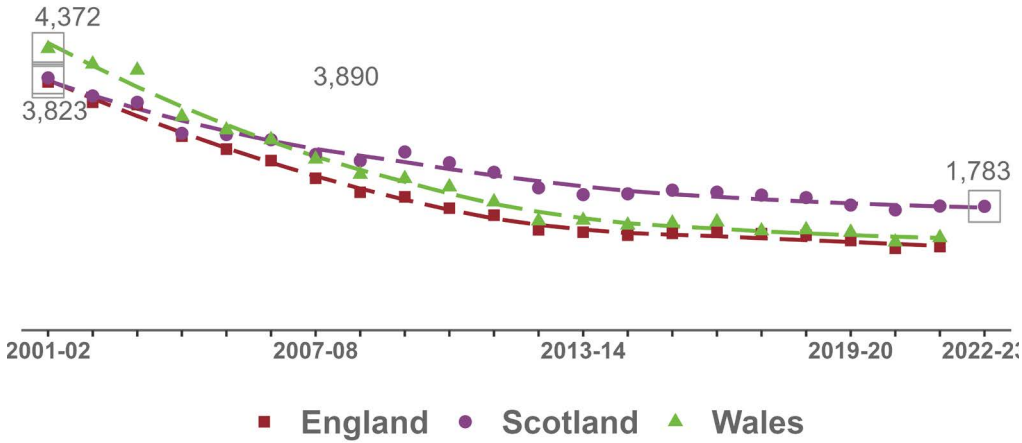


Figure 8: Primary fires per million population in Great Britain. Values displayed in boxes on chart represent the maximum, minimum and most recent values. In this case, the most recent values are also the minimum values.

Dwelling Fires per Million Population

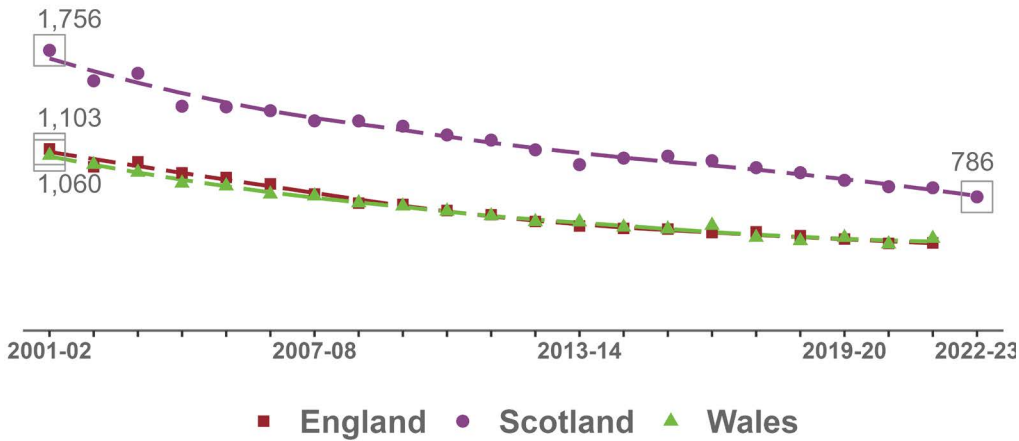


Figure 9: Dwelling fires per million population in Great Britain. Values displayed in boxes on chart represent the maximum, minimum and most recent values. In this case, the most recent values are also the minimum values.

Secondary Fires per Million Population

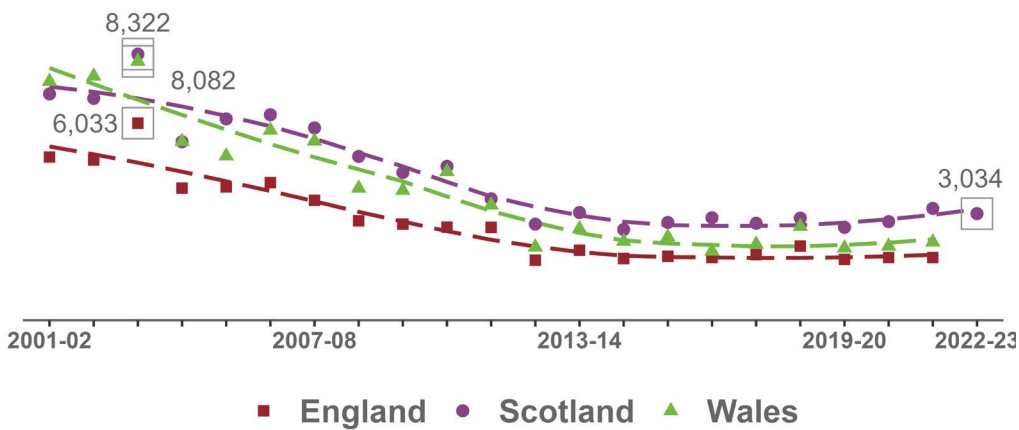


Figure 10: Secondary fires per million population in Great Britain. Values displayed in boxes on chart represent the maximum, minimum and most recent values. In this case, the most recent values are also the minimum values.

Motive

In 2022-23, there were 15,367 fires in Scotland that were recorded as being deliberately⁴ set. This is 57.3% of all fires attended this year, compared to 2021-22 when deliberate fires made up 58.9% of all fires attended. Figure 11 shows how the proportion of deliberately set fires varies by incident category in 2022-23.

Deliberate dwelling fires make up 10.0% of all dwelling fires, with 432 being recorded in 2022-

23. Over the last ten years, this figure has reduced substantially, with 832 recorded in 2012-13 (48.1% decrease).

Accidental dwelling fires have reduced from 4,196 last year to 3,873 in 2022-23 (7.7% decrease). This is 22.5% lower than ten years ago (4,997 recorded in 2012-13).

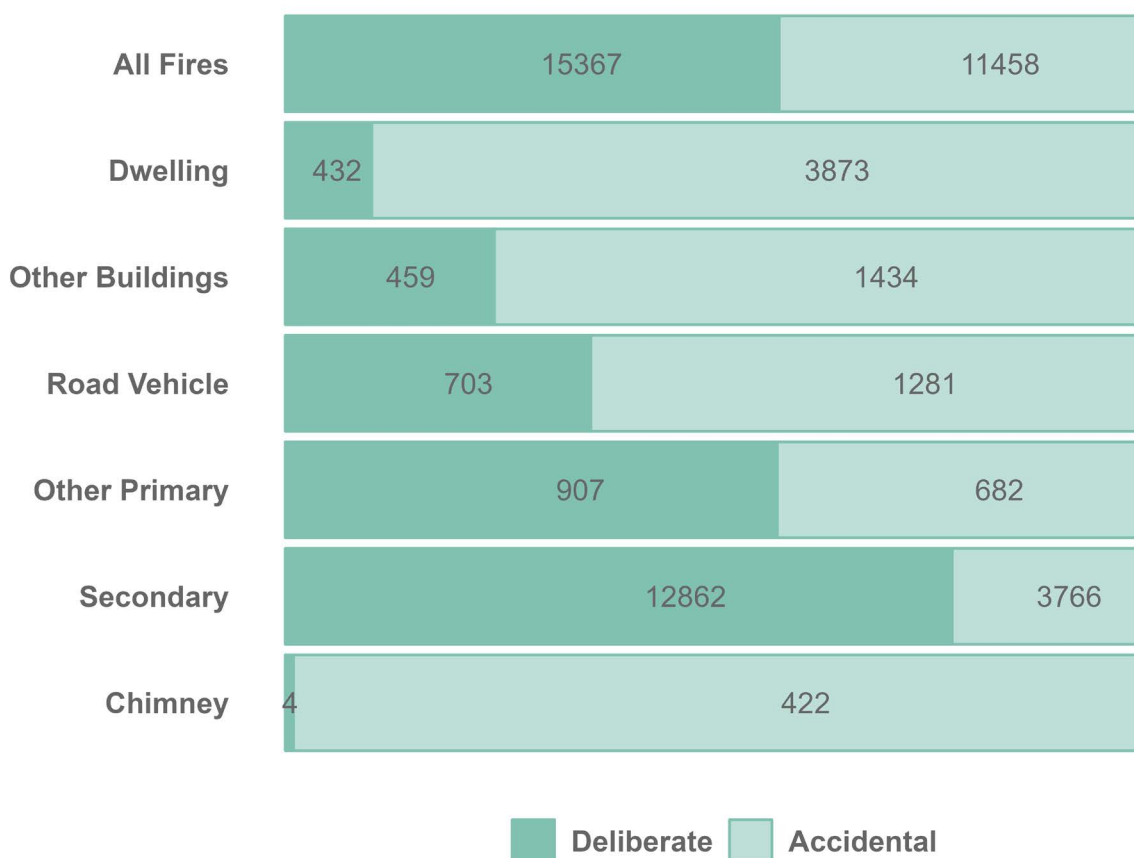


Figure 11: Fires by motive, 2022-23. Written values represent the number of fire incidents in each category.

⁴ Fires classed as 'Deliberate' should not be interpreted as necessarily resulting from arson or criminal intent.

Dwelling Fires

Fire casualties and fire fatalities often occur in dwelling fires, and so, it is important to understand the factors relating to safety in dwelling fires.

Ignition Source

Similar to previous years, the main source of ignition in accidental dwelling fires was cooking appliances, with 2,276 (58.8%) fires resulting from this source.

Impairment

In 2022-23, 569 (14.7%) accidental dwelling fires had impairment through alcohol or drugs as being a suspected contributing factor. Such incidents have a much higher casualty rate. [See page 24 for details.](#)

Spread of Fire

In 2022-23, 1,692 (39.3%) dwelling fires caused smoke or heat damage only and 1,415 (32.9%) were confined to the original item ignited. 361 (8.4%) fires spread beyond the initial room that the fire started in.

Smoke Alarms

Smoke alarms were absent in 1,125 (26.1%) dwelling fires in 2022-23. This has reduced from 1,802 (30.9%) in 2012-13. This is likely attributed to the change in legislation in Scotland regarding smoke alarms. All households in Scotland must have interlinked smoke and heat alarms. Increasing prevalence of these alarms is likely to be an important factor in the reducing number of dwelling fires.



Deprivation (SIMD⁵)

Using the Scottish Index of Multiple Deprivation (SIMD), figure 12 highlights the differences in rates of dwelling fire in the most deprived areas compared to the least deprived areas. The two most deprived areas have a rate above the Scotland average. The most deprived areas have a rate 2.0 times higher than the Scotland average and 4.6 times higher than the least deprived areas.

Since 2012-13, dwelling fires have reduced by 27.6% in the most deprived areas and 29.7% in the least deprived areas.

A similar pattern is seen for secondary fires, with the most deprived areas having a rate 1.9 times higher the Scotland average and 4.2 times higher than the least deprived areas.

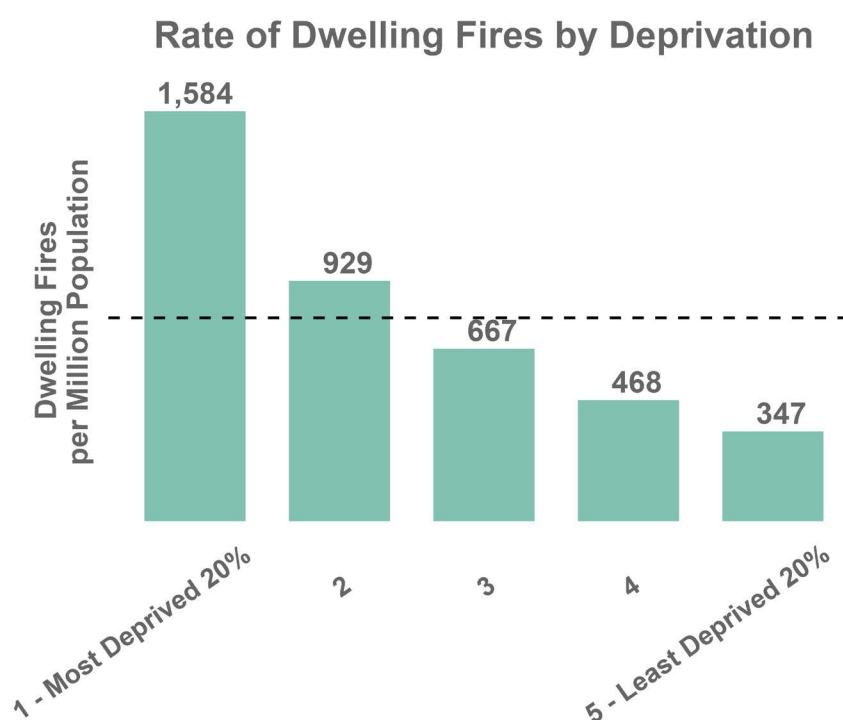


Figure 12: Rate of dwelling fires per million population by level of deprivation, 2022-23. The Scotland average is 786.

⁵ Scottish Index of Multiple Deprivation 2020

Urban-Rural⁶

Similar to previous years, the rate of dwelling fires is above average in large urban areas, other urban areas and remote small towns. The rate of dwelling fires in accessible small towns, accessible rural and remote rural areas is below average. The rate in remote small towns is 1.3 times higher than the Scotland average.

Since 2012-13, dwelling fires have reduced in more urban areas and increased in the more remote areas. Dwelling fires in large urban areas have reduced from 2,817 in 2012-13 to 1,910 this year (32.2%

decrease). In other urban areas there has been a 22.9% decrease in this same time period, and in accessible small towns a 28.3% decrease.

Dwelling fires in remote rural areas have increased from 195 in 2012-13 to 207 in 2022-23 (6.1% increase). Remote small towns have increased from 143 in 2012-13 to 147 this year (2.8% increase). In contrast, dwelling fires in accessible rural areas have decreased from 373 in 2012-13 to 286 this year (23.3% decrease).

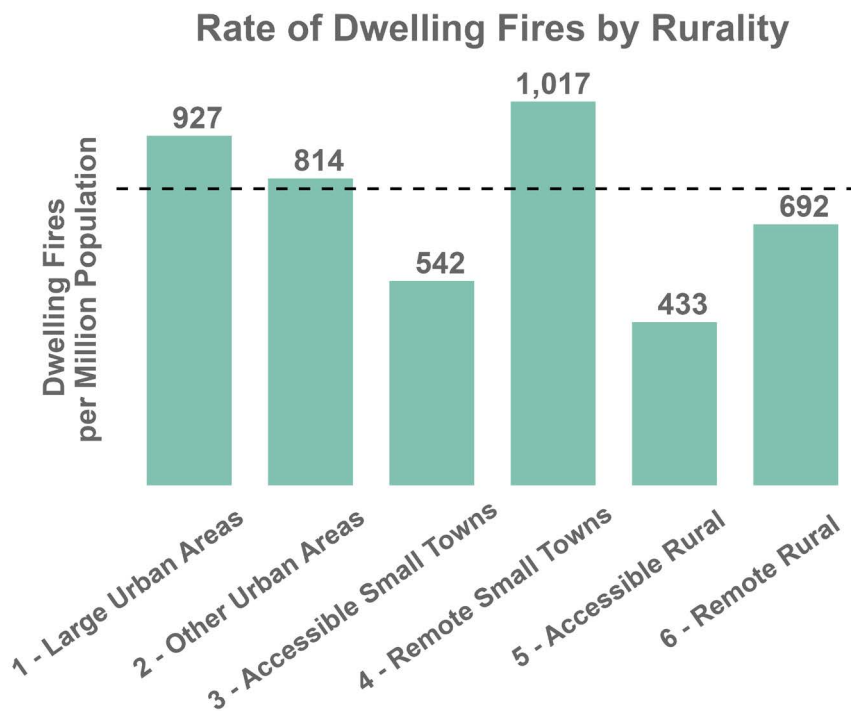


Figure 13: Rate of dwelling fires per million population by level of rurality, 2022-23. The Scotland average is 786.

⁶ Scottish Government Urban Rural Six Fold Classification

Local Authority Comparisons

The number of incidents and casualties vary across the 32 local authority areas in Scotland. We use rates adjusted for population or the number of dwellings to fairly compare these areas.

Accidental Dwelling Fires

Dundee City has the highest rate of accidental dwelling fires, with 218.9 fires per 100,000 dwellings. West Dunbartonshire has a rate of 213.8 fires per 100,000 dwellings, and Glasgow City has a rate of 194.3. In contrast, Clackmannanshire and Fife have the lowest rates, at 87.6 and 98.1. The Scotland average is 143.5.

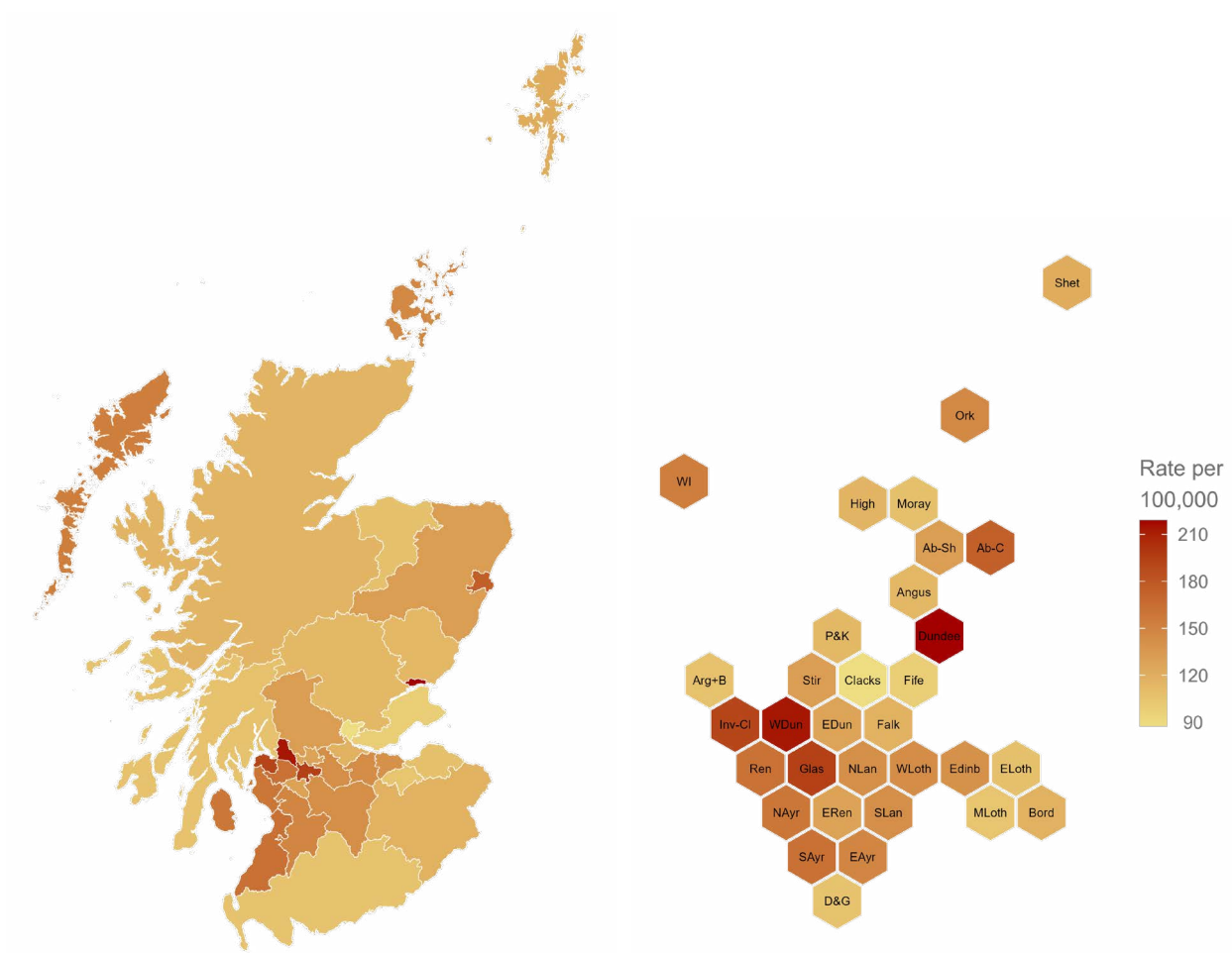


Figure 14: Accidental dwelling fires per 100,000 dwellings, choropleth and area normalised cartogram 2022-23.

Deliberate Fires

There is a higher rate of deliberate fires in urban local authority areas, specifically in the central belt of Scotland. The highest rates of deliberate fire per 100,000 population are in West Lothian at 607.3, Dundee City at 553.8 and West Dunbartonshire at 452.2. The lowest rates of deliberate fires are

found in Shetland Islands at 30.5, Orkney Islands at 44.4 and Na h-Eileanan Siar at 56.3. The Scotland average is 280.5. Please note population figures for Scotland 2021-22 were used in 2022-23 as there was not a more recent publication available. Please see Statistical News document for further details.

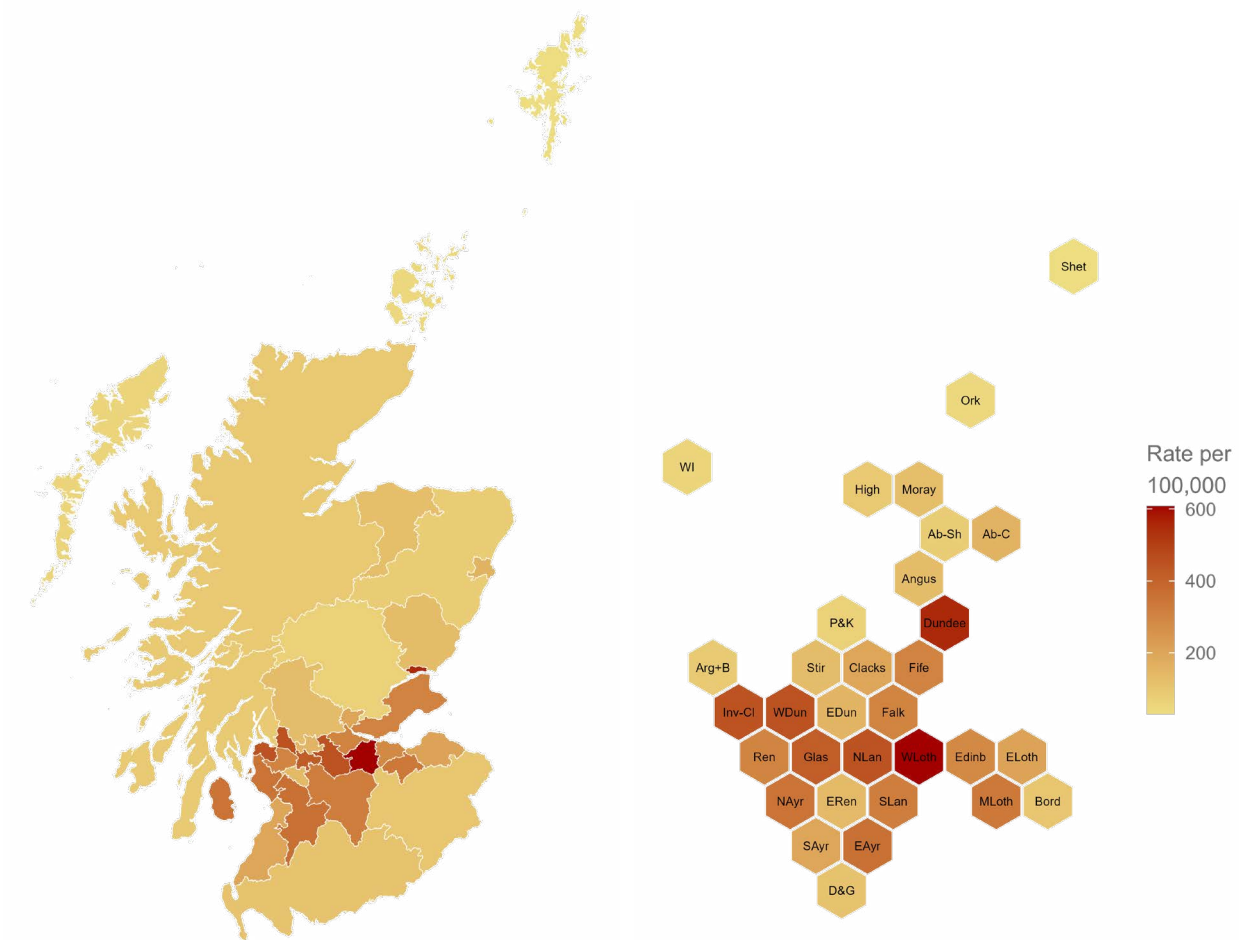


Figure 15: Deliberate fires per 100,000 population, choropleth and area normalised cartogram 2022-23.

For more local authority graphs and statistics please see the [downloadable tables and charts workbook](#).

4. Casualties in Fires

In 2022-23, there were 42 fatal fire casualties, up from 40 last year. Annual totals have varied considerably in the past. The ten-year average for fatal fire casualties is 41. Figure 16 shows an overall downward trend since 1990, with this figure levelling off since the early 2010s.

Of the 42 fatalities, 32 were in dwellings (76.1%), 5 were in other buildings (12.0%) and 3 were in road vehicles (7.1%).

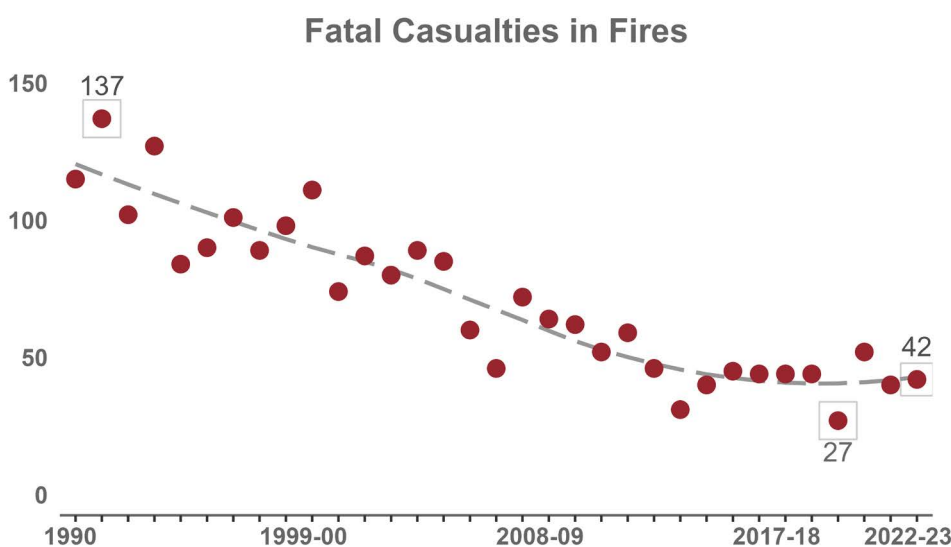


Figure 16: Long-term trend in the number of fatal fire casualties. Note that the series changed from calendar year to financial year after 1993. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

Fire fatalities often appear in clusters throughout the years. This has occurred for many years. Due to this, total fire fatality figures appear to be volatile between years.

Figure 17 shows the 13-week rolling average of fire fatalities from 2017-18 to 2022-23. The peaks of the charts represent these clusters of fire fatalities.

The total fire fatality figure for a year is dependent on whether these peaks fall within that year. For instance, the chart shows that in 2019-20 there is a

peak very close to the beginning of the fiscal year. If this peak were to have occurred slightly earlier in the calendar year, it would have occurred at the end of the 2018-19 fiscal year.

Consequently, the total fire fatalities figure for 2019-20 would have been considerably lower and the total for 2018-19 would have been higher. This highlights that clusters of fatalities have a large influence on the total fire fatality figure for a year and so, large variations between years are to be expected.

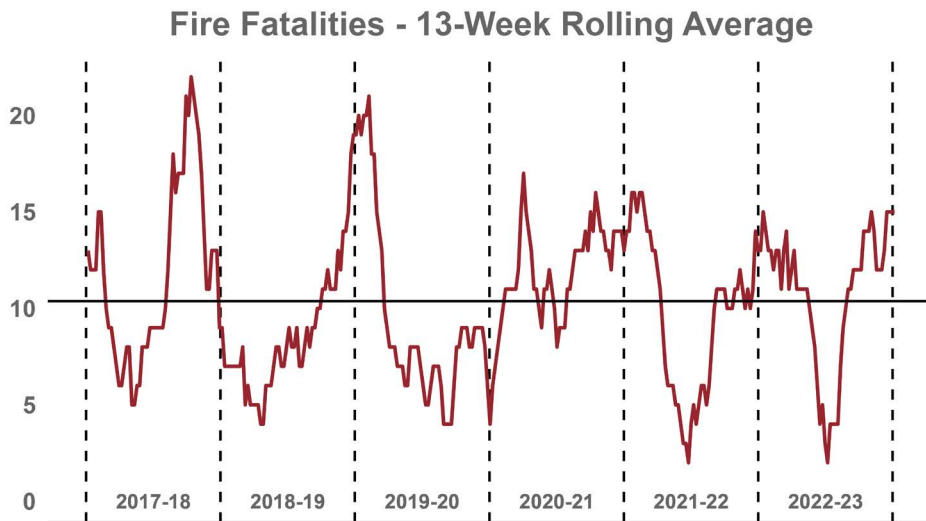


Figure 17: Fire Fatalities as a 13-week rolling average. The horizontal black line represents the average of the 13-week rolling values. Vertical dashed lines represent the change in fiscal year.

There were 922 non-fatal fire casualties in 2022-23, up from 804 last year (14.7% increase). Data quality concerns have been a focus for SFRS in recent years and ensuring that all operational staff record casualties in the same manner has been a focus in the last year. Improvements in recording practices have likely impacted this figure and could contribute to the increase in non-fatal fire casualties seen this year.

Figure 18 shows the historical overall decreasing trend in non-fatal casualties in fires since the early 2000s. Since 2012-13, there has been a 30.1% decrease in the number of non-fatal casualties.

In 2022-23, 835 (90.6%) of these casualties were in dwellings, 51 (5.5%) were in other buildings and 20 (2.2%) were in road vehicles.

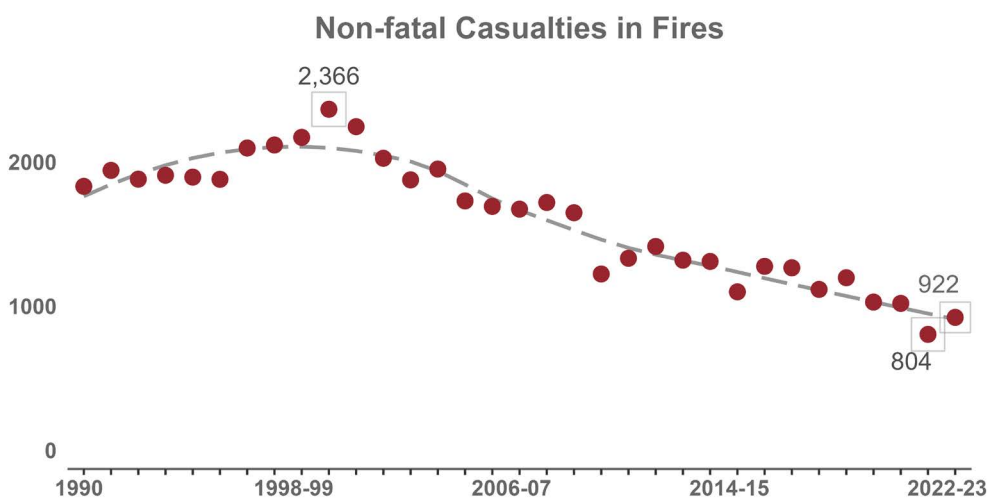


Figure 18: Long-term trend in the number of non-fatal fire casualties. Note that the series changed from calendar year to financial year after 1993. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

In 2022-23, 595 of casualties required treatment, up from 555 last year (7.2% increase). 327 casualties did not require treatment, but a precautionary check was recommended. Last year, there were 249 casualties where a precautionary check was recommended (31.3% increase).

The main cause of injury was overcome by gas, smoke or toxic fumes, with 61.0% of casualties having this injury type. Burns accounted for 11.8% and a combination of burns and being overcome by gas or smoke accounted for a further 2.1%.

Of those requiring treatment, 288 (48.4%) were given treatment at the scene and 307 (51.6%) attended hospital.

Treatment of Non-fatal Casualties

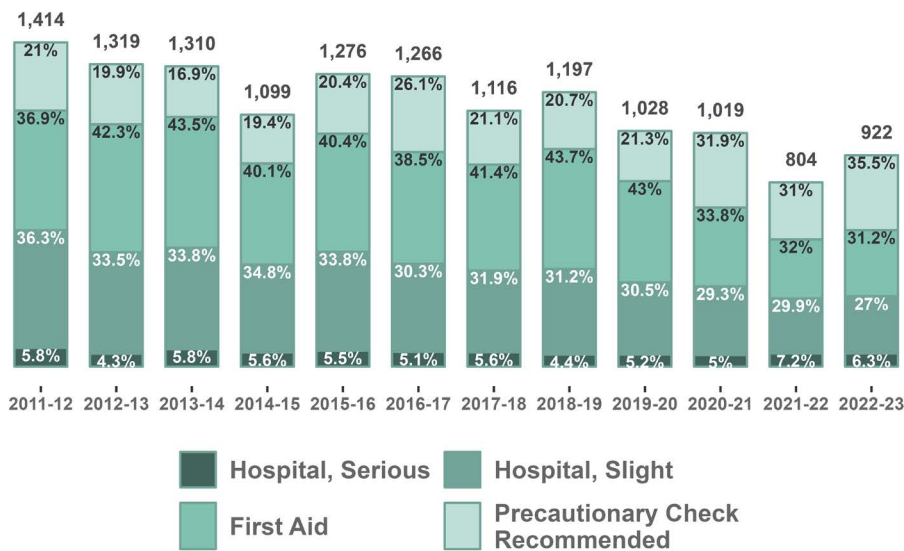


Figure 19: Treatment of non-fatal casualties.

Great Britain Comparisons

Fatal fire casualties per million population have been on a long-term downward trend in each nation since the early 2000s. This trend has levelled off in each nation from around the early 2010s. Scotland has historically had a higher rate per million population than that of Wales and England. Differing demographic, deprivation and urban-rural profiles of each nation are likely factors in explaining the

different rates.

In 2022-23, Scotland had a rate of 7.7 fatalities per million population. Comparable figures for England and Wales were not available at the time of this publication. Please note population figures for Scotland 2021-22 were used in 2022-23 as there was not a more recent publication available. Please see Statistical News document for further details.

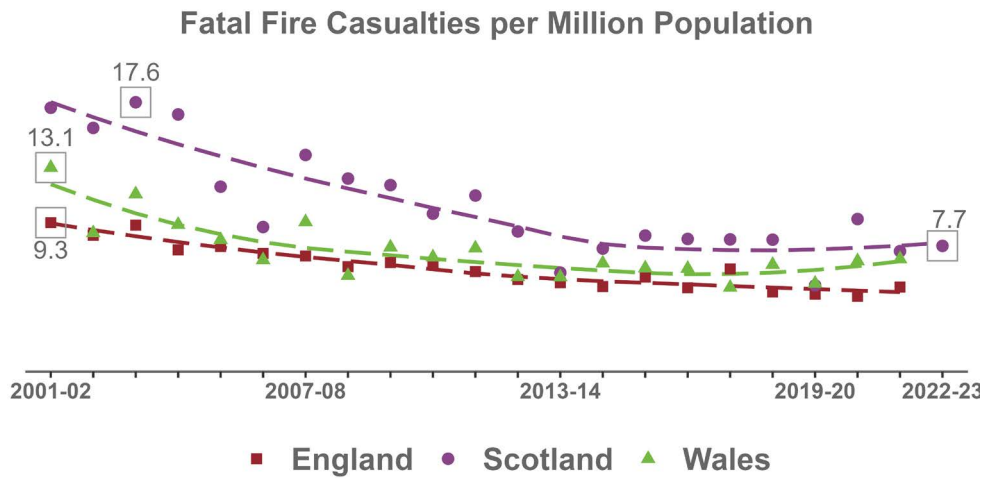


Figure 20: Fatal fire casualties per million population in Great Britain. Values displayed in boxes on chart represent the maximum, minimum and most recent values. In this case, the most recent values are also the minimum values.

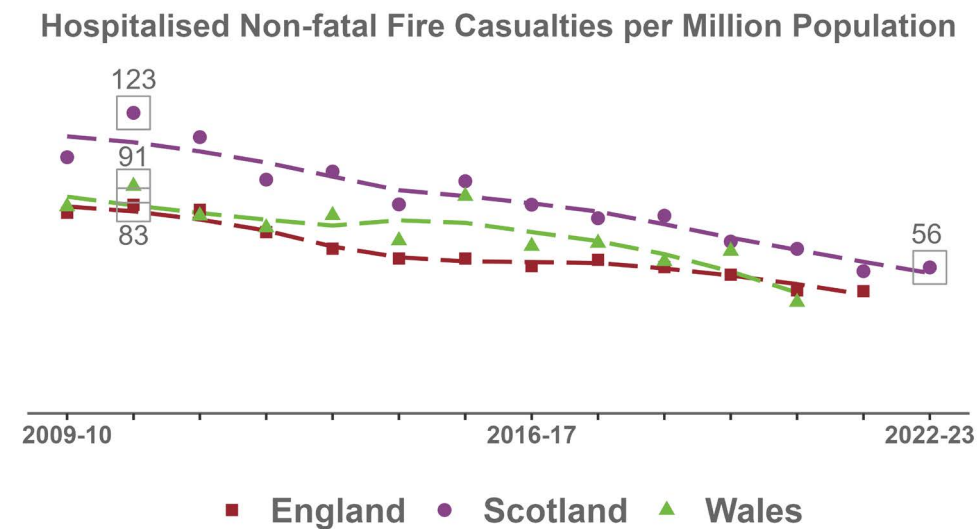


Figure 21: Hospitalised fire casualties per million population in Great Britain. Values displayed on chart represent the maximum, minimum and most recent value. In this case, the most recent values are also the minimum values

Casualty Profile

Age

Figure 22 highlights the strong relationship between age and fatal casualties per million population rates. Those aged below 39 have on average a rate of fatal casualties below average, with those aged 0-4 years having a rate of 0.0. Those aged 80 and over have a rate considerably higher than other age categories, with those aged 80-89 having a rate 3.2 times the Scotland average and those aged 90 and over having a rate 6.3 times higher than the Scotland average. Ten-year averages have been used to give a robust comparison as one-year figures can vary a lot.

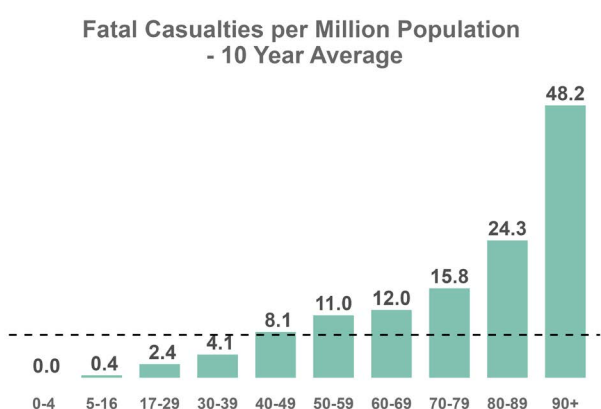


Figure 22: Ten-year average rate per million population of fatal casualties by age band. The dotted line represents the average figure of 7.6.

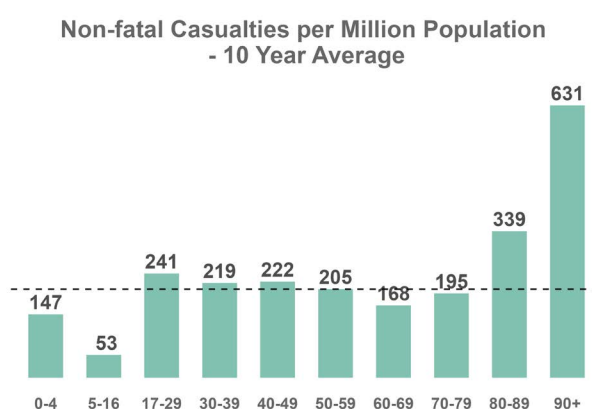
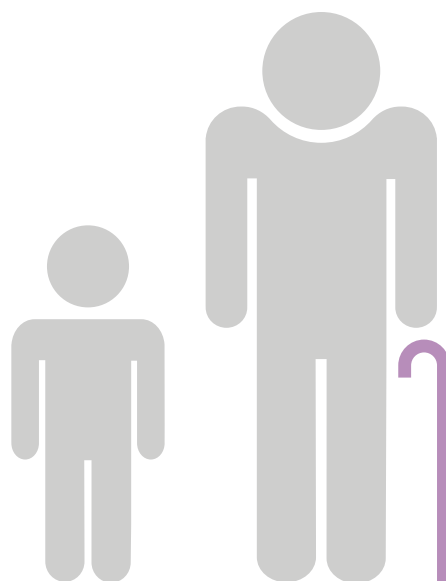


Figure 23: Ten-year average rate per million population of non-fatal casualties by age band. The dotted line represents the average figure of 205.1.

The relationship between age and non-fatal casualties is not as strong as it is for fatal casualties. Those aged 16 and under have a rate below average, with those aged 0-4 having a rate 1.4 times below the Scottish average and those aged 5-16 having a rate 3.9 times below the Scotland average. Those aged between 17 and 59 have a rate slightly above average. In contrast to fatal casualties, those aged 60-79 have a rate below average.

Similar to fatal casualties, those aged 80-89 and over 90 have a rate above average, with those aged 80-89 having a rate 1.7 times the Scotland average and those aged 90 and over having a rate 3.1 times the Scotland average.



Gender

Of the 42 fatal fire casualties, 23 (54.8%) were male and 18 were female (42.9%). Similar to previous years, males have a higher rate of fatal fire casualties than females. There was a rate of 7.5 fatal fire casualties per million population in 2022-23. For males, this rate was higher at 8.6 fatal fire casualties per million population. Females have a lower rate at 6.4 fatalities. The gap between males and females

has narrowed in comparison to previous years, with 2021-22 having a rate of 9.4 for males and 5.3 for females and 2020-21 having a rate of 14.6 for males and 4.6 for females.

A similar pattern is seen for non-fatal casualties, with males having a rate of 187.8 casualties per million population in 2022-23 and females having a rate of 132.2 casualties.

Deprivation

There is a strong relationship between deprivation and fatal casualties in Scotland, shown by Figure 24. Those in the most deprived 20% have a rate far above average, with a rate 1.9 higher than the Scotland eight-year average and 4.7 times higher than those in the least deprived 20%.

A similar pattern is seen for non-fatal casualties, with those in the most deprived 20% having a rate 2.1 times the Scotland average and 5.4 times higher than the least deprived 20%.

Rate of Fatal Casualties by Deprivation

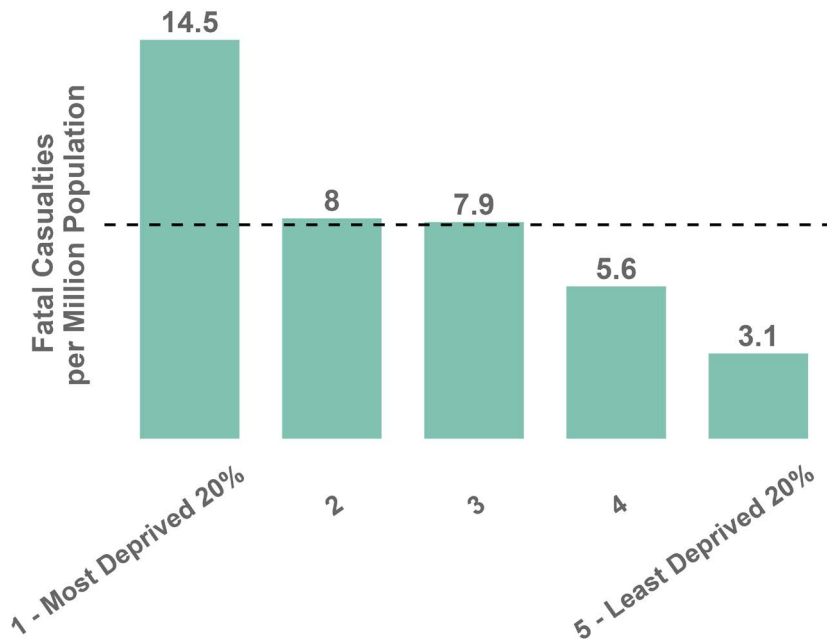


Figure 24: Eight-year⁷ average rate of fatal fire casualties per million population by level of deprivation. The Scotland average is 7.8. Eight years of data was used to ensure a fair comparison.

Rate of Non-fatal Casualties by Deprivation

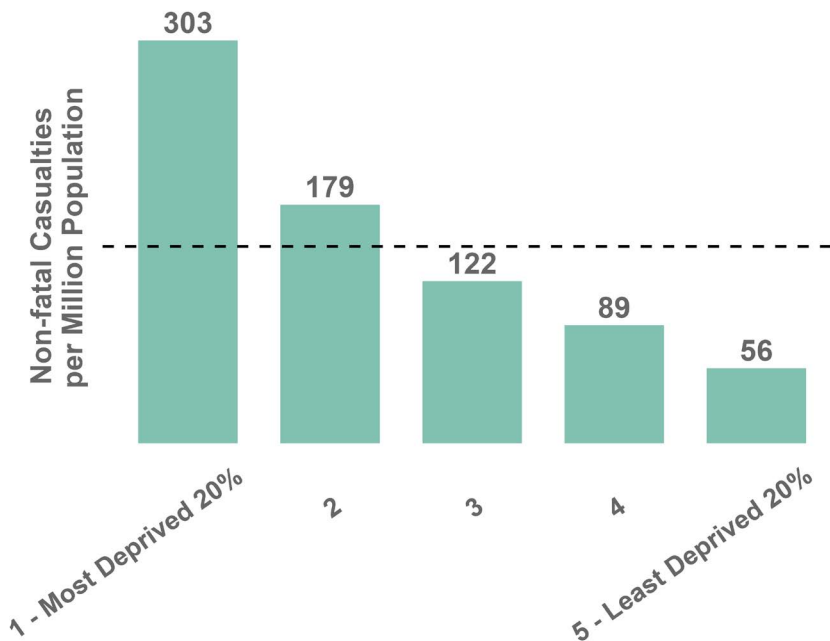


Figure 25: Eight-year⁷ average rate of non-fatal fire casualties per million population by level of deprivation. The Scotland average is 147.8. Eight years of data was used to ensure a fair comparison.

⁷ An eight-year average is used as the annual totals vary substantially and multiple years of data is needed to produce robust statistics

Figures 26 and 27 highlight that deprivation is a very strong factor in the historic casualty profile regardless of gender or age. Please note that these charts are presented to highlight the historic casualty profile only; each bar should not be interpreted as the true risk of any individual or group.

Figure 26 shows that for fatal casualties, there is a clear link between deprivation and fatal casualty rate. Except for males aged 17-19, and 70 or over, those in the most deprived areas have a higher rate of fatal casualties per million population.

Females over 40 and in the most deprived areas have fatal casualty rates above average. For females aged

between 40 and 60, all except those in the most deprived areas have a fatal casualty rate lower than the Scotland average. Males over 50 have a much higher fatal casualty rate compared to females, with almost all deprivation areas in these age categories being above the Scotland average.

Those over 90 have not been included in this chart due to the higher number of fatal casualties and low population rates resulting in some areas exceeding 100 fatal casualties per million population. There have been 14 fatal casualties in those aged over 90 in the last eight years, of which 7 were male. Of the 17 fatal casualties in over 90s, 8 were in SIMD quintiles 4 or 5.

Fatal Casualties per Million Population - 8 Year Average

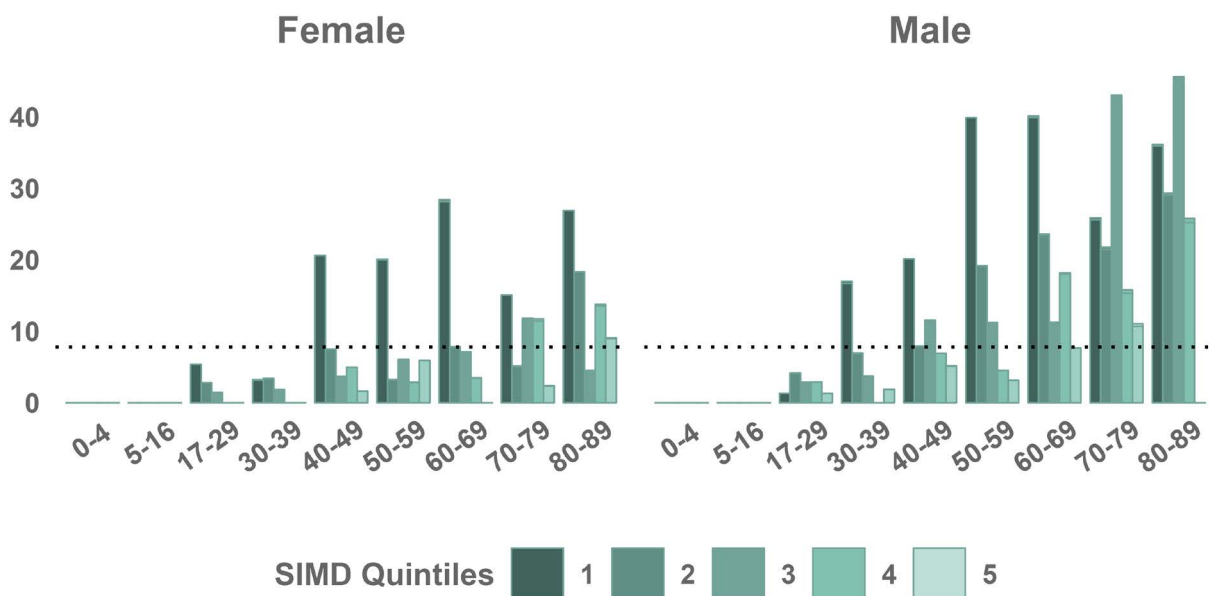


Figure 26: Fatal fire casualties per million population by gender, age and by level of deprivation where 1 is the 20% most deprived areas and 5 is the 20% least deprived areas. The horizontal line represents the Scotland average (7.8).

For non-fatal hospitalised casualties, the rates are higher than the Scotland average for all age categories in the 20% most deprived areas, except for those who are aged between 5 and 16 years. Males in the 40% most deprived areas have higher rates than females, with all males above age 17 years in SIMD quintile 2 being above the Scotland average.

Hospitalised Casualties per Million Population - 8 Year Average

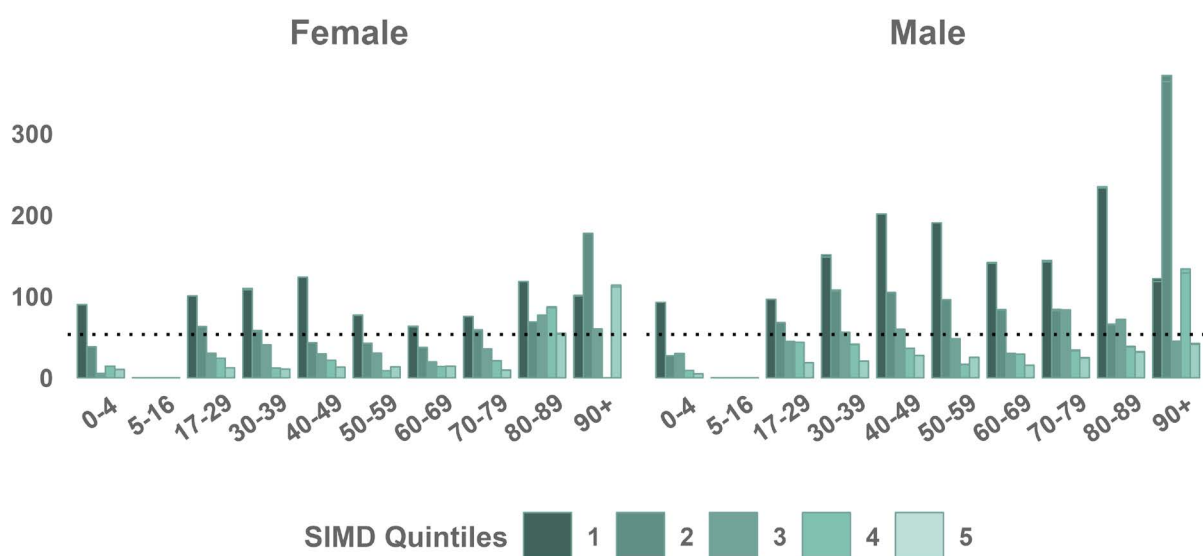


Figure 27: Hospitalised fire casualties per million population by gender, age and by level of deprivation where 1 is the 20% most deprived areas and 5 is the 20% least deprived areas. The horizontal line represents the Scotland average (77.7).

Impairment

Impairment using alcohol or drugs was a suspecting factor in 14.7% of accidental dwelling fires in 2022-23. Of the 29 fire fatalities in accidental dwelling fires, 2 (6.9%) had impairment through alcohol or drugs as a suspected factor.

Fires that have impairment as a suspected factor have, on average, a much higher rate of casualties, with the ten-year average showing a rate of 11.9

fatalities per 1,000 fires. This is compared to 2.6 fatalities per 1,000 fires where impairment was not a suspected factor.

A similar pattern is seen for non-fatal casualties, with a casualty rate of 371.7 where impairment was a suspected factor and 141.1 where impairment was not a suspected factor.

Urban-Rural

The rate of non-fatal casualties is above average for the two most urban areas, with large urban areas and other urban areas having a rate 1.1 times above the Scotland average.

Accessible small towns, remote small towns, accessible rural and remote rural areas have a rate below the Scotland average.

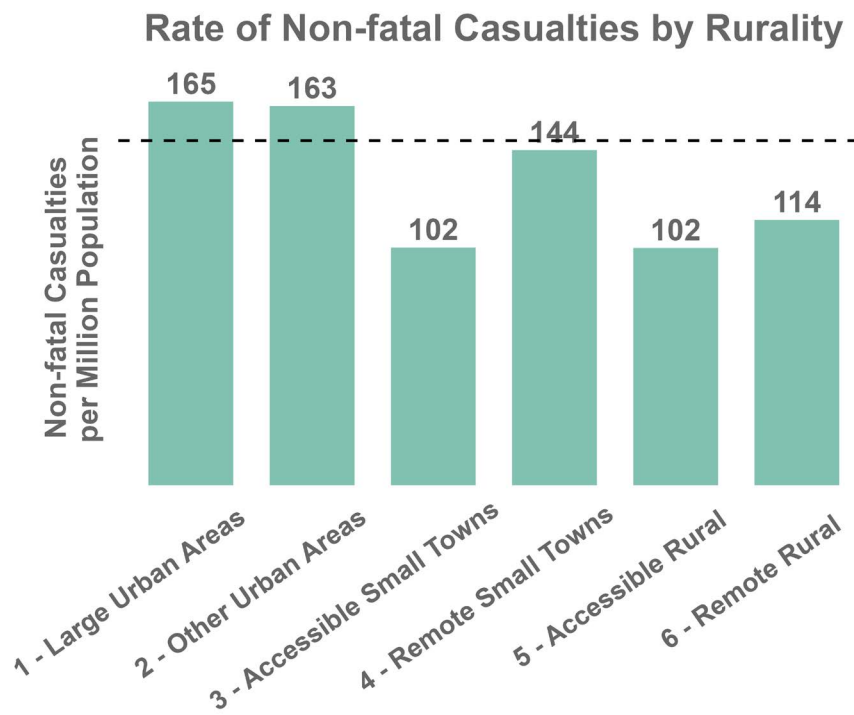


Figure 28: Eight-year average rate of non-fatal fire casualties per million population by level of rurality. The Scotland average is 147.8. Eight years of data was used to ensure a fair comparison.

For fatal casualties, the more rural areas have a rate higher than the more urban areas. In remote rural areas, the rate of fatal casualties is 1.8 times higher than the Scotland average and 2.2 times higher than large urban areas.

Large urban areas and accessible small towns have a rate below average, while other urban areas have a rate slightly above the Scotland average.

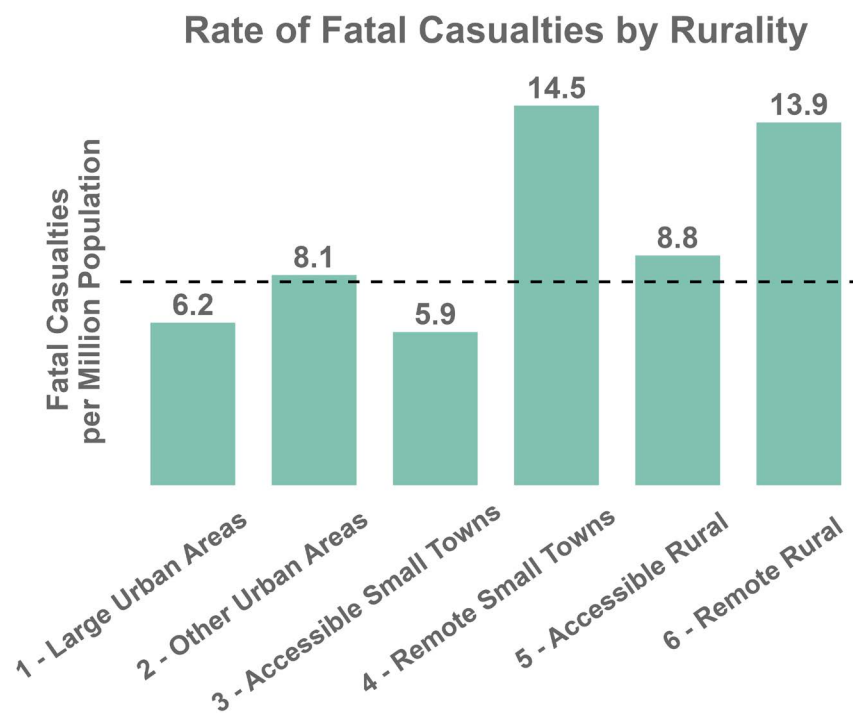


Figure 29: Eight-year average rate of fatal fire casualties per million population by level of rurality. The Scotland average is 7.8. Eight years of data was used to ensure a fair comparison.

5. Non-fire Incidents and Casualties



In 2022-23, the Scottish Fire and Rescue Service (SFRS) attended 16,783 non-fire incidents, up from 15,294 attended last year (9.7% increase). Over the last ten years, there has been an 83.1% increase in non-fire incidents attended, with 9,166 non-fire incidents in 2012-13. Figure 30 shows the overall upward trend in non-fire incidents.

Flooding incidents make up a large proportion of this increase within the last year. There were 3,139 flooding incidents attended in 2022-23, compared to 1,617 last year (94.1% increase). This is the largest figure for flooding incidents since this series began and is likely due to weather conditions experienced in winter 2022.

Lift release incidents increased by 156 (23.1%) from 674 last year to 830 in 2022-23. The figure for 2022-23 is the largest figure recorded for lift release since this series began. Assist other agencies incidents increased by 72 (5.4%) from 1,337 in 2021-22 to 1,409 this year. There was an increase in the number of road traffic collisions attended by SFRS, with 2,163 recorded last year and 2,224 recorded in 2022-23 (2.8% increase). In the last decade, road traffic collision incidents have decreased by 40, with 2,264 incidents recorded in 2012-13 (1.8% decrease).

[See figures 32 to 37 for trends in major non-fire incident categories.](#)

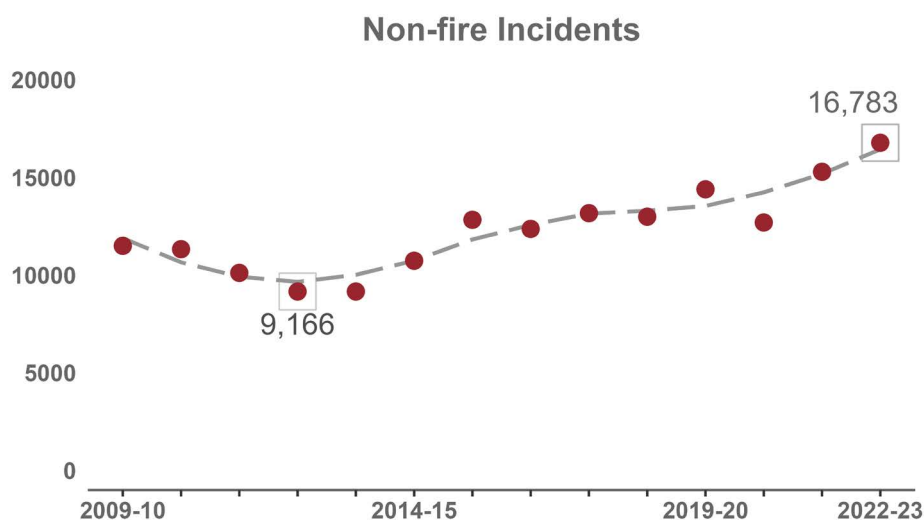


Figure 30: Trends in non-fire incidents. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

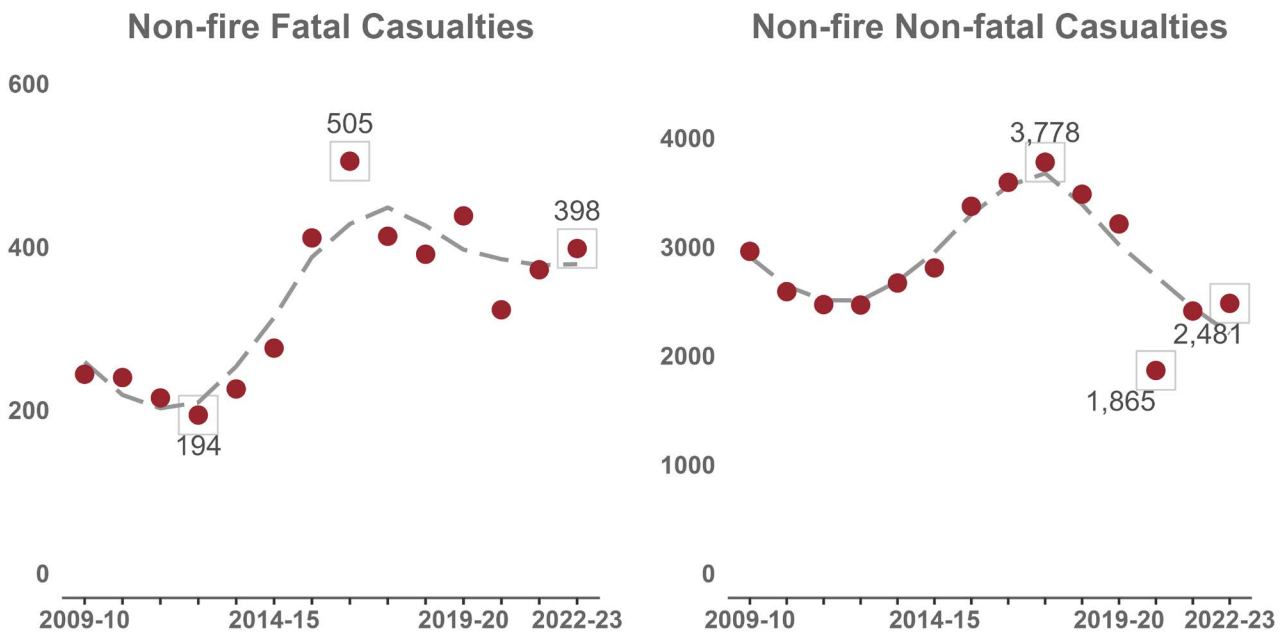


Figure 31: Trends in the number of non-fire casualties. Values displayed in boxes on chart represent the maximum, minimum and most recent values. Changes in operational procedures during the Covid-19 pandemic has impacted casualty figures. [See Guidance Notes for further details.](#)

In 2022-23, there were 398 fatal casualties at non-fire incidents that SFRS attended. This is an increase of 7.0% from 372 last year. This figure had increased previously due to increasing inter-agency co-operation, however, it appears to now be levelling off, as seen in figure 31. Fatal casualties at road traffic collisions attended by SFRS increased from 60 in 2021-22 to 85 this year (41.7% increase). In the last decade, this figure has decreased by 5.6%, with 90 fatal casualties recorded in 2012-13.

There was a 6.0% increase in the number of fatal casualties at effecting entry/exit incidents, with 132 recorded last year and 140 recorded in 2022-23. Fatal casualties at assist other agencies incidents increased from 58 last year to 65 in 2022-23 (12.1% increase). There was a 25.0% reduction in the number of fatal casualties at suicide incidents, with 40 recorded last year and 30 recorded in 2022-23.

There were 2,481 non-fatal non-fire casualties, which is an increase of 2.9%. This includes an increase of non-fatal casualties at road traffic collisions attended by SFRS. There were 1,384 non-fatal casualties at road traffic collisions this year, compared with 1,296 in 2021-22 (6.8% increase). In the last decade, this figure has decreased by 23.0%, with 1,796 non-fatal casualties recorded in 2012-13.

There was a 33.3% increase in the number of non-fatal casualties at suicide incidents, with 18 recorded last year and 24 recorded in 2022-23. There was a 15.7% reduction in non-fatal casualties at assist other agencies incidents with 217 recorded in 2021-22 and 183 recorded this year.

Road Traffic Collisions

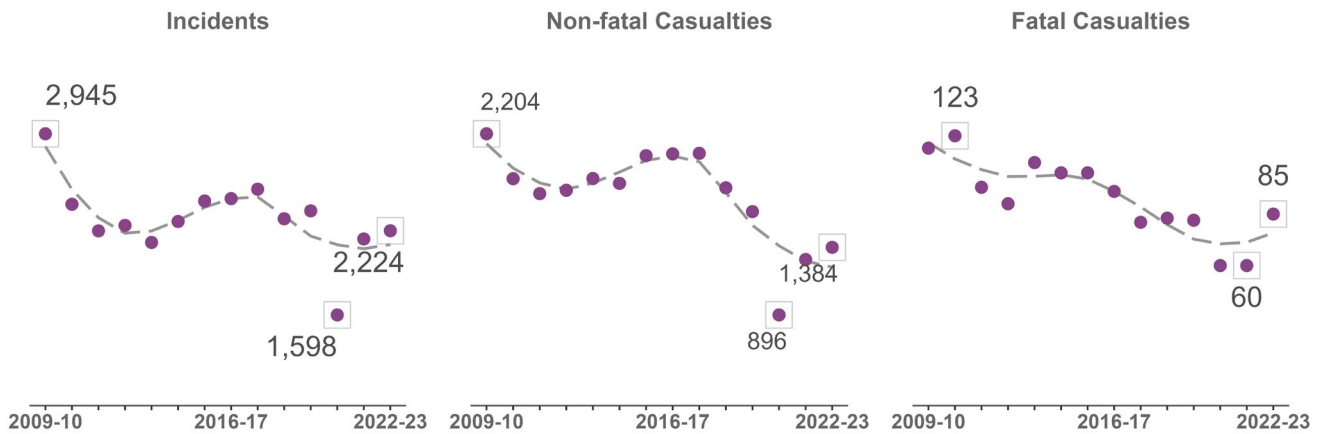


Figure 32: Trends in the Number of Road Traffic Collisions. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

Flooding and Rescue or Evacuation from Water

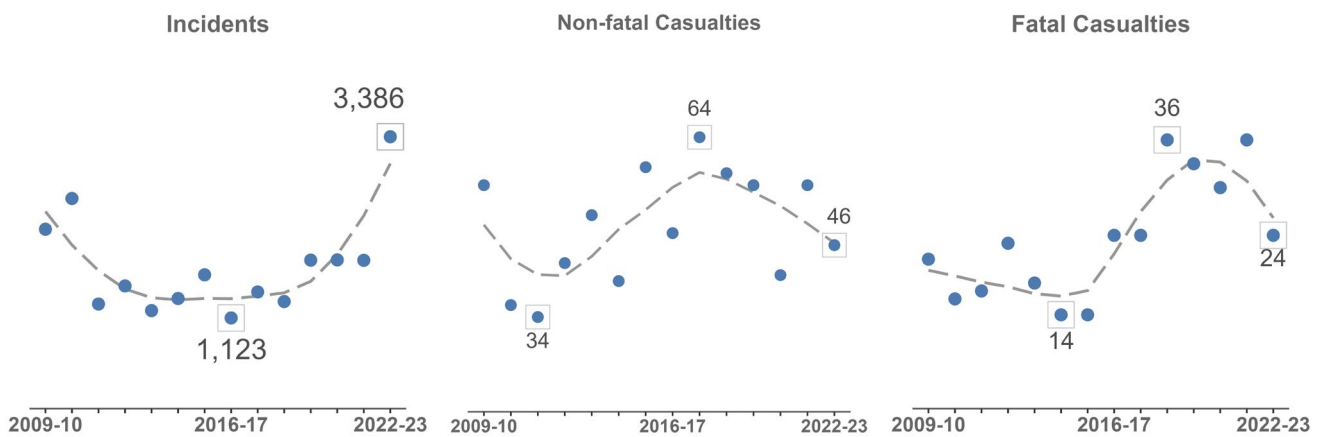


Figure 33: Trends in the Number of Flooding Incidents. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

Medical Response

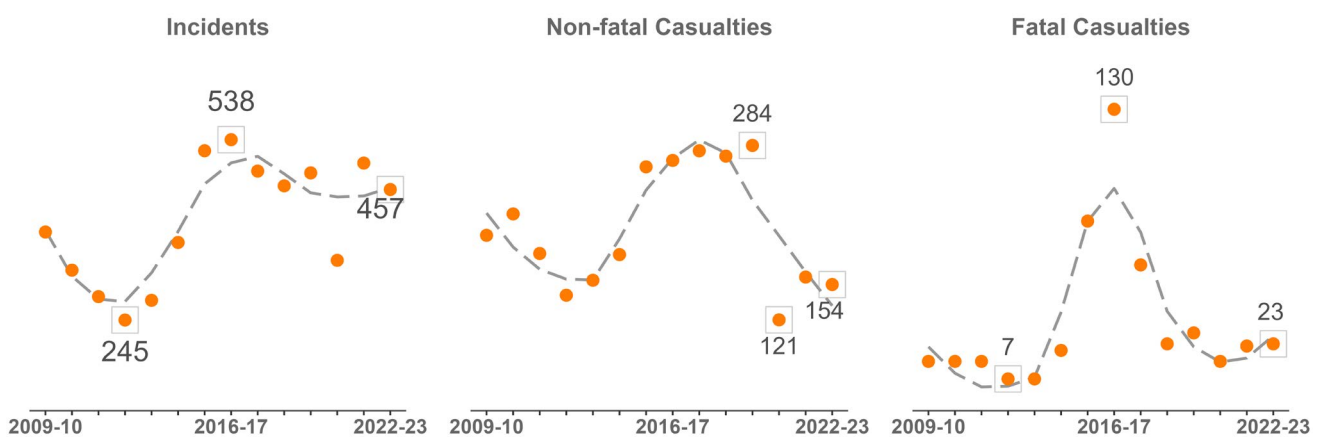


Figure 34: Trends in Number of Medical Incidents. Values displayed in boxes on chart represent the maximum, minimum and most recent values.

Suicide (including attempts)

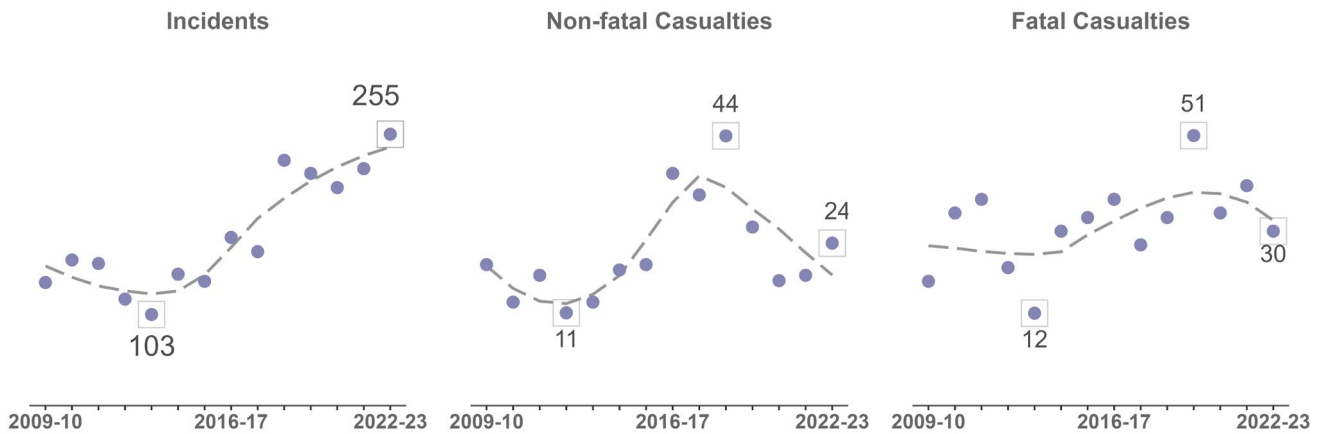


Figure 35: Trends in Suicide (including attempts). Values displayed in boxes on chart represent the maximum, minimum and most recent values. There are instances where the most recent value is also the maximum value.

Effecting Entry/Exit

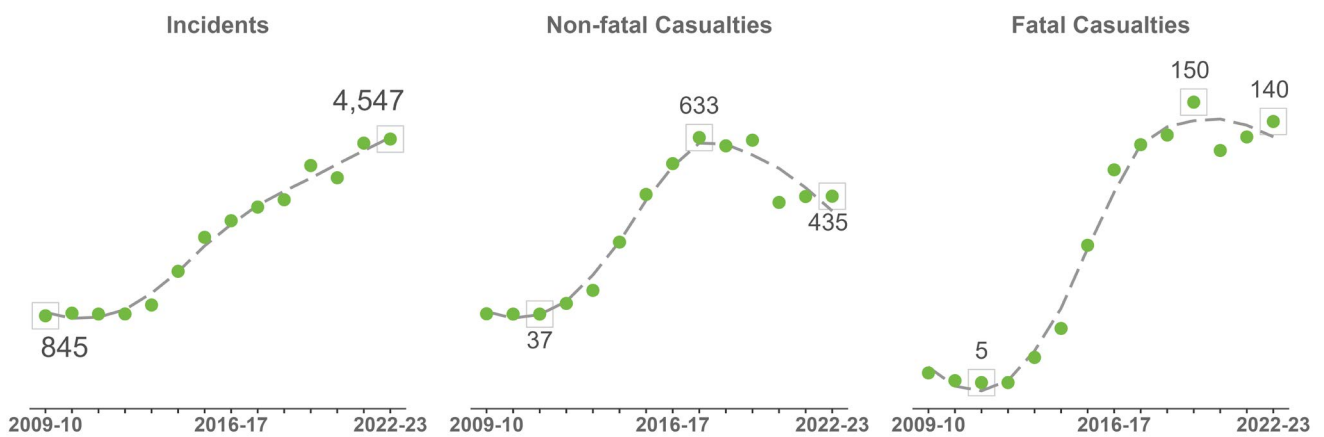


Figure 36: Trends in Effecting Entry/Exit. Values displayed in boxes on chart represent the maximum, minimum and most recent values. There are instances where the most recent value is also the maximum value.

Assist Other Agencies

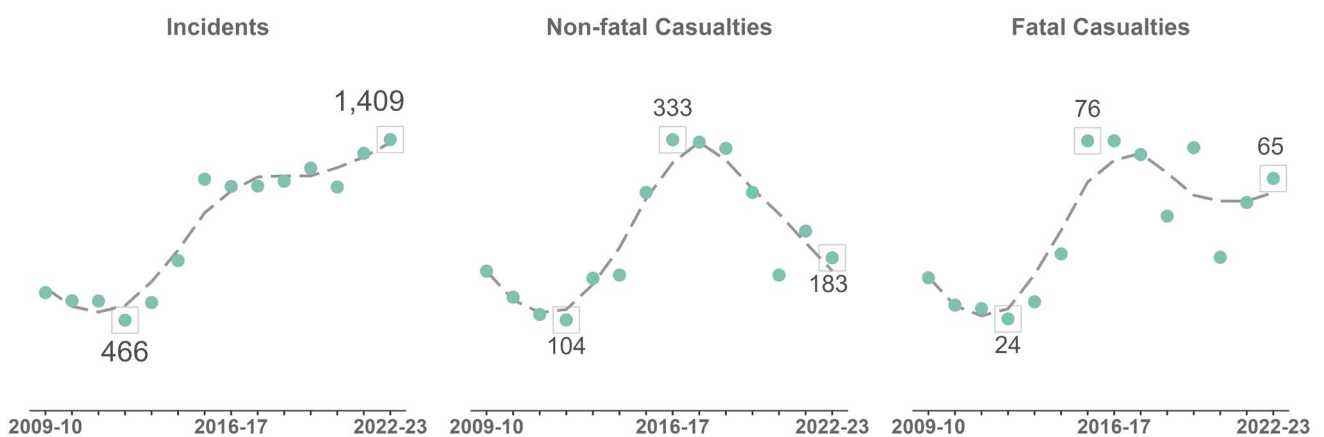
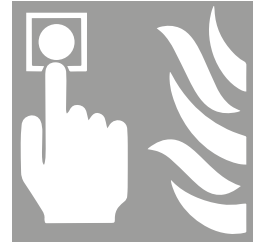


Figure 37: Trends in Assist Other Agencies. Values displayed in boxes on chart represent the maximum, minimum and most recent values. There are instances where the most recent value is also the maximum value.

6. False alarms



In 2022-23, the Scottish Fire and Rescue Service (SFRS) attended 55,924 false alarm incidents, up from 52,654 incidents last year (6.2% increase). Of those attended this year, 55,076 were fire false alarms (up from 51,741 last year), and 848 were categorised as other false alarms (down from 913 last year).

There were 44,228 fire false alarms due to apparatus in 2022-23, up from 40,513 the year before (9.2% increase). This accounts for 80.3% of all fire false alarms attended in 2022-23, and 44.4% of all incidents attended (up from 42.3% last year).

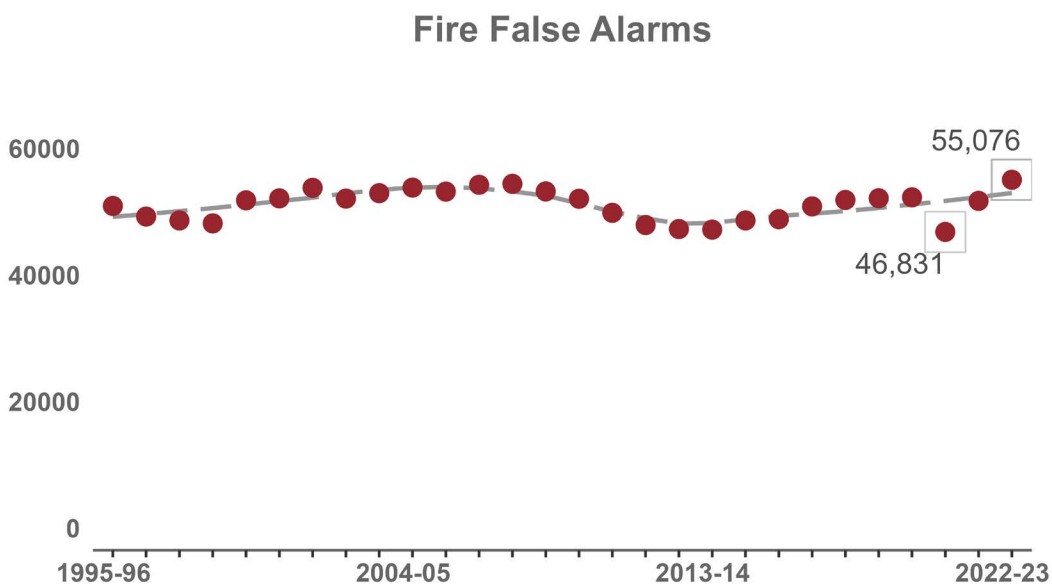


Figure 38: Long-term trend in fire false alarms. Values displayed in boxes on chart represent the maximum, minimum and most recent values. In this case, the most recent value is also the maximum value.

Trends in Fire False Alarms



Figure 39: Trends in cause of fire false alarms. Values displayed in boxes on chart represent the maximum, minimum and most recent values. There are instances where the most recent value is also the maximum value.

Trends in Fire False Alarms due to Apparatus

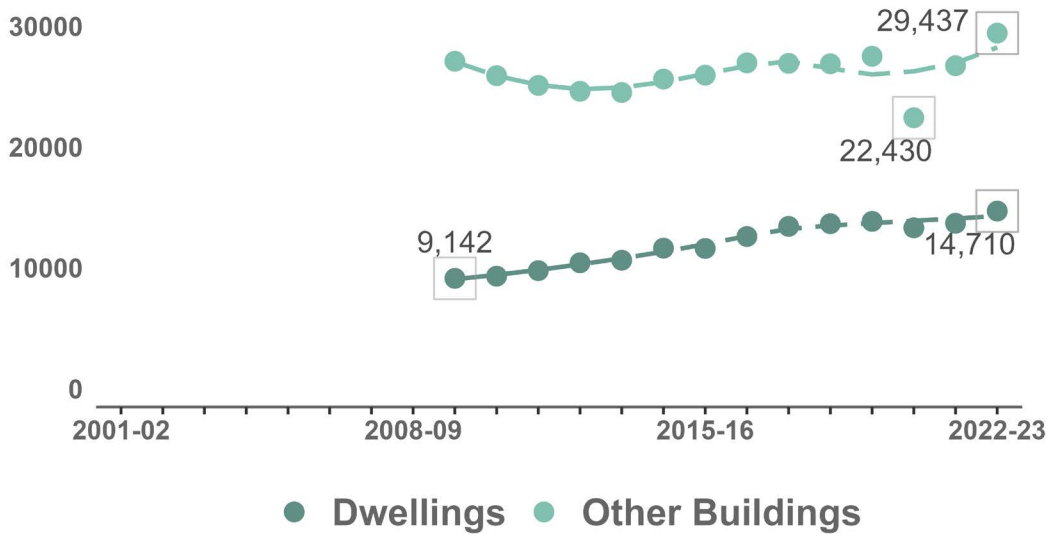


Figure 40: Trends in the location of fire false alarms due to apparatus. Values displayed in boxes on chart represent the maximum, minimum and most recent values. There are instances where the most recent value is also the maximum value.

The main cause of increasing false alarms is due to apparatus false alarms in dwellings and other buildings. In the last decade, false alarms due to apparatus in dwellings has increased from 10,430 in 2012-13 to 14,710 in 2022-23 (41.0% increase). In other buildings, this has increased from 24,619 to 29,437 (19.6% increase). From last year, false alarms due to apparatus in dwellings has increased by 7.4% and in other buildings has increased by 10.1%.

Unwanted Fire Alarm Signals

Unwanted Fire Alarm Signals (UFAS) describes an avoidable false alarm signal from a workplace, either from an automatic fire alarm or from a person.

UFAS incidents decreased steadily between 2009-10 and 2013-14, and then began to rise until the

COVID-19 pandemic when most offices were closed and home-working was encouraged. In 2022-23, SFRS attended 31,383 UFAS incidents, which is the highest recorded since this series began. This is an increase of 2,672 (9.3% increase) since last year.

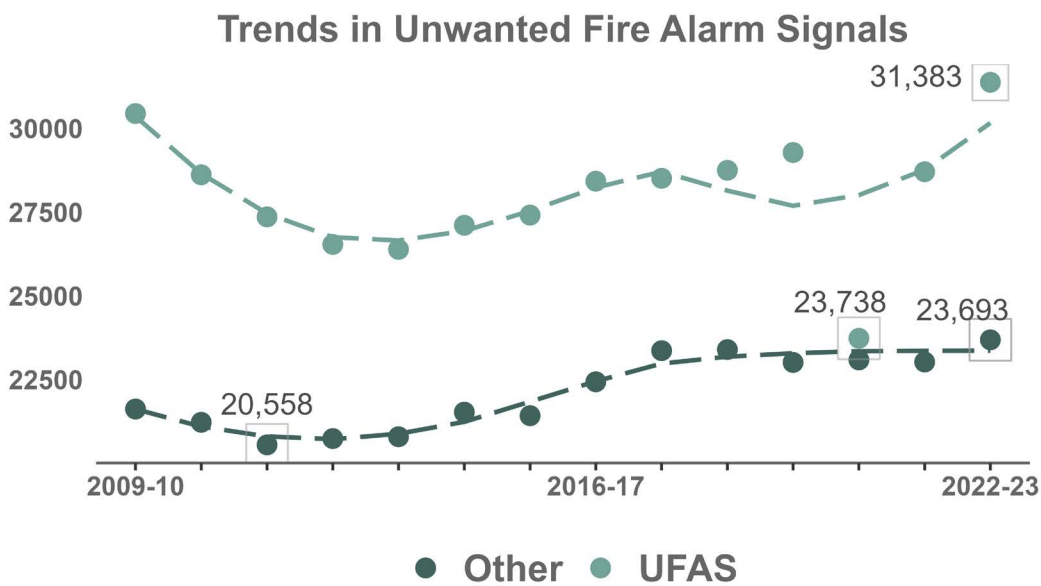


Figure 41: Trends in Unwanted Fire Alarm Signals (UFAS) and Other fire alarm signals in Scotland. Values displayed in boxes on chart represent the maximum, minimum and most recent values. There are instances where the most recent value is also the maximum value.

Local Authority Breakdown

Figure 42 shows a breakdown of UFAS incidents by local authority areas in Scotland. Urban areas often have a higher rate of UFAS incidents than rural areas, with Glasgow City having a rate of 908.5 UFAS incidents per 100,000 population, Dundee City having a rate of 901.7 and Stirling having a rate of 831.3. In contrast, Orkney Islands have a rate of

248.4 and Shetland Islands have a rate of 296.4. There are exceptions to this, with Argyll and Bute having a rate of 816.5 and Na h-Eileanan Siar having a rate of 641.9. Please note population figures for Scotland 2021-22 were used in 2022-23 as there was not a more recent publication available. Please see Statistical News document for further details.

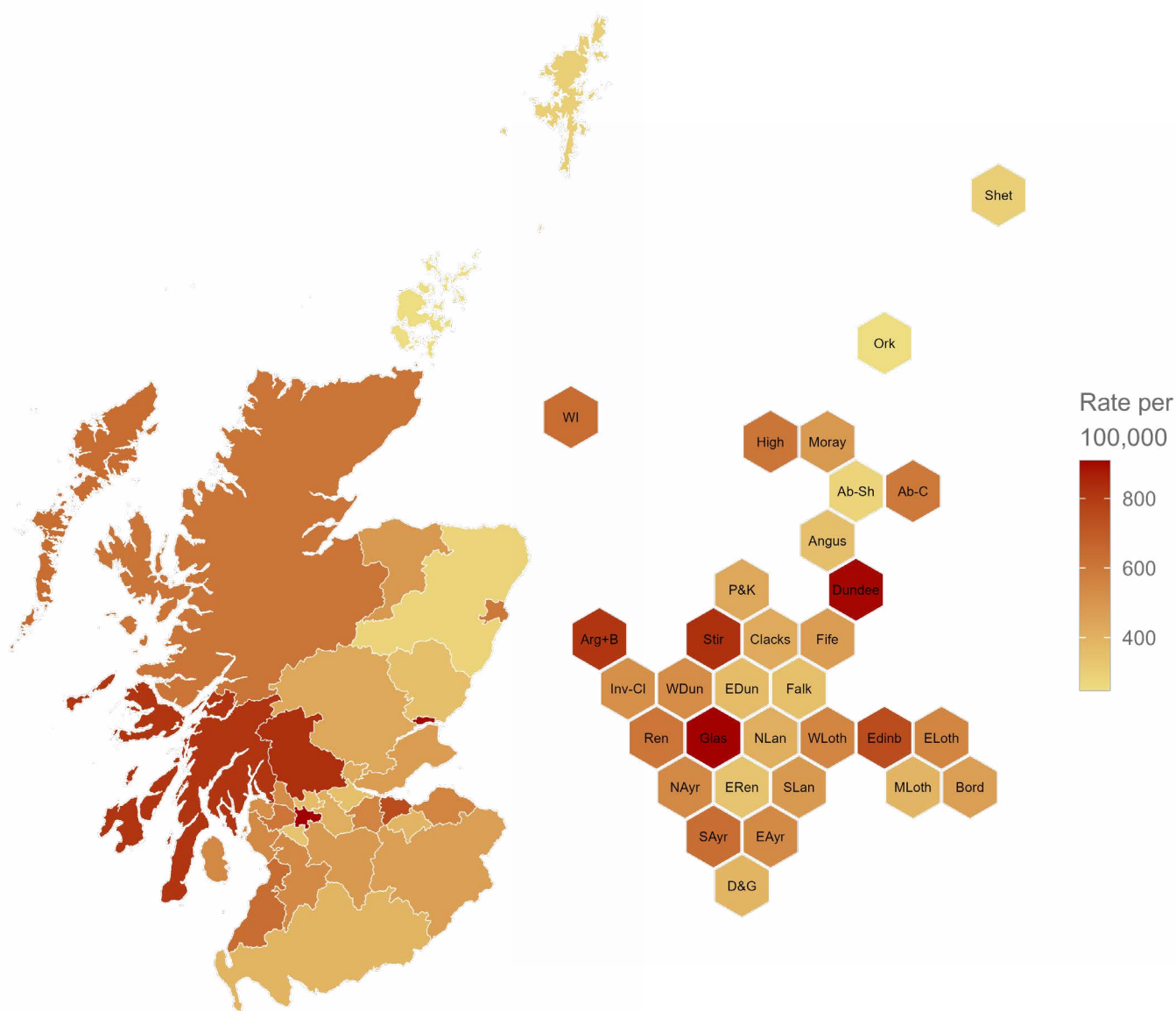


Figure 42: Unwanted Fire Alarm Signals (UFAS) per 100,000 population, choropleth and area normalised cartogram 2022-23.

Great Britain Comparisons

There is a notable higher rate of fire false alarms in Scotland compared to England and Wales. All nations have seen a long-term decrease in the trends of fire false alarms. However, in Scotland, this trend seems to be increasing, with there being a consistent increase in fire false alarms per million population in the last two years.

In 2021-22, Scotland had over double the rate of fire false alarms per million population when compared

with England, and just under double the rate when compared to Wales. Comparable figures for England and Wales were not available for 2022-23 at the time of this publication.

Please note population figures for Scotland 2021-22 were used in 2022-23 as there was not a more recent publication available. Please see Statistical News document for further details.

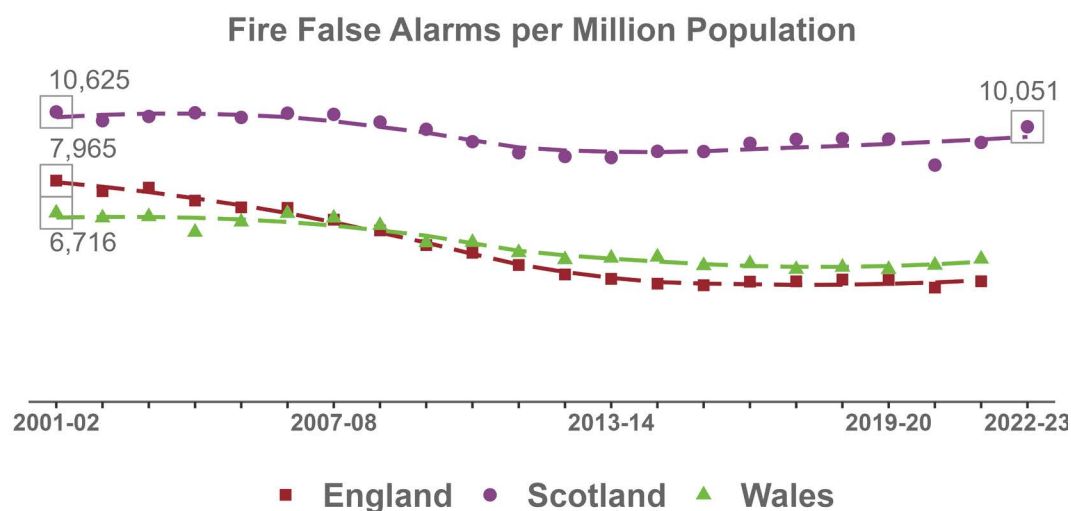


Figure 43: Trends in the fire false alarms by nation. Values displayed in boxes on chart represent the maximum, minimum and most recent values. In this case, the most recent values are also the minimum values.

It should be noted that while Scotland saw a decrease in fire false alarms during the pandemic in 2020-21, England and Wales did not. In Scotland, there was a recent change in how UFAS incidents are handled, but this did not come into place until July 2023. Prior to this, Scotland handled UFAS signals in a substantially different way from England

or Wales. This meant that, in general, England and Wales attended to fewer of these signals.

In 2020-21, Scotland attended 19.0% less of these signals than in previous years. This suggests that the main reason for the difference in Scotland compared to England and Wales is due to the difference in the handling of unwanted fire alarm signals.

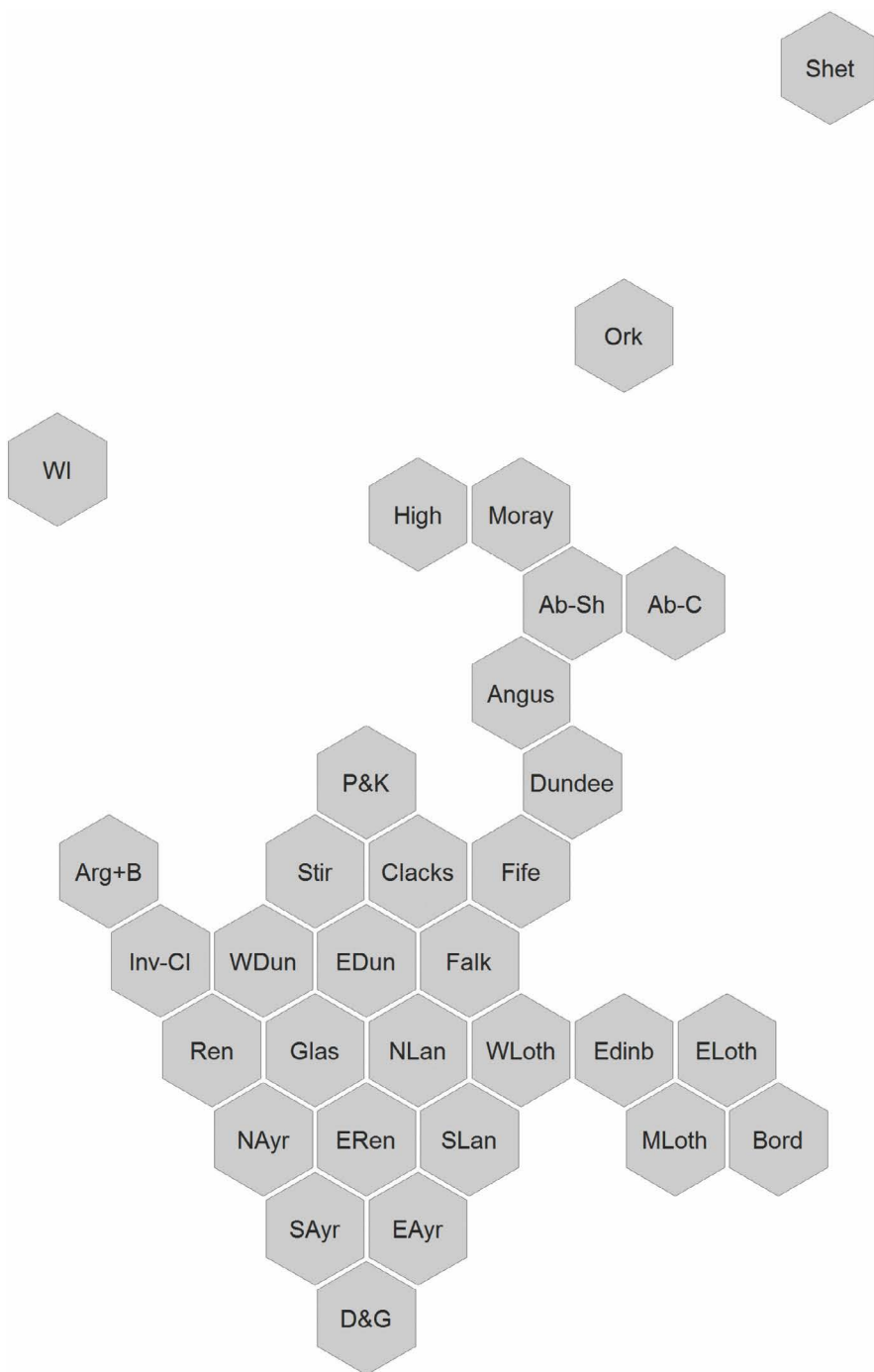
Appendix A – Key for Local Authority Maps

Key	Local Authority
1	Aberdeen City
2	Aberdeenshire
3	Angus
4	Argyll and Bute
5	Clackmannanshire
6	Dumfries and Galloway
7	Dundee City
8	East Ayrshire
9	East Dunbartonshire
10	East Lothian
11	East Renfrewshire
12	Edinburgh, City of
13	Na h'Eileanan Siar
14	Falkirk
15	Fife
16	Glasgow City
17	Highland
18	Inverclyde
19	Midlothian
20	Moray
21	North Ayrshire
22	North Lanarkshire
23	Orkney Islands
24	Perth and Kinross
25	Renfrewshire
26	Scottish Borders
27	Shetland Islands
28	South Ayrshire
29	South Lanarkshire
30	Stirling
31	West Dunbartonshire
32	West Lothian



Cartogram Local Authority Key

Key	Local Authority
Ab-C	Aberdeen City
Ab-Sh	Aberdeenshire
Angus	Angus
Arg+B	Argyll and Bute
Clacks	Clackmannanshire
D&G	Dumfries and Galloway
Dundee	Dundee City
EAyr	East Ayrshire
EDun	East Dunbartonshire
ELoth	East Lothian
ERen	East Renfrewshire
Edinb	Edinburgh, City of
WI	Na h'Eileanan Siar
Falk	Falkirk
Fife	Fife
Glas	Glasgow City
High	Highland
Inv-CI	Inverclyde
MLoth	Midlothian
Moray	Moray
NAyr	North Ayrshire
NLan	North Lanarkshire
Ork	Orkney Islands
P&K	Perth and Kinross
Ren	Renfrewshire
Bord	Scottish Borders
Shet	Shetland Islands
SAyr	South Ayrshire
SLan	South Lanarkshire
Stir	Stirling
WDun	West Dunbartonshire
WLoth	West Lothian



An Official Statistics Publication for Scotland

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The next edition of Fire and Rescue Incident Statistics bulletin and associated documents is scheduled for release on 31st October 2024.



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FIRE AND RESCUE SERVICE

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SFRS Fire and Rescue Incident Statistics 2022-23

Version 1.0 – 31 October 2023

South Ayrshire Council

Report by Director of Strategic Change and Communities to Service and Partnerships Performance Panel of 21 November 2023

Subject: Council Plan (2023-2028): First Year: Quarter Two Update (2023/24)

1. Purpose

- 1.1 The purpose of this report is to advise Members on progress that has been made during the first six months of the new Council Plan.

2. Recommendation

- 2.1 **It is recommended that the Panel considers progress at quarter two against the Council Plan (2023-2028) attached as Appendix 1.**

3. Background

- 3.1 The new [Council Plan \(2023-2028\)](#) was agreed by Council in March 2023, and sets out the Council's framework for achieving key strategic outcomes based on three priority areas:

- Spaces and Places;
- Live, Work and Learn; and
- Civic and Community Pride.

- 3.2 An updated [Performance Management Framework](#) (PMF) (2023-2028) to coincide with the new Council Plan was approved by Cabinet in June 2023. This framework supports the delivery of the Council Plan and its annual Council and Service Planning Cycles. The framework has been updated to reflect the recommendations made by Audit Scotland in the Council's Best Value Assurance Report 2021.

- 3.3 The PMF sets out the reporting schedule for the Council Plan noting that performance will be reported to the Council Leadership Team on a quarterly basis with Service and Partnerships Performance Panel scrutinising performance on quarters two and four each year. Elected Members can access [Pentana](#) at any time to view updates and progress on all service plans.






4. Proposals

- 4.1 Members are asked to consider the Council Plan (2023-2028) Quarter Two update that covers the period from **1 April to 30 September 2023**. Members will note the reporting format has been updated to include a front-facing dashboard, allowing

easier scrutiny of overall progress against the Council objectives. In addition the update provides:

- An overall summary dashboard of progress against each of the plan's priority areas;
- Individual dashboards for the three priority areas and cross cutting theme of efficient and effective enabling services; and
- more detailed breakdown with commentary on the actions and targets agreed by services provided on Pentana.

4.2 Key points to note from the Quarter Two update are highlighted in the table below:

	Number of Actions	Actions on track	Actions completed	Actions off track	Not yet started	Overall health
Priority One: Spaces and Places	18	14	3	0	1 (start date December)	
Priority Two: Live, Work and Learn	14	13	1	0	0	
Priority Three: Civic and Community Pride	8	5	1	2	0	
Efficient and Effective Enabling Services	8	6	1	1	0	
TOTAL NUMBER OF ACTIONS	48	38	6	3	1	

4.3 With particular reference to action PDS-CP 12 (Delivery of Mainholm New Building Housing Development) , it should be noted that the completion timescales for Phase 1 and 2 will be December 2023 as scheduled. The full development is scheduled for completion in May 2025 and will be included in future iterations of Service Plans.

4.4 For actions that have been identified as 'off track', work has started however the initial completion deadlines may have slipped or progress is not as advanced as anticipated. Reasons for this are provided within the accompanying narrative included within the performance report.

4.5 Highlights from the first six months of the Council Plan include:

- The International Air Show – Festival of Flight was delivered successfully on 8 to 10 September. The event was well attended with around 240,000 visitors in total across the three days;
- Carrick Academy (Maybole Campus) opened to pupils in August 2023;
- The opening of a new Net Zero Office and Welfare Facility in Girvan;
- Procurement Service continue to extensively engage with local suppliers to increase local supplier involvement when future contract opportunities arise; and
- A new Integrated Impact Assessment process has been approved by Cabinet.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 There are no risks associated with rejecting the recommendations.

9. Equalities

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

10. Sustainable Development Implications

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

11. Options Appraisal

11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to all priorities of the Council Plan.

13. Results of Consultation

13.1 There has been no public consultation on the contents of this report.

13.2 Consultation has taken place with Councillor Martin Dowey, Portfolio Holder for Corporate and Strategic, and the contents of this report reflect any feedback provided.

Background Papers **Report to South Ayrshire Council of 1 March 2023 – [Council Plan 2023-28](#)**

Report to Service and Partnerships Performance Panel of 13 June 2023 – [Service Plans 2023-2024](#)

Report to Cabinet of 20 June 2023 – [Performance Management Framework 2023-28](#)

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Date: 14 November 2023


South Ayrshire Council Plan 2023-2028

Quarter 2 Report (Year 1: 2023/2024)



Overall Health


Priority One
Spaces and Places




Actions
18

On Track/Completed
14 on track - 3 completed

Off Track
1 not yet started
start date December

Overall Health



Priority Two
Live, Work, Learn



Actions
14

On Track/Completed
13 on track - 1 completed

Off Track
0

Overall Health


Priority Three
Civic and Community Pride




Actions
8

On Track/Completed
5 on track - 1 completed

Off Track
2

Overall Health



Efficient and Effective
Enabling Services

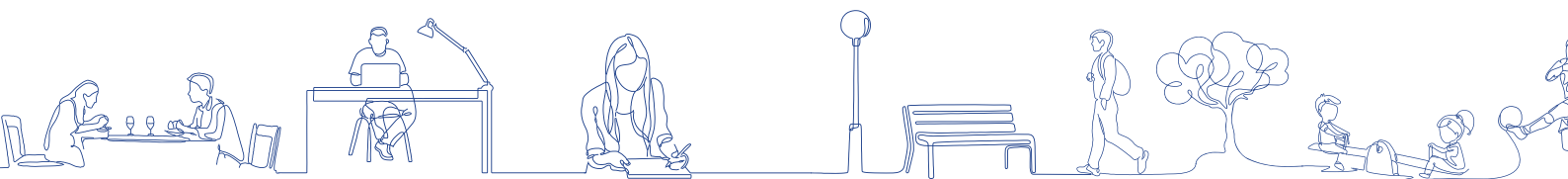


Actions
8

On Track/Completed
6 on track 1 completed

Off Track
1

Overall Health




Management Summary

PRIORITY ONE: SPACES AND PLACES

- Progress is taking place/has taken place across 18 actions with 3 actions now complete (17%) and 14 actions on target (78%) and 1 action not started (5%).
- 9 actions are less than 50% progress (50%) however it should be noted that the timescales for these actions range from mid-2024 to March 2027 therefore the progress status reflects the longer-term nature of these actions.
- The action not started has a start date of December 2023 therefore progress will be reflected in the next performance management report.

PRIORITY TWO: LIVE, WORK, LEARN

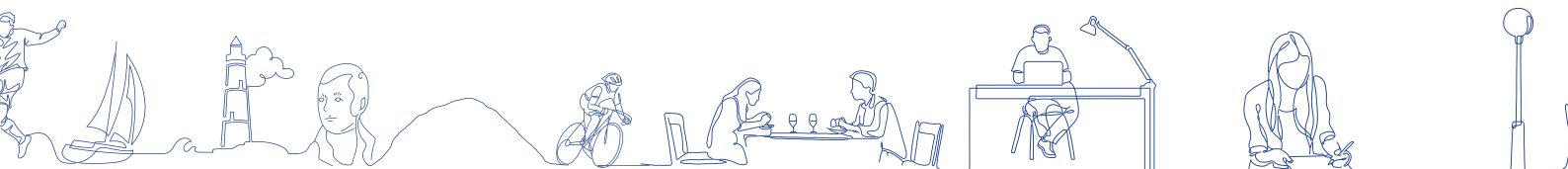
- Progress is taking place/has taken place across all 14 actions with 1 action now complete (7%) and 13 on target (93%).
- 8 actions are less than 50% progress (57%) however it should be noted that the timescales for these actions range from mid-2024 to March 2028 therefore the progress status reflects the longer-term nature of these actions.

PRIORITY THREE: CIVIC AND COMMUNITY PRIDE

- Progress is taking place/has taken place across all 8 actions with 1 action now complete (13%) and 7 on target (87%).
- 3 actions are less than 50% progress (37.5%) however it should be noted that the timescales for these actions range from mid-2024 to December 2025 therefore the progress status reflects the longer-term nature of these actions.

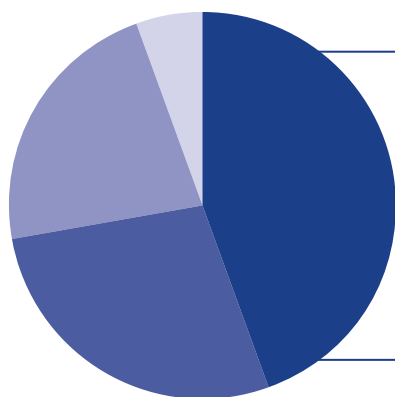
EFFICIENT AND ENABLING SERVICES

- Progress is taking place/has taken place across all 8 actions with 1 action now complete (13%) and 7 on target (87%).
- 5 actions are less than 50% progress (62.5%) however it should be noted that the timescales for these actions range from mid-2024 to December 2025 therefore the progress status reflects the longer-term nature of these actions.



Quarter 2 update

Priority One Spaces and Places









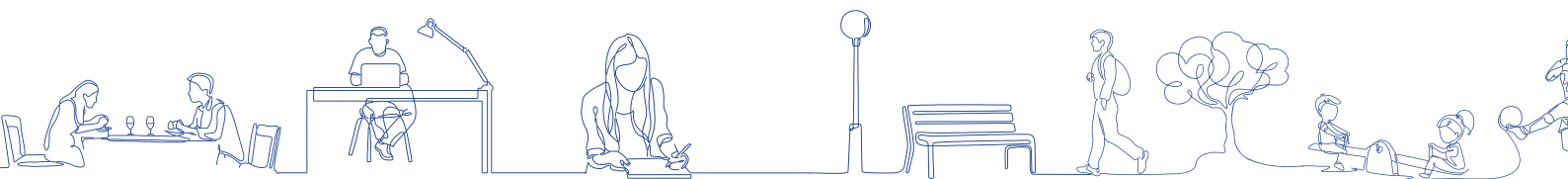
Services delivering this priority

Professional Design Services	8
Neighbourhood Services	5
Destination South Ayrshire	4
Planning and Building Standards	1

Some highlights

- Carrick Academy (Maybole Campus) opened to pupils in August 2023.
- * Works complete at Darley Golf Course.
- * A development plan has been prepared for Belliesle Golf Course.
- * New Net Zero Office and Welfare Facility complete and open in Girvan.
- * Troon street cleansing review is now complete and changes implemented.

	Actions 18
	Completed 3
	Off Track 0
	On Track 14
	Not yet started 1
	Yet to update 0



Spaces and Places

Action	Timescale	Assigned To	Progress	Status	Latest Note
FL-CP 01 Develop plan for the transition to ultra-low emission car fleet for South Ayrshire fleet by 2025.	31-Dec-2025	Service Lead Neighbourhood Services	20%	On target	17-Oct-2023 We have been working with the Project Implementation Team to look and assess options. Looking at effectiveness and cost.
Target					
80					
How will you measure success					
80 ultra-low emission vehicles procured.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
GB-CP 01 Deliver first year of Ash Die Back Plan.	31-Mar-2024	Service Lead Neighbourhood Services	50%	On target	17-Oct-2023 Work has progressed now we have appointed an additional 3 x man Arbor team. To date 712 ash trees have been felled and removed. Tree works are on-going.
Target					
700					
How will you measure success					
Number of trees felled.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
GB-CP 02 Work to procure a site and licence for the treatment of all SAC green/garden waste.	30-Jun-2024	Service Lead Neighbourhood Services	35%	On target	17-Oct-2023 Vendor has agreed to sell and paper will be taken to Cabinet to seek approval to progress with purchase. Professional Design Services are progressing with different elements to facilitate the submission of planning application.
Target					
Procure Site by February 2024. Develop site and be operational by August 2024.					
How will you measure success					
Own site, obtained planning permission and SEPA licence.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
GB-CP 03 Completion of rectification works to chambers at Ayr and Troon Cemetery.	31-Dec-2023	Service Lead Neighbourhood Services	75%	On target	17-Oct-2023 Work is ongoing in Ayr, all occupied chambers have had rectification works carried out and are now complete. Work is ongoing on unoccupied chambers, and we anticipate to have completed all works in Ayr by December of this year with works commencing in Troon in January.

Target

398 Chambers.

How will you measure success

All chambers both occupied and unoccupied will have had all rectification works completed.

Action	Timescale	Assigned To	Progress	Status	Latest Note
PBS-CP 01 Start 4 year programme to develop new Local Development Plan (LDP3).	31-Aug-2024	Service Lead Planning and Building Standards	0%	Not yet started	19-Oct-2023 Work continues to prepare a Report for December Council to launch the preparation process for the LDP 3.

Target

100%

How will you measure success

Statistics provided annually to Scottish Government.

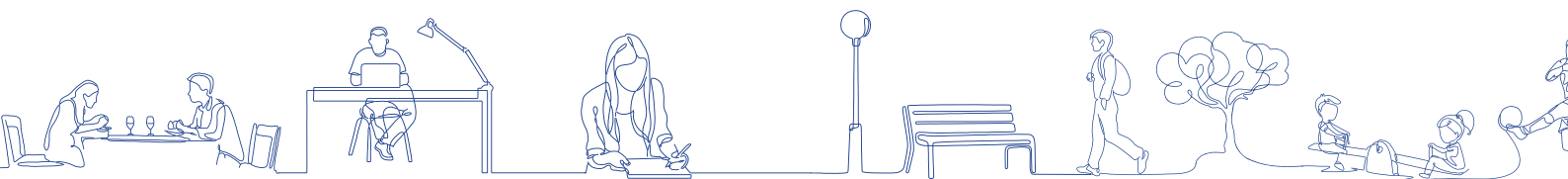
Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 01 Delivery of the General Services Capital Programme for 2023/24 and future years.	31-Mar-2024	Service Lead Professional Design Services	23%	On target	08-Oct-2023 Draft spend at P6, to 30th September 2023, was £22,990,074. Based on a full year budget of £99,661,460, this equates to a spend of 23.07% A number of projects were completed during the school holiday period.

Target

90 – 100% percentage spend achieved on agreed programme.

How will you measure success

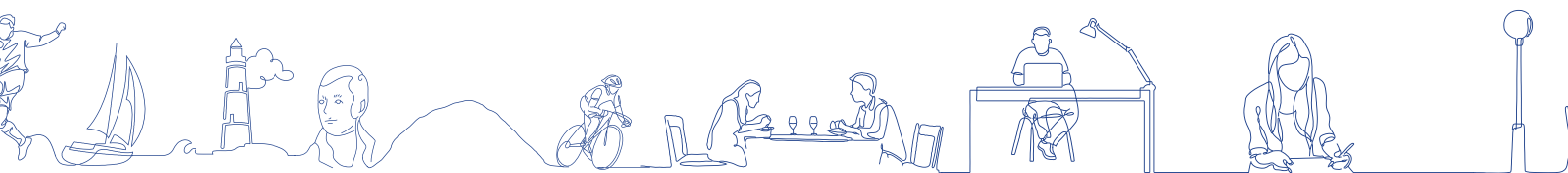
Percentage of actual versus budget spend of GS capital programme as at 31 March.



Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 02 Delivery of the Citadel Refurbishment.	31-Mar-2027	Service Lead Professional Design Services	10%	On target	08-Oct-2023 A Lead Consultant with expertise in Leisure Facilities has been appointed along-with a full design team. Surveys are underway to allow phased proposals to be prepared for consideration. The aim is to keep the centre operating during the works with partial closures of areas as required.
Target					
Completion date.					
How will you measure success					
Project delivered on time and on budget.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 03 Plan and deliver Carrick Academy (Maybole Campus).	30-Jun-2024	Service Lead Professional Design Services	85%	On target	02-Oct-2023 The new schools and nursery have been handed over to SAC and the schools have moved in. The swimming pool is programmed to be handed over, along with the 2nd pitch, on 30 Nov and the remaining landscaping and external works are due to complete in summer 2024.
Target					
Completion date.					
How will you measure success					
Project delivered on time and on budget.					

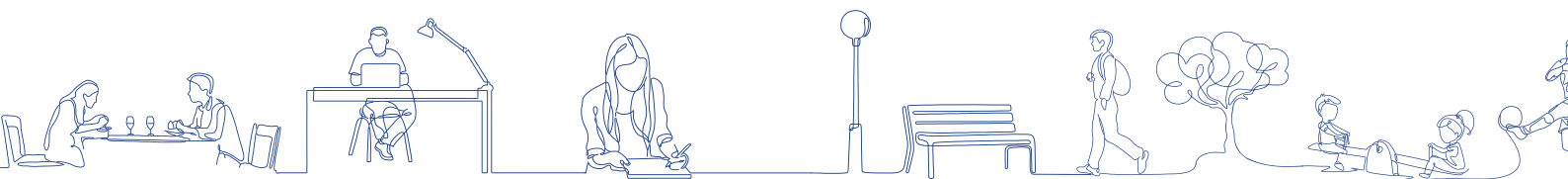
Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 04 Plan and deliver Girvan Primary School.	31-Aug-2026	Service Lead Professional Design Services	10%	On target	08-Oct-2023 Design proposals have been prepared for a 2-stream primary school, an early years centre and 4 classroom ASN base. The design will continue to be developed, currently on programme for completion in August 2026. The proposal is to build alongside the existing school to minimise disruption to teaching and learning.
Target					
Completion date.					
How will you measure success					
Project delivered on time and on budget.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 05 Plan and deliver Troon Early Year Centre (Scottish Government 1140 Hours Commitment).	31-Dec-2024	Service Lead Professional Design Services	12%	On target	08-Oct-2023 A paper with an option appraisal detailing the various sites considered for the new early years centre in Troon will be taken to full Council on 12th October 2023.
Target					
Completion date.					
How will you measure success					
Project identified and delivered on time and on budget.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 06 Delivery of the New Net Zero Office And Welfare Facility at Bridge Street in Girvan.	30-Sep-2023	Service Lead	100%	Completed	08-Oct-2023 The building was completed and handed over on 26th September 2023.
Target					
Completion date.					
How will you measure success					
Project identified and delivered on time and on budget.					

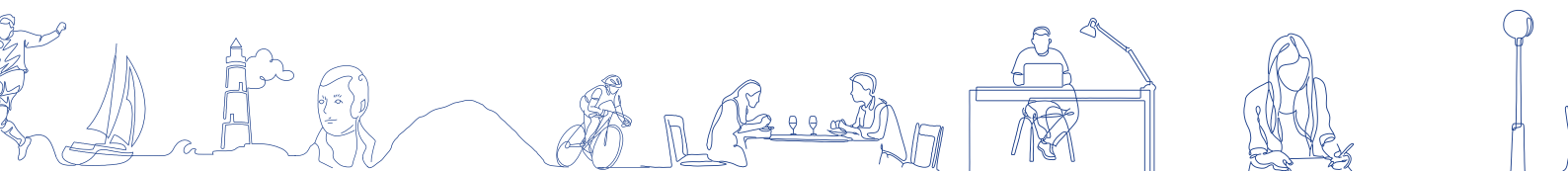
Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 07 Demolition of Ayr Station Hotel dangerous building and involvement in development options.	31-Mar-2024	Service Lead Professional Design Services	10%	On target	08-Oct-2023 Preparation of tender documentation s on hold following the recent fire at the property. Awaiting instruction once surveys are complete.
Target					
Completion date.					
How will you measure success					
Completion of demolition and agreed strategy for development.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 08 Demolition of Hourstons extension, Arran Mall and leading development options.	31-Dec-2023	Service Lead Professional Design Services	10%	On target	08-Oct-2023 Good progress is being made in developing options for Hourstons and the Arran Mall site. Meeting held with Planning to begin engagement and start the consent process.
Target					
Completion date.					
How will you measure success					
Completion of demolition and agreed strategy for development.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
WM-CP 01 Complete street cleansing review and implement improvement plan.	31-May-2024	Service Lead Neighbourhood Services	95%	On target	17-Oct-2023 Troon review now complete and changes implemented. First LEAMS score since the review is 93.1% of streets cleaned to an acceptable standard. This is an increase from last years overall score of 89%. Will be able to provide more accurate data once we have completed a full year under the new street cleansing programme.
Target					
2% increase in streets cleaned to an acceptable standard based on most recent Leams score of 89%.					
How will you measure success					
Increase in street cleanliness scoring index (LEAMS).					

Action	Timescale	Assigned To	Progress	Status	Latest Note
DSA-CP 01 Provide safe walking routes around and across golf courses in Troon.	31-Oct-2023	Service Lead Destination South Ayrshire	100%	Completed	13-Oct-2023 Darley Golf Course work now complete.
Target					
Increase use of the golf course by both members and non-members.					
How will you measure success					
More people accessing Darley golf course safely. Less incidences of dangerous access into areas of play, reduced vandalism and fire raising. Nature diversification.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
DSA-CP 02 Enter into a procurement process to appoint contractors to deliver works at Darley and Belleisle Golf Courses.	31-Dec-2023	Service Lead Destination South Ayrshire	100%	Completed	11-Jul-2023 Procurement processes for the works at Darley and Belleisle Golf Courses are complete. The works have already been undertaken and completed at Darley Golf Course and the works are currently on site at Belleisle Golf Course.

Target

Contractors Appointed.

How will you measure success

Contracts are in place for the delivery of the works.

Action	Timescale	Assigned To	Progress	Status	Latest Note
DSA-CP 03 Redevelop the two priority courses, Darley and Belleisle, to enable South Ayrshire Council to achieve the agreed strategic outcomes and increase income from visitor and members.	30-Apr-2027	Service Lead Destination South Ayrshire	10%	On target	13-Oct-2023 A Development Plan for Belleisle Golf Course was prepared by Kimber & Glen. A preliminary Ecological Appraisal has been completed for Belleisle Golf Course. The subjects will proceed through procurement process as soon as possible. Projected start dates in 2024 and 2025.

Target

Increase use of the golf course by both members and non-members. Revenue increase by 5%. | Baseline 2022/23.

How will you measure success

Golf courses redeveloped and operational.

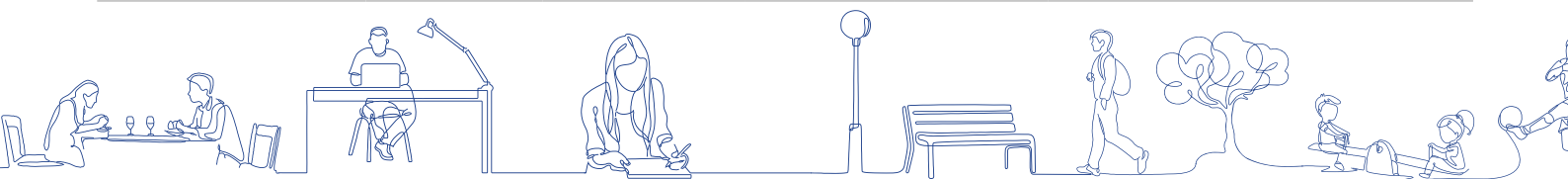
Action	Timescale	Assigned To	Progress	Status	Latest Note
DSA-CP 04 Open the new Carrick Community Campus Leisure facilities ensuring staff and customers are supported.	31-Dec-2023	Service Lead Destination South Ayrshire	50%	On target	13-Oct-2023 The final stages of construction works are now underway and handover is still on track to open to the public in January 2024. Recruitment has now gone live for the increased staffing requirement.

Target

Contractors Appointed.

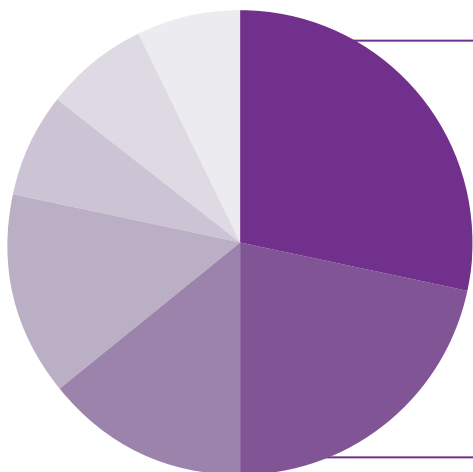
How will you measure success

Contracts are in place for the delivery of the works.



Priority Two

Live, Work, Learn



Services delivering this priority

Professional Design Services	4
Thriving Communities	3
Economy and Regeneration	2
Special Property Projects	2
Education Support Services	1
Policy, Performance and CP	1
Procurement	1

Some highlights

- Inward Investment Strategy and action plan has now been drafted awaiting submission to cabinet.
- Educational Services continue to make good progress with the modernisation of school estate to improve and enhance the learning environment for young people and staff.
- Extensive engagement has been carried out by Procurement with local suppliers.



Actions

14



Completed

1



Off Track

0



On Track

13



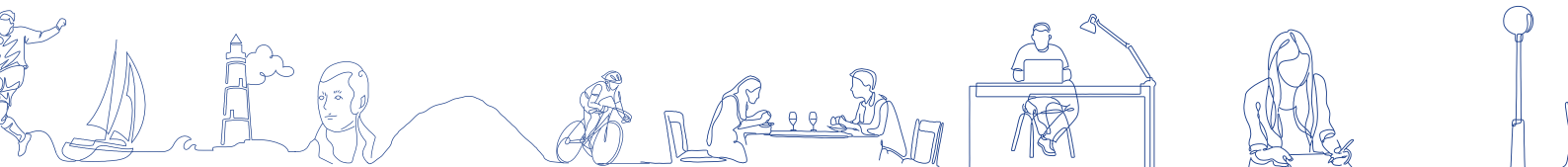
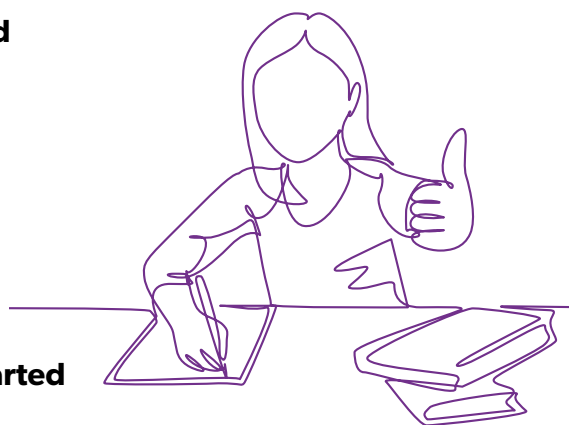
Not yet started

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Yet to update

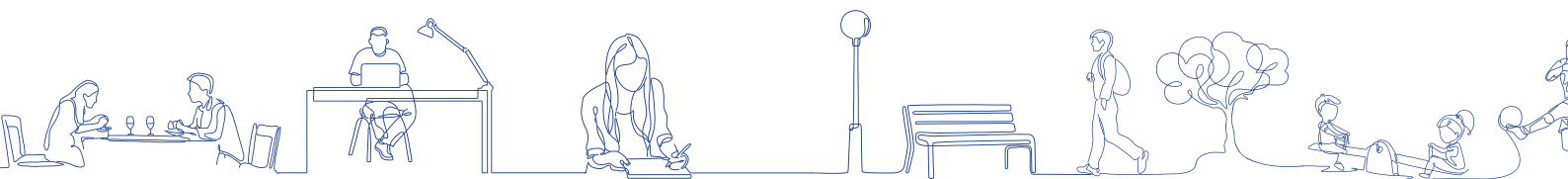
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Live, work, Learn

Action	Timescale	Assigned To	Progress	Status	Latest Note
E&R-CP 01 Create an Inward Investment Strategy and action plan centred on promoting inclusive growth and creating a wellbeing economy with zero carbon and fair work at its core in collaboration with partners and services.	31-Mar-2024	Service Lead Economy and Regeneration	85%	On target	05-Oct-2023 Report for Cabinet has been prepared and is in ELT clearing [2 Oct 23]. Report proposes to refresh the Council's Economic Development Strategy and incorporate Strategic position on Inward Investment. This will be accompanied by Invest South Ayrshire action plan.
Target					
Agreed strategy and action plan.					
How will you measure success					
Strategy is adopted by Council. Action plans develop.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
E&R-CP 02 Secure and deliver UKSPF programmes, Sector Development and Business Support	31-Aug-2023	Service Lead Economy and Regeneration	100%	Completed	07-Sep-2023 UK government have now approved reprofile proposals.
Target					
New programme operational. Increased company assists.					
How will you measure success					
Approval by Cabinet of Investment Plan.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
ES-CP 01 Increase the proportion of school accommodation that is in a satisfactory condition and is suitable for its current use (Category A&B)	31-Mar-2028	Service Lead Educational Support Services	90%	On target	<p>02-Oct-2023 The Core Facts national reporting exercise for the Scottish Government is an annual task and therefore the 2022/23 figure of 90% will not change until Q1 2024/25. However, Educational Services continue to make good progress with the modernisation of the school estate, to improve and enhance the learning environment for our young people and staff.</p> <p>The Educational Services Standards and Quality Report 2022-23, which was published and approved by Cabinet on 26 September 2023, provides a thorough update on the School Modernisation Programme and progress made in the last year.</p> <p>Educational Services Standards and Quality Report 2022-23</p> <p>With the opening of the Council's new Maybole Community Campus in August 2023, it is anticipated that there will be an improvement on this figure in 2024, as three of the Council's schools will move to the 'A' condition category; Carrick Academy, Culzean Primary (formerly Cairn & Gardenrose Primaries & St Cuthbert's Primary).</p>

Target

To increase suitability and condition ratings across the school estate from 82% to 90%

How will you measure success

Through ongoing analysis of school capacities, rolls and suitability, which contributes to the annual ScotGov Core Facts exercise, following condition surveys on school properties.

Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 09 Delivery of the Housing Capital Investment Programme for 2023/24 and future years.	31-Mar-2024	Service Lead Professional Design Services	21%	On target	08-Oct-2023 Draft spend as at P6, 30th September 2023 is £16,016,463. Based on a full year budget of £76,808,072, this equates to spend of 20.85% A number of contracts have been let and works have started on site.

Target

90 – 100% percentage spend achieved on agreed programme.

How will you measure success

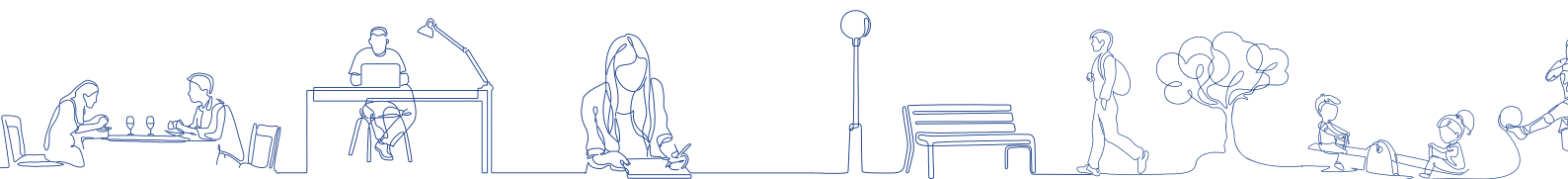
Percentage of actual versus budget spend of Housing capital programme as at 31 March.



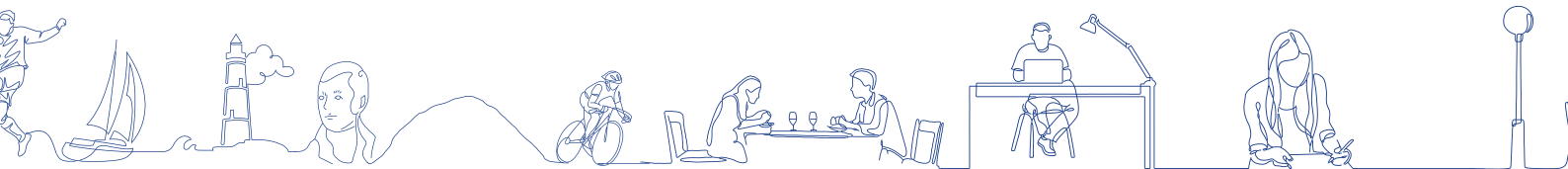
Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 10 Delivery of the Housing Internal Modernisation Programme.	31-Mar-2024	Service Lead Professional Design Services	40%	On target	08-Oct-2023 Three internal modernisation contracts have now been completed and a fourth has start on site. A further tender is being prepared which will follow completion of the current works.
Target					
Completion date.					
How will you measure success					
Project delivered on time and on budget.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 11 Delivery of the Housing Structural and Environmental Programme.	31-Mar-2024	Service Lead Professional Design Services	50%	On target	08-Oct-2023 A contract to carry out external fabric upgrade works to 297no. properties will be completed by the end of October. A further contract has been tendered for 170no. properties and is currently being checked. On programme for completion in this financial year.
Target					
Completion date.					
How will you measure success					
Project delivered on time and on budget.					

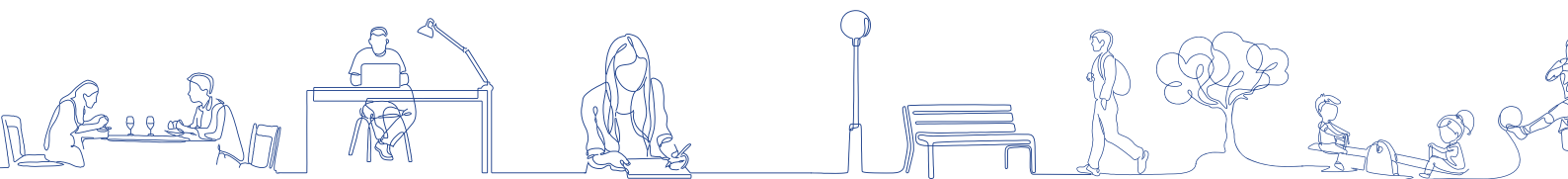
Action	Timescale	Assigned To	Progress	Status	Latest Note
PDS-CP 12 Delivery of the Mainholm New Build Housing Development.	31-Dec-2023	Service Lead Professional Design Services	20%	On target	02-Oct-2023 21 2 bed amenity bungalows (Phase 1 and 2) have been handed over for occupation to Housing Services as of 30/08/23. Going forward the other phases are on programme with Phase 3A being the next handover in March 2024.
Target					
Completion date.					
How will you measure success					
Project delivered on time and on budget.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
PPCP-CP 01 Develop a refreshed Child Poverty Strategy/ Action Plan.	31-Mar-2024	Service Lead Policy, Performance and Community Planning	40%	On target	12-Oct-2023 As previously highlighted, the Community Planning Partnership is working alongside Public Health Scotland to develop a child poverty strategy. A series of workshops and learning events have been arranged with partners to understand the child poverty system in South Ayrshire which will inform strategy development to focus our collective efforts on making targeted improvements. The strategy will be informed by evidence from experts with lived experience and both local and national data sets. A workshop session was held with the Community Planning Board on the 24th August. The next workshop is scheduled to take place on 25th October involving a number of partners.
Target					
Completed.					
How will you measure success					
New plan agreed and published.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
PR-CP 01 Arrange Local Supplier Engagement events and Tender training.	31-Mar-2024	Service Lead Procurement	100%	On target	<p>16-Oct-2023 SAC Procurement presented in front of local suppliers as part of the Ayrshire Growth Deal Community Wealth Building gathering held in Troon Town Hall in Sep 2023. SAC are the lead authority for the Procurement pillar on community wealth building for Ayrshire and presented on what initiatives are in place to encourage local suppliers to bid for contracts as well as showcasing some summarised facts and figures in relation to local spend. There was also a Q&A session for suppliers and staff who attended.</p> <p>SAC Procurement also attended the East Ayrshire Council led meet the buyer event at the Park Hotel in Kilmarnock on October 23 where multiple local suppliers attended to find out more about the procurement process. The event was very well attended with lots of interest in future South Ayrshire Contracts.</p> <p>Both these events were also attended by the Supplier Development Programme who were there to answer any questions on tender training available to suppliers. Tender training sessions are available throughout the year.</p> <p>Procurement also held the local food event at Belleisle, as mentioned in the last update, in October 2023. The aim of the event was to engage and identify potential speciality food and drink suppliers for the cafe facilities with SAC Leisure locations.</p> <p>16 suppliers attended (23 people in total). These events are always well attended and are beneficial in terms of increasing local supplier involvement so Procurement will continue to arrange as and when future contract opportunities come up.</p>
Target					
2-3 Events per year to be attended or held by SAC.					
How will you measure success					
% of contracts awarded to Local Small Medium Enterprises (SME's).					



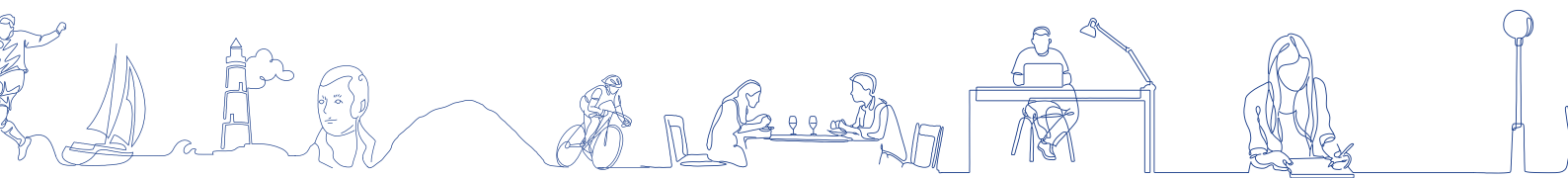
Action	Timescale	Assigned To	Progress	Status	Latest Note
SPP-CP 01 Deliver Regeneration Build Programme.	31-Mar-2028	Service Lead Special Property Projects	10%	On target	02-Oct-2023 Outline designs now developed and red line boundary for site acquisition identified. Land Agent appointed to take forward negotiations with land owner to agree terms for acquisition of sites and draft HoT's for lease agreements with tenants.

Target

7-year programme Design Team appointed in April 2023 the to take forward outline design work on 3 priority projects under Regeneration Build Programme (B to J). This will provide the Council with help to inform the size of each facility, the amount of land required to build it, and the overall cost. Site investigations and desktop studies will also be undertaken to understand the level of infrastructure required so that can also be captured. This will put the Council in a much better position to conclude discussions on land acquisition and the agreement of commercial heads of terms for any lease agreements.

How will you measure success

Land acquisition completed.
Buildings, agreed lease terms.



Action	Timescale	Assigned To	Progress	Status	Latest Note
SPP-CP 02 Deliver AGD Programme.	31-Mar-2028	Service Lead Special Property Projects	8%	On target	<p>02-Oct-2023 SPACEPORT Project still on hold. Report to Joint Committee at end of October 2023 seeking approval for changes to funding arrangements and delivery model.</p> <p>DIGITAL Project on hold. Report to Joint Committee at end of October 2023 seeking approval to redistribute funding.</p> <p>ASTAC OBC to be redrafted with target date of 1 Dec 2023 for submission/approval. FBC targeted for Joint Committee approval 2 August 2024.</p> <p>ROADS Consultants have been appointed to undertake a STAG assessment which will determine the roads need from a transport perspective and inform the output of the exercise.</p> <p>COMMERCIAL BUILD (MANGATA) Funding gap identified between project costs and existing budget. This shortfall is the liability of MANGATA, who are actively pursuing additional funding. Site start delayed to January 2024.</p>

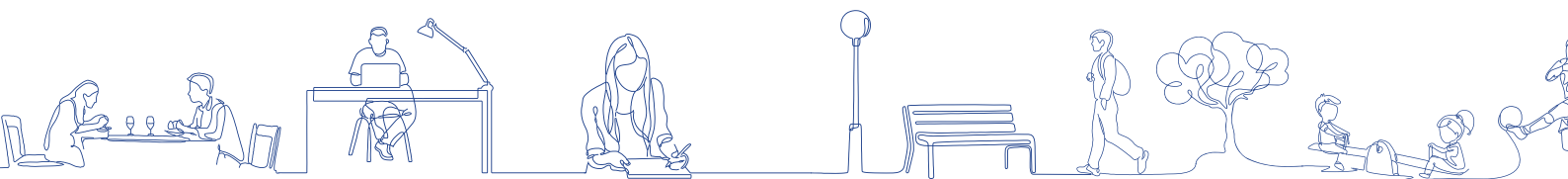
Target

7-year programme.

- Spaceport.
- RIBA Stage 3 Due date 30th April 2023.
- Heads of Terms agreed to purchase land Due date 30th June 2023.
- FBC approved by joint committee Due date 30th September 2023.
- ROADS.
- Roads Enabling STAG Appraisal - Release of funds from Transport Scotland Due date 31st August 2023.
- Roads Enabling OBC - TS & Council Approval Due date 28th February 2024.
- Roads Enabling FBC - TS & Council Approval Due date 31st May 2024.
- COMMERCIAL BUILD (Mangata).
- Planning permission Due date 31st May 2023.
- Handover Due date 30th September 2024.
- Final Financial Drawdown Due date 31st March 2030.

How will you measure success

Land acquisition, completed.
Projects, buildings and facilities, agreed lease terms.



Action	Timescale	Assigned To	Progress	Status	Latest Note
TC-CP 01 Consult, Develop and Publish a new CLD Plan in September 2024.	30-Sep-2024	Service Lead Thriving Communities	20%	On target	12-Oct-2023 Consultation on a new CLD Plan will start in February 2024 following approval at Cabinet. Education Scotland inspected South Ayrshire during 2nd - 4th October 202. Verbal feedback on the CLD Plan and the activity from the plan was positive. Verbal feedback will be followed up by a report that will be published by Education Scotland. A report detailing the findings will be presented at Cabinet.

Target

Publish a new CLD Plan 2024 – 2027.

How will you measure success

Publication of a new CLD Plan 2024-2027.

Action	Timescale	Assigned To	Progress	Status	Latest Note
TC-CP 02 Deliver the actions set out in the UKSP Investment Plan 2023-2025.	30-Apr-2025	Service Lead Thriving Communities	30%	On target	12-Oct-2023 The UKSPF activity continues to evolve across various services within the Council. Employability provision started in April 2023 following on from ESF and the new Multiply provision is supporting adults with literacy. Destination South Ayrshire launched a new grant in October to support events and tourism. Capital investment that will allow upgrades at Dolphin House will improve the facilities for outdoor learning and residential. Officers are in discussions with HSCP officers regarding the approach to Participatory Budgeting. The mid term report will be submitted to UK Gov in October 2023.

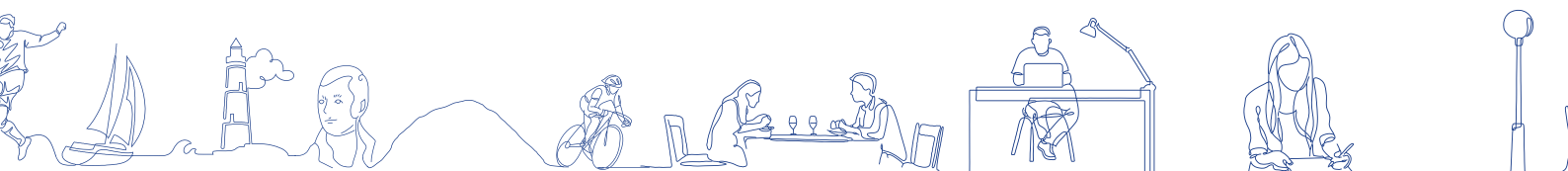
Target

The number of people participating in Multiply funded courses designed to increase confidence with numbers for those needing the first steps towards formal qualifications.
No baseline programme started April 2023.
Target – 120.

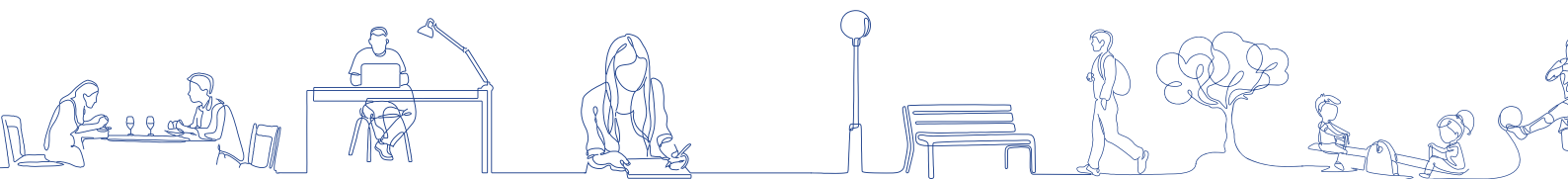
Increase employment support for economically inactive people through UKSPF.
No baseline programme started April 2023.
Target is 50 between 2023-25.

How will you measure success

Success will be measured against the interventions set out in the plan within People and Skills and Multiply.

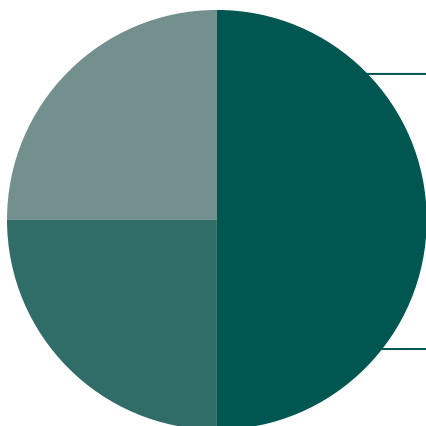


Action	Timescale	Assigned To	Progress	Status	Latest Note
TC-CP 03 Develop CWB initiatives as part of the Ayrshire Growth Deal.	31-Aug-2024	Service Lead Thriving Communities	75%	On target	123-Oct-2023 The regional CWB event took place in Troon on Wednesday 27th September 2023. The event was very positive and included presentations from local businesses and a short video on how CWB is having a positive impact in South Ayrshire. Officers continue to develop new initiatives in line with the CWB action plan.
Target					
Number of enterprises receiving financial assistance or consultancy support. Target is 85 up to 2025.					
How will you measure success					
Achieving the KPI targets set within the CWB business case.					



Priority Three

Civic and Community Pride









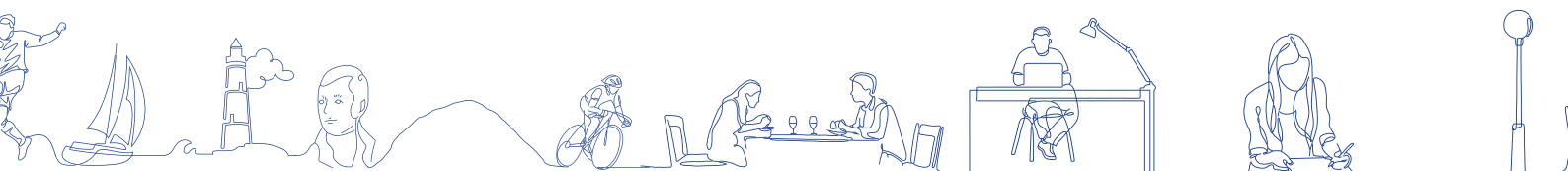
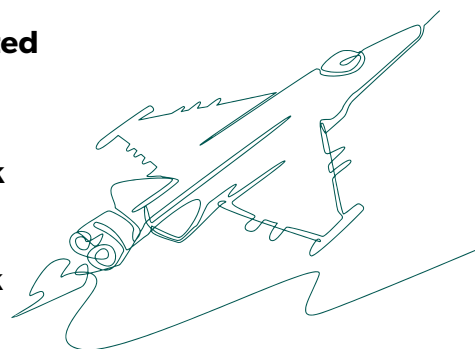
Services delivering this priority

	Economy and Regeneration	4
	Destination South Ayrshire	2
	Policy, Performance and CP	2

Some highlights

- The International Air Show Festival of Flight was delivered successfully on 8th-10th September. The event was well attended with around 240,000 visitors in total across the three days.
- The completion of the Town Hall as part of the Maybole Regeneration Project is scheduled for mid-October.
- Extensive progress is being made to develop a new Local Outcomes Improvement Plan led by the Community Planning Partnership.
- Consultation on the next Sustainable Development and Climate Change Strategy is now complete.

	Actions	8
	Completed	1
	Off Track	2
	On Track	5
	Not yet started	0
	Yet to update	0



Civic and Community Pride

Action	Timescale	Assigned To	Progress	Status	Latest Note
DSA-CP 05 Work to promote golf tourism to area using Open Golf Championship in 2024 as a stage for publicity.	31-Dec-2025	Service Lead Destination South Ayrshire	20%	On target	13-Oct-2023 Planning is now well underway with SAC, R&A and all relevant external golf partners to deliver the Open Golf Championships in 2024.

Target

How will you measure success

Increased visitor numbers both locally and internationally.

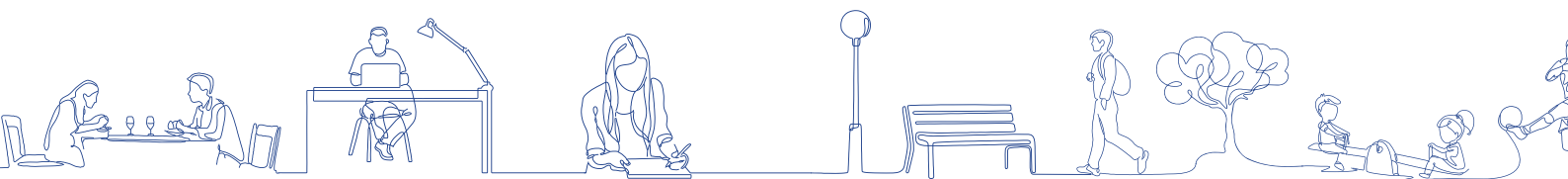
Action	Timescale	Assigned To	Progress	Status	Latest Note
DDSA-CP 06 Deliver a safe and well attended Ayr Show	30-Sep-2023	Service Lead Destination South Ayrshire	100%	Completed	<p>02-Oct-2023 The International Ayr Show - Festival of Flight, was delivered successfully on Friday 8, Saturday 9 and Sunday 10 September 2023.</p> <p>The event was well attended with around 240,000 visitors in total across the three days.</p> <p>There were 122 medical referrals during the event (Fri – 21, Sat - 81, Sun -20) which were reported to St. Andrews First Aid with the majority being minor in nature. Of these referrals, 23 were dealt with by the Scottish Ambulance Service who provided examination and treatment.</p> <p>Of the 23, four required further hospital treatment. Three of which were health related and not linked to the event. The remaining incident occurred within the Fair Ground area which had its own Public Entertainment Licence in place. The incident was reported to the Health and Safety</p>

Target

75,000-foot fall.
Health and Safety Records.

How will you measure success

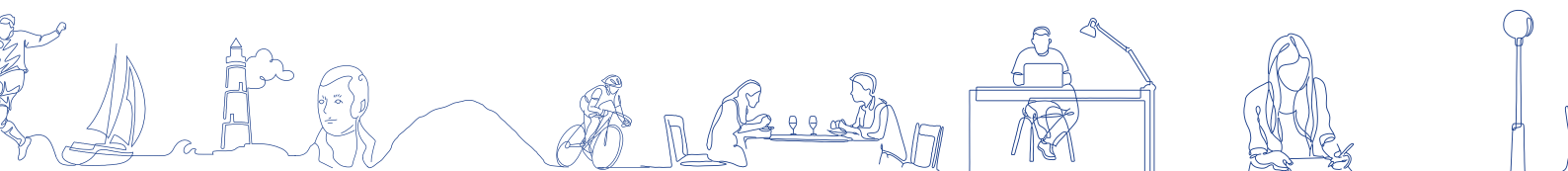
Foot fall | Licencing in Place | No Major accidents.



Action	Timescale	Assigned To	Progress	Status	Latest Note
E&R-CP 03 Develop Round 3 Levelling Up Fund (LUF) for Ayr Town Centre.	31-Oct-2023	Service Lead Economy & Regeneration	50%	On target	12-Oct-2023 Work progressing in line with strategic development plan.
Target					
Targeted investment in key town centre locations.					
How will you measure success					
Funding award.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
E&R-CP 04 Girvan Heritage & Place Development Phase.	31-Mar-2024	Service Lead Economy & Regeneration	15%	On target	05-Oct-2023 Lead officer appointed and in post. Project progressing well. Funding confirmed and formal permission to start from funders imminent.
Target					
Identify key priority projects and indicative costings.					
How will you measure success					
Completion of Development Phase Activities and Submission of Delivery Phase Application.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
E&R-CP 05 Maybole Regeneration Project	31-Mar-2024	Service Lead Economy & Regeneration	90%	On target	05-Oct-2023 Completion of Town Hall estimated by middle of October and opening event scheduled.
Target					
Delivery of priority projects					
How will you measure success					
Completion of Delivery Phase.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
E&R-CP 06 Collaboratively develop and deliver Place Plans and other Place-based Strategies for town centres.	31-Mar-2024	Service Lead Economy & Regeneration	15%	Off track	05-Oct-2023 Limited progress has been made due to capacity constraints. Proposals for operational structure submitted to Assistant Director Communities for consideration.

Target

New projects incorporating wide stakeholder involvement.
Greater community engagement in economic development activities.

How will you measure success

Creation of new geographically targeted projects | Increase in community empowerment.

Action	Timescale	Assigned To	Progress	Status	Latest Note
PPCP-CP 02 Work with Strategic Delivery Partnerships to develop a new Local Outcomes Improvement Plan (LOIP).	30-Apr-2024	Service Lead Policy, Performance and Community Planning	50%	On target	12-Oct-2023 Extensive progress is being made by each of the Strategic Delivery Partnerships (SDPs) in identifying high level outcomes with supporting priorities. These will be presented to the Community Planning Executive on 27th November prior to public consultation.

Target

How will you measure success

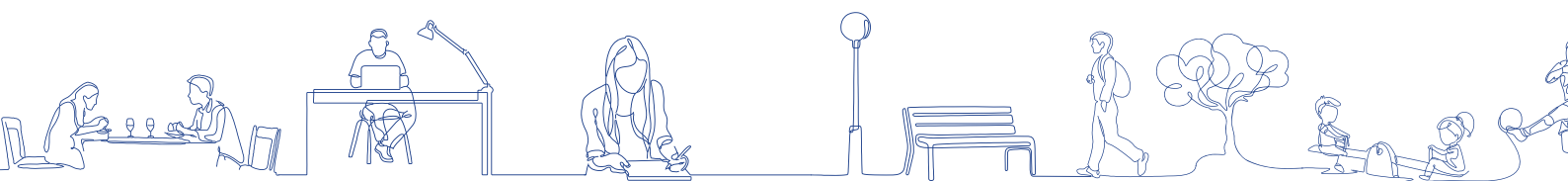
LOIP is published.

Action	Timescale	Assigned To	Progress	Status	Latest Note
PPCP-CP 03 Refresh Sustainable Development and Climate Change Strategy.	30-Sept-2023	Service Lead Policy, Performance and Community Planning	50%	Off track	12-Oct-2023 Consultation has been undertaken and a number of sub plans have been completed and considered through the MOWG. Following the cancellation of the last MOWG meeting time is now being taken to factor in recent national developments to the update to ensure it is current at approval point and fully aligned to the Sustainability SDP

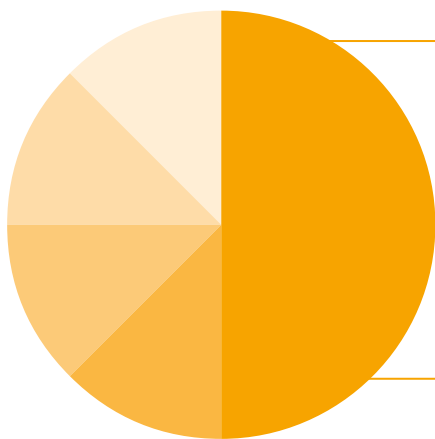
Target

How will you measure success

Approval of strategy.



Efficient and Effective Enabling Services



Services delivering this priority

Policy, Performance and CP	4
Corporate Accounting	1
OD and Customer Services	1
ICT Operations	1
ICT Enterprise Architecture	1

Some highlights

- Communication Strategy has now been prepared and awaiting approval by Cabinet.
- Engagement sessions as part of the development of a unified ICT and Digital Strategy are now complete.
- A new integrated Impact Assessment process has been approved by cabinet which will be piloted within the Strategic Change and Communities Directorate.
- Capital funding requested and approved for Phase 2 of the implementation of the Data Centre Migration programme.

 **Actions**
8

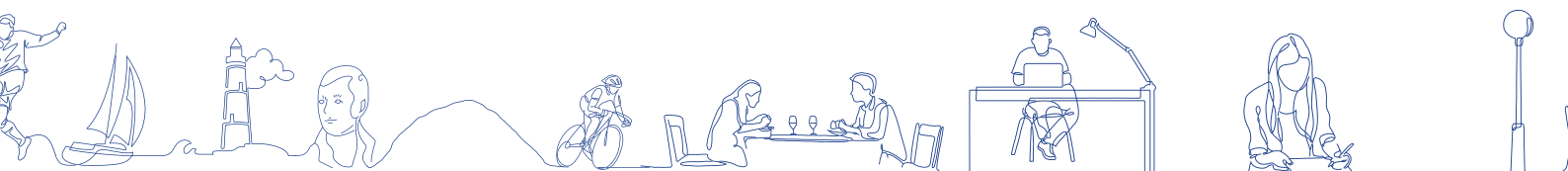
 **Completed**
1

 **Off Track**
1

 **On Track**
6

 **Not yet started**
0

 **Yet to update**
0

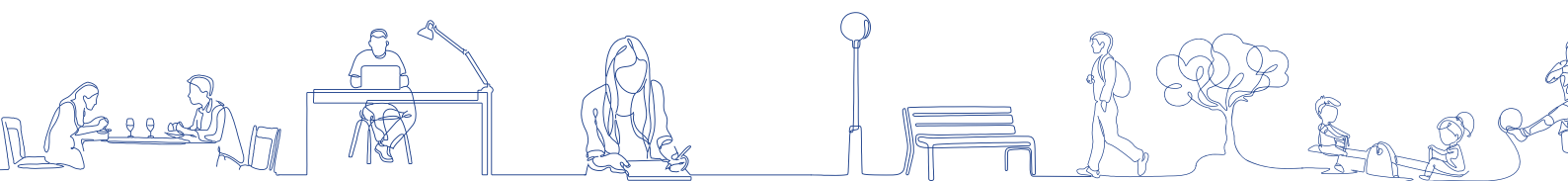


Efficient and effective enabling services

Action	Timescale	Assigned To	Progress	Status	Latest Note
CA-CP 01 Review and refresh the Council's Medium Term Financial Plan (MTFP).	31-Dec-2023	Service Lead Corporate Accounting	50%	On target	17-Oct-2023 Detailed work is ongoing to calculate the impact of recent developments regarding pay awards and other employee and non-employee costs, in order that the financial information used to inform the MTFP is as up-to-date and accurate as possible.
Target					
Revised MTFP in place by Dec 2023.					
How will you measure success					
Provide clear direction on how the Council will manage its financial resources in the short to medium term to ensure they are deployed effectively to achieve the Council's priorities and objectives as set out in the Council Plan.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
COM-CP 01 Develop a corporate communication strategy to align with the council plan.	31-Dec-2028	Service Lead Organisational Development and Customer Services	90%	On target	12-Oct-2023 Strategy has been drafted and will be presented to cabinet on 28 November 2023 and, if approved, launched thereafter.
Target					
How will you measure success					
Plan approved and launched to services.					

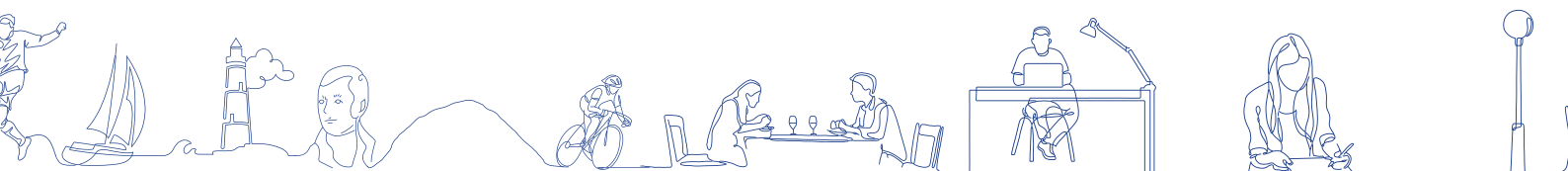
Action	Timescale	Assigned To	Progress	Status	Latest Note
ICTEA-CP 01 Develop a unified ICT and Digital Strategy for the Council.	31-Oct-2023	Service Lead ICT Enterprise Architecture	45%	Off track	02-Oct-2023 Engagement sessions with all key stakeholders now complete. Session for service leads to be scheduled. Document now in preparation with a target date of December for committee approval.
Target					
Introduce new strategy in Autumn 2023.					
How will you measure success					
Engagement with wider ICT and stakeholders to review existing strategies Adopted ICT and Digital Strategy.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
ICTOP-CP 01 Phase 2 implementation of the Data Centre migration programme.	31-Dec-2024	Service Lead ICT Operations	10%	On target	18-Oct-2023 Capital funding requested and approved. Work is progressing well and is on target, for all services which are capable of migration. A number will remain, which will be addressed via other projects.
Target					
Complete phase 2 by Dec 2024.					
How will you measure success					
Reduction of on-premises services. Reduction in data centre carbon footprint.					

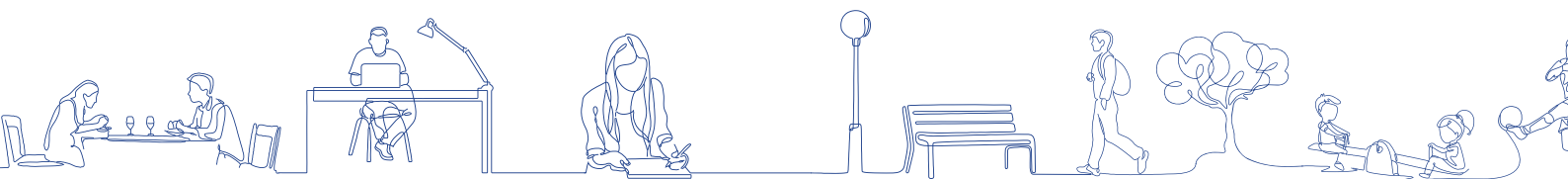
Action	Timescale	Assigned To	Progress	Status	Latest Note
PPCP-CP 05 Develop a new Integrated Impact Assessment to replace the current EQIA process.	30-Sep-2023	Service Lead Policy, Performance and Community Planning	100%	Completed	12-Oct-2023 The draft Integrated Impact Assessment was approved by Cabinet on the 26th September. The IIA will be launched as a pilot for testing with Strategic Change and Communities Directorate.
Target					
How will you measure success					
New assessment launched as a pilot in at least 3 service areas.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
PPCP-CP 06 Fleet Review.	30-Jun-2024	Service Lead Policy, Performance and Community Planning	30%	On target	12-Oct-2023 Business analysis nearing completion. Soft market testing complete. Business case options identified and currently being appraised, before business case is presented to project sponsor in December.
Target					
How will you measure success					
Reduction in vehicle hire costs. Increased and more efficient usage of our own SAC fleet.					



Action	Timescale	Assigned To	Progress	Status	Latest Note
PPCP-CP 07 Procure and implement a new telephony system based on Service specifications to meet needs of internal and external stakeholders.	31-Dec-2025	Service Lead Policy, Performance and Community Planning	15%	On target	12-Oct-2023 Soft market testing ongoing as discussions taken place with a number of telephony and contact centre system suppliers.
Target					
How will you measure success					
Multi-channel efficient model to contact the Council. A consolidated public contact strategy. A future proof.					

Action	Timescale	Assigned To	Progress	Status	Latest Note
PPCP-CP 08 Review and make recommendations on the current Roads Operating Model.	30-Jun-2024	Service Lead Policy, Performance and Community Planning	60%	On target	12-Oct-2023 On track for outline draft report before December 2023.
Target					
How will you measure success					
Production of end of Review report with recommendations for improving the Council’s strategic and operating relationship with the Ayrshire Roads Alliance.					



South Ayrshire Council

**Report by Head of Legal and Regulatory Services
to Service and Partnerships Performance Panel
of 21 November 2023**

Subject: Complaints – Scrutiny Update
Period: 1 April to 30 September 2023

1. Purpose

- 1.1 The purpose of this report is to provide Elected Members with complaints performance information for the period from 1 April to 30 September 2023 and compares performance to the same reporting period in 2022/23. It reflects the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on how we improve our services following Stage 2 and Ombudsman complaints.

2. Recommendation

2.1 It is recommended that the Panel:

2.1.1 scrutinises the contents of this report; and

2.1.2 requests a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 October 2023 to 31 March 2024.

3. Background

- 3.1 Our complaints procedure Listening to You, has 2 Stages. We expect most complaints received to be resolved at Stage 1. If a customer remains dissatisfied after Stage 1, they can escalate their complaint to Stage 2. If an initial complaint is complex enough to require detailed investigation, it will be handled at Stage 2 from the outset. If the complainant is not satisfied with their response at Stage 2, the next Stage in the Complaints Handling Procedure is for the complainant to approach the Scottish Public Services Ombudsman and ask that they carry out an independent review into how the Council have investigated their complaint.
- 3.2 In April 2022 the SPSO amended their key performance indicators (KPIs) for Complaints Performance. The SPSO has indicated that the consistent application and reporting of performance against these KPIs can be used to compare, contrast and benchmark complaints handling with other organisations and will help share learning and improve standards of complaints handling performance.
- 3.3 The number of mandatory KPIs has been reduced by the SPSO from eight to four. The four mandatory SPSO KPIs formed part of the previous eight mandatory SPSO KPIs. These are:

- **Indicator One: The Total Number of Complaints Received**
 - **Indicator Two: The Number and Percentage of Complaints at Each Stage that were closed in full within the set timescales of five and 20 working days.**
 - **Indicator Three: the average time in working days for a full response to complaints at each Stage.**
 - **Indicator Four: The Outcome of Complaints at Each Stage**
- 3.4 Further information on the changes made by the SPSO to Complaints KPIs can be found at: [Complaints KPIs for MCHPs \(spsos.org.uk\)](https://www.spsos.org.uk). Further detail on the mandatory reporting of Key Performance Indicators, information is included in [Appendix 1](#).
- 3.5 The following Report provides performance data on all Stage 1 and Stage 2 complaints closed from 1 April to 30 September 2023 and is based on updated SPSO reporting indicators, which are applicable to complaints from April 2022.
- 3.6 The Panel is asked to note that the following SPSO KPIs are no longer mandatory in terms of reporting Council complaints performance :
- **Complaints Received per 1,000 of the population.**
 - **Numbers of Complaints Where an Extension is Authorised**
 - **Customer Satisfaction**
 - **Learning from Complaints**
- 3.7 Performance information is however provided within this Report to members for these non-mandatory performance indicators, with comparison against the same reporting period in 2022/23.
- 3.8 [Appendix 1](#) provides an analysis of our complaints data measured against the SPSO's mandatory reporting KPIs for the period 1 April to 30 September 2023 and compares our performance to the same reporting period in 2022/23.
- 3.9 [Appendix 2](#) provides a breakdown of the reasons why complaints were raised against the Council, for the period 1 April to 30 September 2023 and compares our performance to the same reporting period in 2022/23.
- 3.10 [Appendix 3](#) provides analysis of our complaints data measured against the four non-mandatory reporting indicators, for the period 1 April to 30 September 2023 and compares our performance to the same reporting period in 2022/23.
- 3.11 [Appendix 4](#) outlines service improvement case studies relating to Stage 2 complaints that were upheld or partially upheld where a service improvement outcome was identified and implemented.
- 3.12 [Appendix 5](#) outlines details of complaints that have progressed to the SPSO during this reporting period, which have had recommendations made by the SPSO for the Council to improve service provision.

- 3.13 [Appendix 6](#) provides further information on Investigation complaints received by the Council that have been noted during the reporting period.
- 3.14 [Appendix 7](#) provides further information on the Scottish Public Services Ombudsman's Annual Statistics, comparing South Ayrshire Council performance to Councils with a similar demographic.
- 3.15 [Appendix 8](#) – provides further information on statistics provided by the Scottish Public Services Ombudsman relating to the Scottish Welfare Fund.
- 3.16 [Appendix 9](#) – provides information regarding complaints received following the International Air Show, during the reporting period.

4. Proposals

- 4.1 It is proposed that the Panel:
- 4.1.1 scrutinises the contents of this report and identifies any performance concerns or required improvement actions.
 - 4.1.2 requests a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 October 2023 to 31 March 2024.

5. Legal and Procurement Implications

- 5.1 There are no legal implications arising from this report.
- 5.2 There are no procurement implications arising from this report.

6. Financial Implications

- 6.1 Not applicable.

7. Human Resources Implications

- 7.1 Not applicable.

8. Risk

8.1 Risk Implications of Adopting the Recommendations

- 8.1.1 There are no risks associated with adopting the recommendations.

8.2 Risk Implications of Rejecting the Recommendations

- 8.2.1 There are no risks associated with rejecting the recommendations.

9. Equalities

- 9.1 The proposals in this report have been assessed through the Equality Impact Assessment Scoping process. There are no significant potential positive or negative equality impacts of agreeing the recommendations and therefore an Equalities Impact Assessment is not required. A copy of the Equalities Scoping Assessment is attached as [Appendix 10](#).

10. Sustainable Development Implications

- 10.1 **Considering Strategic Environmental Assessment (SEA)** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy, or strategy.

11. Options Appraisal

- 11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

12. Link to Council Plan

- 12.1 The matters referred to in this report contribute to Commitment 5 of the Council Plan: Stand up for South Ayrshire/ Increase the profile and reputation of South Ayrshire and the Council.

13. Results of Consultation

- 13.1 There has been no public consultation on the contents of this report.
- 13.2 Consultation has taken place with Councillor Ian Davis, Portfolio Holder for Finance, Human Resources and ICT, and the contents of this report reflect any feedback provided.

Background Papers: Report to Service and Partnership Performance Panel of 13 June 2023 – [Complaints - Scrutiny Update – Period: 1 October 2022 to 31 March 2023](#)

Report to Service and Performance Panel of 22 November 2022 [Complaints - Scrutiny Update – Period: 1 April 2022 to 30 September 2022](#)

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Date: 14 November 2023

Complaints Data Analysis Against SPSO Reporting Indicators

Please find below analysis of our complaints data measured against mandatory Scottish Public Services Ombudsman (SPSO) reporting indicators for the period 1 April to 30 September 2023 with comparison to the same reporting period in 2022/23.

Following on from changes to the Complaints Handling Procedure (CHP) in 2021, new reporting requirements were introduced by the SPSO which were applicable to complaints data from 1 April 2022 onwards. The SPSO's requirements for reporting and publicising complaints information requires all 32 local authorities in Scotland to use a standardised set of complaints key performance indicators (KPIs). There are now four mandatory KPIs which will be used in this and future reports. They are as follows:

- **Indicator One: The total number of complaints received.**
The sum of the number of complaints received at Stage 1 (including escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.
- **Indicator Two: The number and percentage of complaints at each Stage that were closed in full within the set timescales of five and 20 working days.**
The number of complaints closed in full at Stage 1, Stage 2 and after escalation within complaint timescales as % of all Stage 1, Stage 2 and escalated complaints responded to in full.
- **Indicator Three: The average time in working days for a full response to complaints at each Stage.**
The average (mean) time in working days to respond at Stage 1, Stage 2 and after escalation.
- **Indicator Four: The outcome of complaints at each Stage**
The number of complaints upheld, partially upheld, not upheld and resolved at Stage 1, Stage 2 and after escalation as % of all complaints closed at Stage 1, Stage 2 and after escalation.

SPSO Indicator One: the total number of complaints received.

		Total	Stage 1	Stage 2	Escalated
2022/23	01/04 – 30/09	247	216 (88%)	16 (6%)	15 (6%)
2023/24	01/04 – 30/09	325 ▲	266 (82%) ▼	39 (12%) ▲	20 (6%) ◀▶

The Council received 325 complaints in this reporting period, which is an increase of 78 complaints, compared to the same reporting period in 2022/23, i.e., an increase of 32%.

Council services with the most significant *increase* in complaints are as follows:

- **Culture and Events** – 1,500% percentage increase in complaints, from 1 complaint in 2021/22 to 16 complaints in 2022/23. Please see Appendix 9 for further information on complaints received regarding The International Ayr Show - Festival of Flight.
- **Leisure** – 204% increase from 24 complaints in 2021/22, to 73 complaints in 2022/23. 25 of these complaints relate to the increase in Golf Fees and leisure packages; 10 relate to the restricted access to the viewing gallery at Prestwick Swimming Pool, and 5 were regarding the improvement works undertaken Darley Golf Course.
- **Community Care** – 200% increase in complaints, from 15 complaint in 2021/22 to 45 in 2022/23, This increase in complaints follows training undertaken with managers and team leaders within Community Care to remind staff of the complaints handling processes and encourage all staff to log any complaints which are received on the GOSS system so they can be included for reporting and monitoring purposes.

Council services with the most significant *decrease* in complaints are as follows:

- **Asset Management** – 94% decrease in complaints, from 18 complaints in 2021/22 to 1 complaint in 2022/23. Asset Management had a high number of complaints in the reporting period in 2021-22 relating to the lighting of the Wallace Tower during the Council paying respects to the passing of Her Majesty Queen Elizabeth II.
- **Projects and Design** – 100% decrease in complaints from 3 complaints in 2021/22 to no complaints in 2022/23. All complaints received in 2021/22 related to different areas of work within Projects and Design (relating to Glenburn Primary School construction, Sacred Heart Construction and work undertaken in relation to a kitchen renovation within a council house) and therefore there is no significant identifiable trend in this decrease in complaints.
- **Property Maintenance** – 28% decrease in complaints from 47 in 2021/22 to 34 in 2022/23. Following an increase in complaints during the last reporting period, the team have integrated measures to improve performance when undertaking repairs, including responding to job enquiries quicker and meeting targets, which has led to an increase in customer satisfaction. Officers within Property Maintenance are resolving any issues raised by tenants via phone, email, site visits and with tenants’ permission and job satisfaction, being able to close off case without a complaint being logged.

SPSO Indicator Two: the number and percentage of complaints at each Stage that were closed in full 5 within the set timescales of five and 20 working days.

		Stage 1	Stage 2	Escalated
2022/23	01/04 – 30/09	169 (78%)	12 (75%)	13 (86%)
2023/24	01/04 – 30/09	169 (64%) ▼	30 (77%) ▲	14 (70%) ▼

There has been a decrease in the performance against timescales for both Stage 1 and Escalated complaints. However, it should be noted that these statistics do not take into consideration extensions to timescales that can be added to allow a full and detailed investigation. When taking these extensions into account, 86% for Stage 1 complaints and 95% for Escalated complaints were issued on time.

SPSO Indicator Three: the average time in working days for a full response to complaints at each Stage.

		Stage 1	Stage 2	Escalated
2022/23	01/04 – 30/09	4	16	14
2023/24	01/04 – 30/09	6 ▲	17 ▲	15 ▲

The average time to respond to a Stage 1 complaint has increased to 6 working days which is out with the 5 working day timescale expected for Stage 1 complaints. There has also been an increase in average time in working days for Stage 2 and Escalated complaints. However, both remain within the 20-working day timescale for Stage 2 complaints.

SPSO Indicator Four: the outcome of complaints at each Stage

Outcome of Complaints Closed at Stage 1

		Upheld	Partially Upheld	Not Upheld	Resolved
2022/23	01/04 – 30/09	46 (21%)	26 (12%)	107 (50%)	37 (17%)
2023/24	01/04 – 30/09	71 (27%) ▲	30 (11%) ▼	134 (50%) ◀▶	31 (12%) ▼

Of the 266 Stage 1 complaints, 38% were upheld or partially upheld. This indicates that in 38 out of every 100 complaints received, our Stage 1 investigations established that our customers had let us know where we could make improvements to our services.

12% of complaints were closed as resolved, without a complaint investigation being necessary. The resolved outcome was introduced by the SPSO in April 2022, allowing public authorities to work with a customer to find a mutually agreeable resolution to a complaint, without the necessity to take forward a full complaint investigation. Additional information on this new SPSO outcome is available on pages 3 and 4 at: [LAMCHPPart3.pdf \(spsso.org.uk\)](#).

Outcome of Complaints Closed at Stage 2

		Upheld	Partially Upheld	Not Upheld	Resolved
2022/23	01/04 – 30/09	1 (6%)	4 (25%)	11 (69%)	0 (0%)
2023/24	01/04 – 30/09	4 (10%)	2 (5%)	32 (82%)	1 (3%)

82% of complaints investigated immediately at Stage 2 were not upheld, which is an increase of 13% from 2022/23. This indicates that following the Stage 2 investigations, in 18% of cases the investigation established a failure in service provision and either upheld, partially upheld, or resolved the complaint.

Outcome of Escalated Complaints

		<i>Upheld</i>	<i>Partially Upheld</i>	<i>Not Upheld</i>	<i>Resolved</i>
2022/23	01/04 – 30/09	0 (0%)	2 (13%)	11 (73%)	2 (13%)
2023/24	01/04 – 30/09	3 (15%) ▲	4 (20%) ▲	13 (65%) ▼	0 (0%) ▼

In 2023/24 35% of complaints that were escalated from Stage 1 to a Stage 2 investigation were either upheld or partially upheld. This figure has increased from 13% in 2022/23.

The top 3 reasons for complaints received by the Council (as categorised within the Complaints Handling system) are:

		<i>01/04 to 30/09 (2022/23)</i>	<i>01/04 to 30/09 (2023/24)</i>	
Stage 1	1	Quality of Service	1	Quality of Service
	2	Policy and Procedure	2	Policy and Procedure
	3	Employee Behaviour	3	Employee Behaviour
Stage 2	1	Quality of Service	1	Quality of Service
	2	Policy and Procedure	2	Policy and Procedure
	3	Employee Behaviour	3	Employee Behaviour

These reasons have remained consistent, with no changes in placing of the categorise in terms of both Stage 1 and Stage 2 complaints between 2022/23 and 2022/24.

Breakdown of Complaints by Service:

Information relating to the services which have had the biggest increase and decrease in complaints is outlined above, on page 6 of this Report.

	2022/23	2023/24	
Archives	1	0	▼
Arts and Culture	1	0	▼
Additional Support Needs	0	1	▲
Asset Management	18	1	▼
Bereavement	2	2	◀▶
Benefits	0	0	◀▶
Building Standards	1	4	▲
Children and Families	14	11	▼
Communities	1	0	▼
Committee Services	0	1	▲
Community Care	15	45	▲
Criminal Justice	0	0	◀▶
Culture and Events	1	16	▲
Customer Services	3	2	▼
Early Years	1	0	▼
Enterprise	0	0	◀▶
Education Central	1	3	▲
Elections	0	0	◀▶
Environmental Health	1	2	▲
Facilities	10	9	▼

	2022/23	2023/24	
Finance	0	0	◀▶
Fleet	0	2	▲
Housing	31	28	▼
Housing Policy	1	1	◀▶
Information Governance	0	0	◀▶
ICT	0	2	▲
Insurance	0	0	◀▶
Leisure	24	73	▲
Libraries	1	3	▲
Legal	1	0	▼
Licensing	0	0	◀▶
Museums	0	3	▲
Neighbourhood Services	41	41	◀▶
Planning	8	12	▲
Professional Design Services	3	0	▼
Property Maintenance	47	34	▼
Psychological Services	0	0	◀▶
Registration	0	0	◀▶
Revenues	7	8	▲
Roads	0	0	◀▶
SAMS	0	0	◀▶
Primary Schools	10	16	▲
Secondary Schools	1	1	◀▶
Scottish Welfare Fund	1	0	▼
Social Care Finance	0	2	▲
Trading Standards	1	1	◀▶
Other	0	0	◀▶

Further detailed analysis of Stage 1, Stage 2 and Escalated complaints is outlined in Appendix 2

Reasons for Complaints

The undernoted Table 1 provides a breakdown of reasons for complaints received and closed by the Council at Stage 1, between 1 April and 30 September 2022, in comparison to figures in the same reporting period in 2023/24. The categories allocated are based on pre-defined categories that can be allocated to a case within the Council's corporate complaints system, GOSS.

The categories reflect the high-level categories stipulated by the SPSO.

Table 1 – Reasons for Stage 1 Complaints

Category	2022/23		2023/24		
Subject	Number	% Of Total Stage 1	Number	% Of Total Stage 1	
Quality of Service/ Service Provision	113	52%	170	64%	▲
Other	12	5.5%	5	2%	▼
Employee Behaviour	23	11%	30	11%	◀▶
Damage to Property/ Personal Injury	12	5.5%	6	2%	▼
Policy Procedure	40	19%	38	14%	▼
Lack of Information	3	1%	5	2%	▲
Waiting Times/ Missed App	12	5.5%	8	3%	▼
Case Unresolved	0	0%	0	0%	◀▶
Discrimination	1	0.5%	1	1%	▲
Service Cuts	0	0%	3	1%	▲
Total	216	100%	266	100%	

Quality of Service/Service Provision

The Council received 170 complaints categorised as quality-of-service provision at Stage 1. This equates to 64% of all Stage 1 complaints. There was no one specific service received a higher proportion of complaints, which would indicate a specific trend, although complaints relating to the International Air Show were categorised under Quality of Service. Other services receiving Stage 1 complaints under this category included Community Care, Property Maintenance, Schools, Leisure, and Neighbourhood services.

Policy and Procedure Complaints

The number of Policy and Procedure complaints has decreased from 40 in 2022 to 38 in the same 6-month reporting period in 2023. Most complaints categorised as Policy and Procedure relate to Leisure and are broken down as follows:

- Leisure Price increase: 10
- Decision to restrict access to the viewing gallery at Prestwick Swimming Pool: 10
- Changes to class timetable: 3
- Closure of Troon swimming pool: 1
- Belleisle upgrades: 1
- Other: 4

Employee Behaviour Complaints

The number of employee behaviour complaints has increased from 23 in 2022 to 30 in 2023. There was no specific trend in complaints being received by one specific Council service. Council services that received complaints about employee behaviour included Schools, Leisure, Trading Standards, Housing, Neighbourhood Services, Children & Families and Neighbourhood services. Of these complaints:

- 12 were not upheld, with an explanation provided to the customer.
- 3 were partially upheld, with an explanation and/or apology.
- 6 were resolved, with either an explanation or an apology to the customer.
- 9 were upheld, with an apology issued to the customer.

Limited information is recorded centrally regarding these complaints in compliance with data protection legislation, but as with all employee complaints Service Leads and line managers would apply the relevant Council policies to any employee behaviours having been found to fail meeting Council standards.

The following categories have been collated from the Council's Complaints Handling System (GOSS) based on information entered by Services handling complaints at a service level. This gives an overview of the Categories of Stage One complaints.

It is not a mandatory requirement for services to input this information when completing cases on our GOSS system - but they are encouraged to complete these fields. As a result, the number of complaints detailed below may not equate to the total number of Stage one complaints reported.

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24
Community Care	Arran View	0	4
	Arrol Park	2	1
	Homecare	2	12
	Ayr North Locality Team	3	2
	Ayr South Locality Team	1	2
	Troon Locality Team	2	1
	Girvan/Maybole Locality Team	1	1
	Mental Health Team	1	0

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24
	Telecare	0	3
	Sensory Impairment	0	0
Schools	Alloway Primary	0	1
	Annbank Primary	0	1
	Ayr Academy	0	0
	Ayr Grammar	2	0
	Barr Primary	0	0
	Barassie Primary	0	0
	Belmont Academy	0	1
	Braehead Primary	1	0
	Cairn Primary	0	0
	Carrick Academy	0	0
	Crosshill Primary	1	0
	Coylton Primary	0	0
	Dailly Primary	0	1
	Dalmilling Primary	0	1
	Doonfoot Primary	0	1
	Dundonald Primary	0	0
	Forehill Primary	1	0
	Gardenrose Primary	0	0
	Girvan Academy	0	0
	Girvan Primary	0	1
	Glenburn Primary	0	0
	Heathfield Primary	0	3
	Kincaidston Primary	0	0
	Kingcase Primary	1	0
	Kyle Academy	0	0
	Marr College	0	0
	Monkton Primary	0	1
	Newton Primary	1	0
	Prestwick Academy	0	0
	Queen Margaret Academy	0	0
	Sacred Heart	1	0
	St Cuthbert's Primary	0	0
	St John's Primary	0	0
	Struthers Primary	0	0
	Symington Primary	0	1
	Tarbolton Primary	1	1

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24
	Troon Primary	0	0
	Childcare	0	0
	Nursery	0	0
Facilities	Catering Services	3	1
	Janitorial	5	0
	Public Convenience	0	4
	School crossing patrol	0	1
Children and Families	Children and Families Disability Team	2	3
	Ayr North Locality Team	1	3
	Ayr South Locality Team		0
	Girvan/Maybole Locality Team	3	0
	Prestwick/Troon Locality Team	0	1
	Initial Response Team	0	0
	Children's Houses	1	0
	Family Placement and Adoption Team	0	0
	Management Team	4	0
	Young People Support and Transitions Team	0	1
Housing	Value	0	0
	Access to Housing/Support	4	1
	Customer Landlord Relations	7	8
	Neighbour Communication	1	0
	Policy	0	1
	Quality Maintenance	8	11
Leisure	Citadel	4	16
	Golf	13	13
	Swimming Pools	2	12
	Town Hall	0	0
Libraries	Carnegie	1	0
Neighbourhood Services	Assisted Collection	0	1
	Missed Bin	1	2
	Bin Return	0	0
	Wheelie Bin Delivery	0	0
	Burials	0	0
	Grass Cutting	2	1
	Litter	3	8

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24
	Beaches	0	0
	Other	0	0
	Play Areas	0	3
	Special Uplifts	0	0
	Staff	2	7
	Street Sweeping	0	0
	Waste Collection	6	6
	Waste Disposal	0	1
	Weed Removal	0	0
	Parks	0	0
	Paths	0	0
	Recycling Facilities	20	5
	Waste Recycling	0	0
	Trees	0	0
Benefits	Other	0	0
	Service Delivery	0	0
Property Maintenance	Communication	2	2
	External Contractor	0	3
	Dissatisfied with Repair	28	21
	Private Owner	3	1
	Staff Attitude/Behaviour	5	1
	Other	2	2

The undernoted table provides an overview of reasons for complaints received and closed by the Council at Stage 2 between 1 April and 30 September 2022 compared to the same reporting period in 2023. These categories reflect the high-level categories stipulated by the SPSO.

Table 2 - Reasons for Stage 2 Complaints

Category	01/04 – 30/09 2022/23		01/04 – 30/09 2023/24		
Subject	Number	% Of Total Stage 2	Number	% Of Total Stage 2	
Quality of Service/ Service Provision	12	80%	19	49%	▼
Policy and Procedure	1	6.5%	13	33%	▲
Employee Behaviour	1	6.5%	3	9%	▲
Damage to Property/ Personal Injury	0	0%	1	2.5%	▲
Case Unresolved	0	0%	0	0%	◀▶
Discrimination	0	0%	0	0%	◀▶
Lack of Information	0	0%	1	2.6%	▲
Waiting Times/Missed Appointments	0	0%	1	2.6%	▲
Other	2	13%	1	2.6%	▼
Total	16	100%	39	100%	

Policy and Procedure Complaints

There has been an increase in Policy and Procedure complaints from 1 in 2022 to 13 in the same 6-month reporting period in 2023. Most complaints categorised as Policy and Procedure relate to price increases within the Leisure service, i.e. 10 out of 13 complaints.

Employee Behaviour Complaints

The number of employee behaviour complaints has increased from 1 in 2022 to 3 in 2023. All 3 complaints related to the Housing service, two of which were not upheld. One complaint was upheld, and an apology offered to the complainant.

The undernoted categories have been collated from the Council's Complaints Handling System (GOSS) using information entered by Services handling complaints at a service level. It is not a mandatory requirement for services to input this information when completing cases on our GOSS system - but they are encouraged to complete these fields. As a result, the number of complaints detailed below may not equate to the total number of Stage two complaints reported.

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24
Schools	Ayr Grammar	1	0
	Kyle Academy	0	0
	Prestwick Academy	0	0
	Doonfoot Primary	0	0
	Dailly Primary	0	1
	Dundonald Primary	0	0
	Newton Primary	0	0
	Girvan Primary	0	0
	Alloway Primary	0	0
	St Patrick's Primary	0	1
	Monkton Primary	0	1
Children and Families	Management Team	1	0
	Fostering	1	0
	Disability Team	1	0
	Girvan/Maybole Locality	1	0
Community Care	Homecare	0	1
	Mental Health	0	0
	Other	1	0
Housing	Customer Landlord Relations	0	0
	Quality Maintenance	2	2
	Access to Housing/Support	1	0
Neighbourhood Services	Other	0	0
	Recycling Facilities	0	0
	Waste Collection	0	0
Leisure	Golf	0	12
	Swimming Pools	0	1
	Other	0	2
Planning	Objection	1	0
	Other	1	4
	Planning Enforcement	1	1
	Planning Application	0	0
	Neighbour Notification	1	0

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24
Property Maintenance	Dissatisfied with Repair	1	0
	Contact/Communication	1	0
	Private Owners	0	3
	Other	0	0

Table 3 - Reasons for Escalated Complaints

The following table provides a breakdown of the reasons for a complaint being escalated from Stage 1 to Stage 2. A customer can ask for their complaint to be escalated from Stage 1 to Stage 2 when they remain dissatisfied with our response at Stage 1:

Category	01/04 – 30/09 2022		01/04 – 30/09 2023		
	Subject	Number	% Of Total Stage 2		
Quality of Service/ Service Provision	10	67%	15	75%	▲
Employee Behaviour	1	6.5%	0	0%	▼
Case Unresolved	0	0%	0	0%	◀▶
Damage to Property/Personal Injury	0	0%	0	0%	◀▶
Policy and Procedure	3	20%	4	20%	◀▶
Lack of Information	1	6.5%	0	0%	▼
Discrimination	0	0%	0	0%	◀▶
Service Cuts	0	0%	1	5%	▲
Other	0	0%	0	0%	◀▶
Total	15	100%	20	100%	

Quality of Service/Service Provision Complaints

15 of the 20 complaints escalated from Stage 1 to Stage 2 were categorised as relating to Quality of Service. There was no specific trend in one specific department receiving a majority of those 10 complaints, which were dealt with for example by Housing, Children and Families, Neighbourhood Services, Facilities. There were no complaints regarding the International Air Show escalated from Stage 1 to Stage 2.

- 3 complaints were upheld with apologies provided.
- 9 complaints were not upheld, with a further explanation provided.
- 3 complaint was partially upheld, with apologies and explanations provided.

Service Cuts

One complaint was received in relation to the cancellation of Weight to Go classes in Girvan. This class was cancelled due to lack of resources and was reinstated once resources allowed. Overall, the complaint was not upheld.

The following has been collated from the Council's Complaints Handling System (GOSS) using information entered by Services handling complaints at a service level. It is not a mandatory requirement for services to input this information when completing cases on our GOSS system - but they are encouraged to complete these fields. As a result, the number of complaints detailed below may not equate to the total number of Escalated complaints reported:

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24	
Children and Families	Ayr North Locality Team	1	1	
	Girvan/Maybole Locality Team	1	0	
Customer Services	Waiting Times	0	0	
Schools	Ayr Grammar	0	0	
	Carrick Academy	0	0	
	Belmont Academy	0	0	
	Dailly Primary	0	0	
	Girvan Primary	0	0	
	Glenburn Primary	0	0	
	Kingcase Primary	0	0	
	Symington Primary	0	1	
	Marr College	0	0	
	Queen Margaret Academy	0	0	
	Symington Primary	0	0	
	Community Care	Arran View	0	1
		Homecare	0	0
Ayr North Team		0	0	
Ayr South Team		0	0	
Troon Team		0	0	
Facilities	Catering	1	0	
Housing	Customer Landlord Relations	1	0	
	Value for Money	0	0	
	Neighbour Communication	0	0	
	Quality Maintenance	1	0	

Service	Subject	01/04 – 30/09 2022/23	01/04 – 30/09 2023/24
	Access to Housing/Support	1	1
<i>Leisure</i>	Golf	1	4
	Swimming Pools	0	1
	Citadel	1	1
	Other	0	1
<i>Neighbourhood Services</i>	Recycling Facilities	1	1
	Waste Collection	2	0
<i>Planning</i>	Planning Application	1	0
<i>Property Maintenance</i>	Dissatisfied with Repair	0	1
	Contact/Communication	0	0
	Other	0	0
	Private Owners	0	0
	Staff Attitude	0	0

Additional Information - Complaints Data Analysis Against Non-Mandatory Reporting Indicators

The undernoted no longer forms part of the mandatory KPI reporting to the SPSO, however this information has been included to Members in this report as additional information:

Additional Information - Complaints Received per 1,000 of the population.

2022/23	01/04 – 30/09	2 per 1,000
2023/24	01/04 – 30/09	3 per 1,000 ▲

The number of complaints received per 1,000 of the population has increased by one complaint per 1,000 between April – September 2022 and April – September 2023.

Additional Information – Number of Cases where an Extension is Authorised

		Stage 1	Stage 2	Escalated
2022/23	01/04 – 30/09	28	2	1
2023/24	01/04 – 30/09	59 ▲	7 ▲	5 ▲

An extension, when required, is undertaken in consultation with the complainant when it is established the complaint is complex and requires time to fully investigate.

For this reporting period 71 complaints were subject to an authorised extension compared to 31 in 2022/23, an increase of 11 cases. Extensions are encouraged when complaints will take longer than the required timescale, to ensure that complainants are kept informed of the status of their case - and it is encouraging that Council services have recognised that they can communicate with the complainant to use this extension facility, to ensure the investigation is carried out effectively. Services who utilised application of an authorised extension to allow additional time to investigate a complaint included Culture & Events, Leisure, Property Maintenance and Schools.

Additional Information – Customer Satisfaction

To gauge Customer Satisfaction in our complaints process we actively encourage members of the public to provide us with their feedback on their experience. This feedback allows us to establish where our process can be strengthened to meet customer needs.

Completion of this survey is not a compulsory part of the complaints process, and it is challenging to elicit feedback from the public in how we can continuously improve our actual complaints process. A survey is available online for anyone using our service to complete, and Information Governance also invites a sample of customers to provide us with this helpful feedback.

Most of the feedback we receive through this survey comes from customers who did not receive the outcome they sought following their complaint, with the trend being customers who are satisfied do not complete the survey. We will continue to look at ways to engage our customers to elicit meaningful feedback to improve our procedures.

The SPSO have recently updated the questions they require Local Authorities to use for customer satisfaction. Following this, the Information Governance team created a new Customer Satisfaction survey and therefore there is no comparative data for this reporting period.

Between 1 April 2023 and 30 September 2023, 60 requests were issued to members of the public inviting them to participate in our Customer Satisfaction Survey. 18 customer satisfaction surveys were completed which constitutes a 30% return.

Feedback received from the 30% who responded indicates that:

	Agree/ Strongly Agree	Neutral	Disagree
Information about the complaint's procedure was easily accessible.	66%	6%	28%
I found it easy to make my complaint.	56%	22%	22%
I was happy that the Investigating Officer fully understood my complaint.	44%	12%	44%
I was given the opportunity to fully explain my complaint.	61%	6%	33%
The points of my complaint were identified and responded to	44%	12%	44%
The response to my complaint was easy to understand.	50%	22%	28%
Overall, I was satisfied with the handling of my complaint.	33%	17%	50%
I was told if the response was going to take longer than the set timescales (<i>five working days at Stage 1 and 20 working days at Stage 2</i>)	33%	39%	28%
I was clearly told what the next Stage of the complaints process was for me.	44%	17%	39%

A few respondents indicated their dissatisfaction in:

- **The understanding of the points of their complaint by the investigating officer**
- **The points of complaint being responded to**
- **The overall handling of complaints**

The negative responses received were from customers who felt the Council did not provide the outcome to their complaint they hoped for or expected (i.e., was not upheld). All complaint investigators are encouraged to work with the customer to clarify the basis of their complaint, to support a clearly defined complaint investigation that meets our customer's expectations. New

online Complaints handling training is currently being developed by the Information Governance team to support staff investigating a complaint, to support best practice.

Service Improvement Case Studies

Planning Service

A customer who had raised objections to a planning application subsequently complained that he was not notified that the application had been successful. Following an investigation, it was concluded that, due to an administrative error, the customer did not receive notification of the outcome of the objection.

An investigation concluded that further checks and balances were needed to ensure that the procedures in place within the Planning Service were followed to ensure this situation does not re-occur. The customer was issued with an apology.

Facilities Management Service

A parent complained that her daughter had suffered an allergic reaction after eating a dish at a primary school in Ayr, which had an altered recipe.

Our investigation determined that due to an issue with our external supplier, the ingredients in the dish had been changed, leading to it containing the allergen egg, which was not part of the original dish.

The parent received a full apology for the situation that arose because of this change. Also, a new Medical Diet Action Plan was put in place for the pupil to ensure this would not reoccur, and to improve communication between Facilities Management and schools, a full review of the Medical Diet Action Plan procedure and processes was carried out in conjunction with all Head Teachers to improve information sharing.

Scottish Public Services Ombudsman Improvement Cases

No Decision Notices were published by the Ombudsman relating to South Ayrshire Council during the reporting period 1 April to 30 September 2023.

Stage 2 Complaints Monitoring

All Stage 2 complaints investigated by the Council are monitored, and each quarter any considered to be serious or high risk are reported to the Integrity Group.

In reporting period 1 April to 30 September 2023 no Stage 2 complaints were identified as being serious or high risk, i.e., those that would have a serious impact on the Council's ability to provide services to the public.

Most Stage 2 complaints were undertaken at this level because they involved either a response from more than one service or were too complex to resolve within 5 working days at Stage 1.

Scottish Public Services Ombudsman Annual Statistics¹

The SPSO publish an annual Statistical Report for complaints they receive for Councils. These relate to complaints that have been referred by a member of the public to the SPSO to investigate following the Council undertaking a Stage 2 investigation.

Further benchmarking of these statistics against similar Local Authorities is outlined below in Appendix 8. . Details of the most recent Council's SPSO Statistics for Council Services, are detailed below. As these statistics are provided by the SPSO the Council cannot provide further analysis on the categorisation or breakdown of these statistics, nor can we influence the dates when these statistics are published: [Statistics | SPSO](#)

Stage	Outcome Group	South Ayrshire Council
Advice	A&G - Complaint submissions - mature	1
	A&G - Complaint submissions - premature	6
	A&G - Enquiries	2
	Organisation not in jurisdiction	0
	Unable to proceed	0
	Total	9
Early Resolution	Cause and impact test not met (s 5 (3))	0
	Discretion – Insufficient benefit would be achieved by investigation	1
	Discretion – alternative action proposed	0
	Discretion – Alternative route used or available	0
	Discretion - Good complaint handling	9
	Discretion – referred back	3
	Discretion - Resolved - both parties satisfied with proposed outcome	0
	Member of the public test not met (s 5 (6))	1
	Organisation not in jurisdiction	0
	Premature	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1
	Subject matter not in jurisdiction	1
	Time limit (s 10)	1
	Unable to proceed	0
Total	17	
Investigation	Fully upheld	0
	Not duly made or withdrawn	0
	Not upheld	0
	Resolved	0
	Some upheld	0
	Total	0
Total	26	

¹ Please note this information was provided by the Scottish Public Services Ombudsman and the Information Governance team are therefore unable to provide any analysis of these statistics. Where a difference in the number of complaints received and closed is noted, this is a result of either complaints from the previous reporting year being included in the closed total, or complaints received in 2021/22 continuing to be investigated/considered by the SPSO into 2022/23.

Scottish Public Services Ombudsman Annual Statistics

In accordance with Local Government bench marking scheme, and to allow a realistic indication of performance among Scottish Local Authorities, a benchmarking process has been organised around 'family groups' of councils to compare those similar in terms of the type of population that they serve (e.g., relative deprivation and affluence) and the type of area in which they serve them (e.g., urban, semi-rural, rural). Cases escalated to the SPSO within South Ayrshire Council's family group (South Ayrshire Council forms family three in Local Government Bench Marking <https://www.improvementservice.org.uk/benchmarking/how-do-we-compare-councils>) are as follows:

The undernoted complaints group has 8 members. Of these eight members, South Ayrshire Council has the second lowest number of cases escalated to the Ombudsman in the family group, which is an improvement from the SPSO report from 2021/22 in which we placed third.

Ranking (from lowest to highest number of complaints received)	Local Authority	Number of complaints		Percentage	
		21/22	22/23	21/22	22/23
1	Clackmannanshire	12	14	3%	4%
2	South Ayrshire	25	26 ▲	7%	7% ◀▶
3	Dumfries & Galloway	18	28	5%	8%
4	Renfrewshire	47	35	13%	10%
5	South Lanarkshire	53	39	15%	11%
6	Falkirk	64	53	18%	15%
7	West Lothian	56	67	16%	19%
8	Fife	77	93	23%	26%

In 2021/22 South Ayrshire Council dealt with 476 complaints. Of these, 26 were referred to the SPSO for further consideration, none warranted a full investigation. In all 26 cases, the customer was provided with advice by the SPSO, or an early resolution was reached (see Appendix 7 above). This is a positive indication that the Council is providing a complaint handling service which meets the approval of the SPSO in line with the statutory complaints handling process. Additionally, it is encouraging that over 94% of customers who complained to the Council were satisfied with the handling of their complaint by the relevant Council service and did not feel there was a requirement to contact the SPSO.

Scottish Welfare Fund Annual Statistics

From 1 April 2016 the SPSO have been responsible for independent reviews of applications made to the SWF for both Crisis Grants and Community Care Grants. Previously this role was undertaken by each Local Authority who were responsible for arranging impartial review panels in accordance with the SWF scheme guidance produced by the Scottish Government.

When an applicant requests a review the SPSO can conduct a review with the following possible outcomes.

- To change part, or all, of the Council's decision
- To tell the Council to make a new decision, or
- Not to change the Council's decision in any way

Summary of SPSO Decisions

Application Type	Total Decisions		Not Upheld		Upheld		Uphold rate		National average uphold rate	
	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23
Crisis Grants	8	8	8	7	0	1	0%	13%	18%	21%
Community Care Grants	0	2	0	1	0	1	0%	50%	52%	48%
Total	8	10	8	8	0	2	0%	20%	-	-

For South Ayrshire Council in 2022/23 there was an increase of 2 in the number of review applications made to the SPSO. The numbers upheld by the SPSO in favour of the applicant also increased also by 2 (see above). The increase in review applications being submitted can be linked to the increase in applications made overall. During 2022/23 we dealt with a 9.2% increase in applications for Crisis Grants (5118 applications received up from 4685 in 2021/22) and a 47.7% increase in Community Care Grants (1669 received up from 1130 in 2021/22). Overall, only 0.15% of all applicants requested an SPSO review.

Whilst the overall requests for review are very low we will continue to examine any decisions taken by the SPSO to ensure our staff continue to interpret the guidance appropriately. However, in accordance with the scheme customers do have the right to request a review by the SPSO and where this happens we will continue to co-operate fully with the SPSO reviews

The International Ayr Show - Festival of Flight Complaints

The Council received a significant number of complaints in relation to The International Ayr Show - Festival of Flight, 16 of which were responded to within this reporting period.

A further 39 complaints were received regarding The International Ayr Show - Festival of Flight which were either responded to or were awaiting response as at 13 October 2023. Information relating to these complaints will be provided to the next Service and Partnerships Performance Panel in May 2024

Information relating to 16 complaints closed before 30 September is outlined below.

	Stage	Subject	Action Taken	Outcome
1	Stage 1	Procurement Process	Explanation	Not Upheld
2	Stage 1	Disabled Facilities	Explanation	Resolved
3	Stage 1	Parking	Explanation	Not Upheld
4	Stage 1	Parking	Explanation	Not Upheld
5	Stage 1	Parking	Explanation	Not Upheld
6	Stage 1	Parking	Explanation	Not Upheld
7	Stage 1	Photography Stand	Apology	Partially Upheld
8	Stage 1	Photography Stand	Apology	Partially Upheld
9	Stage 1	Disabled Facilities	Apology	Partially Upheld
10	Stage 1	Disabled Facilities	Explanation	Not Upheld
11	Stage 1	Dog Friendly Advertising	Explanation	Not Upheld
12	Stage 1	Employee Behaviour	Explanation	Not Upheld
13	Stage 1	Fairground Ride	Explanation	Partially Upheld
14	Stage 1	Parking	Explanation	Not Upheld
15	Stage 1	Parking	Apology	Partially Upheld
16	Stage 1	Parking	Apology	Partially Upheld

As part of a significant high-profile complaint, which attracted tens of thousands of members of the public to visit and participate, it is noted that improvements to service delivery can always be made, and lessons are being learnt from the feedback provided by the public for the event in 2024.



South Ayrshire Council Equality Impact Assessment Scoping Template

Equality Impact Assessment is a legal requirement under the Public Sector Duty to promote equality of the Equality Act 2010. Separate guidance has been developed on Equality Impact Assessment's which will guide you through the process and is available to view here: <https://www.south-ayrshire.gov.uk/equalities/impact-assessment.aspx>

Further guidance is available here: <https://www.equalityhumanrights.com/en/publication-download/assessing-impact-and-public-sector-equality-duty-guide-public-authorities/>

The Fairer Scotland Duty ('the Duty'), Part 1 of the Equality Act 2010, came into force in Scotland from 1 April 2018. It places a legal responsibility on Councils to actively consider ('pay due regard to') how we can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions. [FSD Guidance for Public Bodies](#) in respect of the Duty, was published by the Scottish Government in March 2018 and revised in October 2021. See information here: <https://www.gov.scot/publications/fairer-scotland-duty-guidance-public-bodies/>

1. Policy details

Policy Title	Complaints – Scrutiny Update
Lead Officer (Name/Position/Email)	Wynne Carlaw, Service Lead – Democratic Governance – wynne.carlaw@south-ayrshire.gov.uk

2. Which communities, groups of people, employees or thematic groups do you think will be, or potentially could be, impacted upon by the implementation of this policy? Please indicate whether these would be positive or negative impacts

Community or Groups of People	Negative Impacts	Positive impacts
Age – men and women, girls & boys	-	-
Disability	-	-
Gender Reassignment (Trans/Transgender Identity)	-	-
Marriage or Civil Partnership	-	-
Pregnancy and Maternity	-	-
Race – people from different racial groups, (BME) ethnic minorities and Gypsy/Travellers	-	-
Religion or Belief (including lack of belief)	-	-
Sex – (issues specific to women & men or girls & boys)	-	-
Sexual Orientation – person's sexual orientation i.e., LGBT+, lesbian, gay, bi-sexual, heterosexual/straight	-	-

Community or Groups of People	Negative Impacts	Positive impacts
Thematic Groups: Health, Human Rights & Children's Rights	-	-

3. What likely impact will this policy have on people experiencing different kinds of social disadvantage i.e. The Fairer Scotland Duty (This section to be completed for any Strategic Decisions). Consideration must be given particularly to children and families.

Socio-Economic Disadvantage	Negative Impacts	Positive impacts
Low Income/Income Poverty – cannot afford to maintain regular payments such as bills, food, clothing	-	-
Low and/or no wealth – enough money to meet Basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future	-	-
Material Deprivation – being unable to access basic goods and services i.e., financial products like life insurance, repair/replace broken electrical goods, warm home, leisure/hobbies	-	-
Area Deprivation – where you live (rural areas), where you work (accessibility of transport)	-	-
Socio-economic Background – social class i.e., parent's education, employment, and income	-	-

4. Do you have evidence or reason to believe that the policy will support the Council to:

General Duty and other Equality Themes Consider the 'Three Key Needs' of the Equality Duty	Level of Negative and/or Positive Impact (High, Medium, or Low)
Eliminate unlawful discrimination, harassment, and victimisation	Low
Advance equality of opportunity between people who share a protected characteristic and those who do not	Low
Foster good relations between people who share a protected characteristic and those who do not. (Does it tackle prejudice and promote a better understanding of equality issues?)	Low
Increase participation of particular communities or groups in public life	Low
Improve the health and wellbeing of particular communities or groups	Low
Promote the human rights of particular communities or groups	Low
Tackle deprivation faced by particular communities or groups	Low

5. Summary Assessment

Is a full Equality Impact Assessment required? (A full Equality Impact Assessment must be carried out if impacts identified as Medium and/or High)	YES NO
Rationale for decision: This report is an analysis of performance that allows scrutiny. There are no proposals at this Stage to alter the way we provide services or Council policies.	
Signed : Catriona Caves	Head of Service
Date: 24 October 2023	

South Ayrshire Council

**Report by Head of Community Health and Care Services
to Service and Partnerships Performance Panel
of 21 November 2023**

Subject: Joint Inspection of Adult Community Health and Care Services

1. Purpose

1.1 The purpose of this report is to provide an overview of the outcome of the Joint Inspection of Adult Services and progress against the recommendations made in the report.

2. Recommendation

2.1 It is recommended that the Panel:

2.1.1 notes the positive outcome of the inspection; and

2.1.2 endorses the work which has been undertaken and is planned.

3. Background Information

3.1 The joint inspection of Adult Health and Care Services (involving the Care Inspectorate and Health Improvement Scotland) was carried out during September 2022 through to January 2023 during one of the most challenging periods that the South Ayrshire HSCP has experienced.

3.2 The inspection aimed to address the following question: 'How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?'

3.3 The inspection focussed on 5 key areas:

- Key performance outcomes;
- Experiences of people and carers;
- Delivery of key processes;
- Strategic planning, policy, quality and improvement; and
- Leadership and direction.

3.4 A range of methods were used to assess our performance against these five indicators. They included a position statement with key supporting evidence

prepared by the leadership team; staff surveys; focus groups and individual interviews involving service users, carers, staff, leaders, 3rd and private sector representatives; reading of health and care files, team around the person interviews and attendance at key meetings.

3.5 The process was inclusive, with effective joint working between the HSCP and the inspection team, with both teams taking a pragmatic approach that took account of conflicting demands and ensured a focus on improvement.

3.6 The report was published on 30 March 2023.

4. Proposals

4.1 *Report Overview*

The report is positive with a solid 'Good' achieved across all five key areas and verbal feedback indicating that we were bordering on 'Very Good' across three of the five indicators (Table 1).

Table 1: Evaluation of Key Areas (verbal feedback in brackets)

Key Area	Evaluation
1 Key performance outcomes	Good
2 Experiences of people and carers	Good
5 Delivery of key processes	Good
6 Strategic planning, policy, quality and improvement	Good
9 Leadership and direction	Good

4.2 *Key Strengths*

The report summarised the following key strengths:

- Most people in South Ayrshire experienced positive outcomes from the delivery of health and care services. Generally, people had a positive experience of health and social care. This was especially the case when it came to engagement with staff.
- Services worked well together. This was true where there were formal integrated teams as well as teams that were not formally integrated. There were particular strengths in the approaches to early intervention and prevention. This activity was captured in robust strategic planning that set out to achieve clear and relevant goals.
- We witnessed, and staff spoke of a genuine commitment of leadership for change and improvement in South Ayrshire. There were good, trusting relationships at a senior level and there was clarity of purpose for individual leaders and senior managers.

The report also highlights two areas of work as exemplars:

- The 'Ahead of the Curve' work to provide proactive prevention and early intervention advice and signposting to those scoring as mildly and moderately frail.
- The 'Driving Change Group' that oversees and coordinates strategic, multi-professional improvement activities that are aligned to Service Level Plans and The IJB Strategic Plan.

The rest of section 4.2 sets out the key strengths for each of the five key areas.

4.2.1 **Key Area 1: Outcomes (Good)**

- South Ayrshire partnership was delivering positive health and wellbeing outcomes for people with physical disabilities and complex care needs.
- The Integration Joint Board (IJB) actively reviewed performance and there was an appetite for continuous improvement.
- The third and independent sectors in South Ayrshire were contributing to positive outcomes for people experiencing care.
- Outcomes for carers were positive but more needed to be done to ensure that they were supported to look after their own health and wellbeing.
- The partnership was outperforming the rest of Scotland in seven out of nine of the National Health and Wellbeing indicators.

4.2.2 **Key Area 2: Experience (Good)**

- Most people in South Ayrshire had a positive experience of health and social care.
- People had particularly high regard for the way services showed respect and value and upheld the dignity and rights of people experiencing care.
- People experienced positive early intervention and prevention as a result of partnership activity,
- Most people felt they were able to access good information and advice and were supported in exercising choice and control.
- People felt that their support was seamless, even when it was primarily delivered by a single agency or was not a formally integrated arrangement.
- In areas such as transition from children's services to adult services, people had experienced very positive outcomes from services working together around the person.

4.2.3 **Key Area 5: Processes**

- Early intervention and prevention approaches were well-developed and supported by good-quality, accessible public information.
- Staff were confident and clear about using asset-based approaches.

- Key Information Summaries (KIS) were widely embedded in health records and supported services to work in a seamless way with people.
- Staff worked in an integrated way despite some being frustrated at working across different IT systems.
- People were involved in decision-making; Staff demonstrated an empowering attitude committed to shifting choice and control.
- Self-directed support was embedded as an approach. This enabled people to enhance the quality of their care.
- Positive steps had been taken to address recruitment and retention challenges.
- Where adult carer support plans were in place these were of high quality.

4.2.4 **Key Area 6: Strategic Planning and Improvement**

- The IJB had published a comprehensive strategic plan which actions to improve outcomes for people and a focus on early intervention, prevention and tackling inequalities.
- The plan described a continuing dialogue with the community and partners.
- Providers were positive about their relationship with the partnership and expressed the importance of the in person provider forum in maintaining these relationships.
- The commissioning intentions contained within the plan demonstrated that the IJB had an integrated approach to strategic planning and commissioning.

4.2.5 **Key Area 9: Leadership**

- The partnership had a clear leadership structure, working to deliver a concise vision, supported by relevant principles and values.
- This clear leadership structure supported the partnership in meeting its strategic objectives, as outlined in its strategic plans.
- There were robust links between these objectives and day-to-day operational activity, with sound governance built in.
- There was very strong evidence of a commitment to improvement activity and collective ownership of change.
- There were good examples of the partnership's approach to self-evaluation and self-assessment. This gave a solid foundation for ensuring this was consistent, maintained and used for improvement across all services.

4.3 **Areas for Improvement**

Inspectors identified six key areas for improvement (one for each Key Area). These are summarised in the table below with an update on progress:

Key Area	Recommendation for Improvement	Progress
Key performance outcomes	The partnership should continue to improve the capture of qualitative data as a performance measure.	<p>In Progress: IJB self-evaluation session identified key actions to produce a performance report with 3-5 priority measures that will include qualitative measures. A workshop in September 2023 and a subsequent short life working group have identified the key measures and a draft report will be reported to the next Performance and Audit Committee in December 2023.</p> <p>Three-person, three questions approach has been implemented to gather qualitative feedback as part of the engagement process to develop locality improvement plans.</p> <p>Service user reference groups are now established for Learning Disabilities and Older People. A Mental Health reference group will be set up to support the development and implementation of the Mental Health Strategy Care Opinion (a Trip Advisor type approach to collecting and collating online customer feedback) is in the process of being rolled out across Community Health and Care Services.</p>
Experience of people and carers	The partnership should better capture the impact of its early intervention and prevention activity on people's experiences.	<p>In Progress: Working with independent partner to evaluate and report on 'Ahead of the Curve' work. Validated functional measure being used to capture impact on level of independent function and experience measures also being used. Published in Occupational Therapy News, September 2023.</p> <p>Review of work within Learning Disabilities and Mental Health underway.</p>
Delivery of key processes	<p>The partnership should continue to focus on increasing the amount of anticipatory care plans to ensure every person has access to one.</p> <p>The partnership should continue their monitoring and improvement of self-directed support processes.</p>	<p>In Progress: Continue Anticipatory Care Plan (Future Care Plan) work with initial focus on Care Home and High Risk Respiratory FCPs/eKIS as part of Winter Plan 2023-24. Subsequent focus on frailty within GP Practice (GP leads and new Clinical Nurse Managers) reporting into Driving Change Group.</p> <p>In Progress: Reviewed and updated SDS Improvement Plan. Commencing a 'Working Together for Change' project with 17 participants from South (making the majority of the Pan Ayrshire Group). SDS Champions Group being progressed to include staff, carers and provider. SDS Questionnaire issued and analysed to determine baseline for SDS knowledge/ confidence in staff. Mandatory SDS online training module developed and ready to launch. Development work progressing on review of draft National SDS Practitioner toolkit. New SDS webgate</p>

Key Area	Recommendation for Improvement	Progress
		complete, along with leaflets and postcards which are being distributed across the HSCP. Planned social media presence will commence at new web page launch. Option 1 and 2 work progressing – looking at consistency of process and step sheets for practitioners for each option. 3 teams identified to support development work.
Strategic planning, policy, quality and improvement	The partnership should be responsive to provider feedback, fully reinstating provider forums.	Complete: In person provider forums re-established December 2022.
Leadership and direction	The partnership should improve processes for gathering qualitative data, ensuring it is readily available for leaders and senior managers to further inform their decision-making.	In Progress: As indicated in improvement area 1.

4.4 **Summary and Outstanding Risks**

The Joint Inspection Report was positive and highlighted a large number of strengths. The report concluded that:

- Most people in South Ayrshire experience positive outcomes
- Services work well together with particular strengths around prevention and early intervention.
- Leaders exhibited clarity of purpose and a genuine commitment to deliver improvement.

The seven areas for improvement identified will enable Adult Services to build on solid foundations and move from good to very good/excellent. The areas for improvement had already been identified through internal self-evaluation and actions were already being progressed. Of the six actions identified:

- One is complete; and
- Five are in progress.

There were no risks identified.

The improvement action plan will be monitored through Community Health and Care Governance Group and the Health and Care Governance Committee.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 There are no risks associated with rejecting the recommendations.

9. Equalities

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

10. Sustainable Development Implications

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

11. Options Appraisal

11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to the priority of Civic Community and Pride and Our Aging Population of the Council Plan.

13. Results of Consultation

13.1 There has been no public consultation on the contents of this report.

13.2 Consultation has taken place with Councillor Lee Lyons, Portfolio Holder for Health and Social Care, and the contents of this report reflect any feedback provided.

Background Papers [Joint Inspection for Adult Community Health and Care Services Report](#)

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