

Annual Performance Report

1 April 2020 - 31 March 2021





Contents

	Page
Foreword - Leader of the Council.....	4
Introduction - Chief Executive.....	5
Area Profile	6
Fair and Effective Leadership	7
Closing the Gap	12
Grow Well, Live Well, Age Well	22
South Ayrshire Works	28
Stand up for South Ayrshire	33
A Better Place to Live	35

Foreword

I am once again proud to present this annual report of the progress we have made as a Council over the past year. As a Council we remain firmly committed to making a difference every day for our residents, especially those who are in greatest need of our services. We continue to deal with the huge challenges Covid presents to us as individuals, families and communities.



The pandemic is still creating challenges, but together we are working through the issues and coming up with creative solutions. During the past year the Council was audited and a Best Value report published. Looking forward we take on board the areas for improvement, especially relating to work required to transform the

Council. We can't do that alone, and we are committed to working with all of our residents and communities to shape the Council you need. I am also pleased the report noted that services are performing well and the Council responded well to the pandemic. We will continue to work with our communities to deal with the issues that concern you. That means a greater focus on planning at a local community level – what Audit Scotland called place-based planning. I commend the work already taking place in Wallacetown in Ayr and assure you we will be taking the learning from that work and using it across the Council, ensuring our services are there to make a difference for all of our communities. Thank you once again for your support of our services and my thanks to all our employees and partners who are trying hard to make a difference and improve the quality of life for the people of South Ayrshire.

Councillor Peter Henderson, Leader

Introduction

This annual report represents a summary of the significant work carried out every day by thousands of South Ayrshire employees. I am very grateful to all of our staff for their commitment to delivering high quality services across South Ayrshire.



The recent Best Value report highlighted the high standard of services delivered by staff to the communities across the Council area. The Council however doesn't sit alone, we work closely with our communities and with a range of community planning partners including health, police, fire and rescue and voluntary organisations.

The effective partnership working was seen in action recently in the tragic events following the explosion in Kincaidston. I was very impressed by the way the community responded and also the way in which a range of partner agencies worked together to support all those affected. As a Council we also continue to deal with the issues arising from the pandemic and that is reflected in this report. We are working towards a Future Operating Model where we work and deliver services in a more agile manner while maintaining high quality access for our residents and customers. We also want to help reduce our carbon footprint by reducing travel and the number of buildings we operate from. The recent COP26 underlines the urgency of taking action to ensure a sustainable future. My thanks once again to all our staff for their impressive work over the past year that is reflected in this annual report.

Eileen Howat, Chief Executive

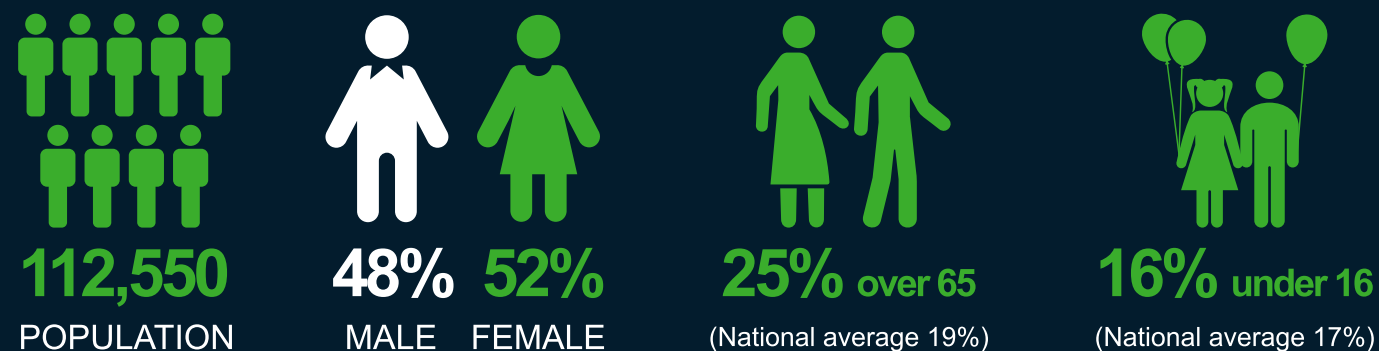
Area Profile

By 2043, the South Ayrshire population is projected to be 105,191 – a decrease of 6.5% compared to the population in 2018. The population of Scotland as a whole is projected to increase by 2.5%.

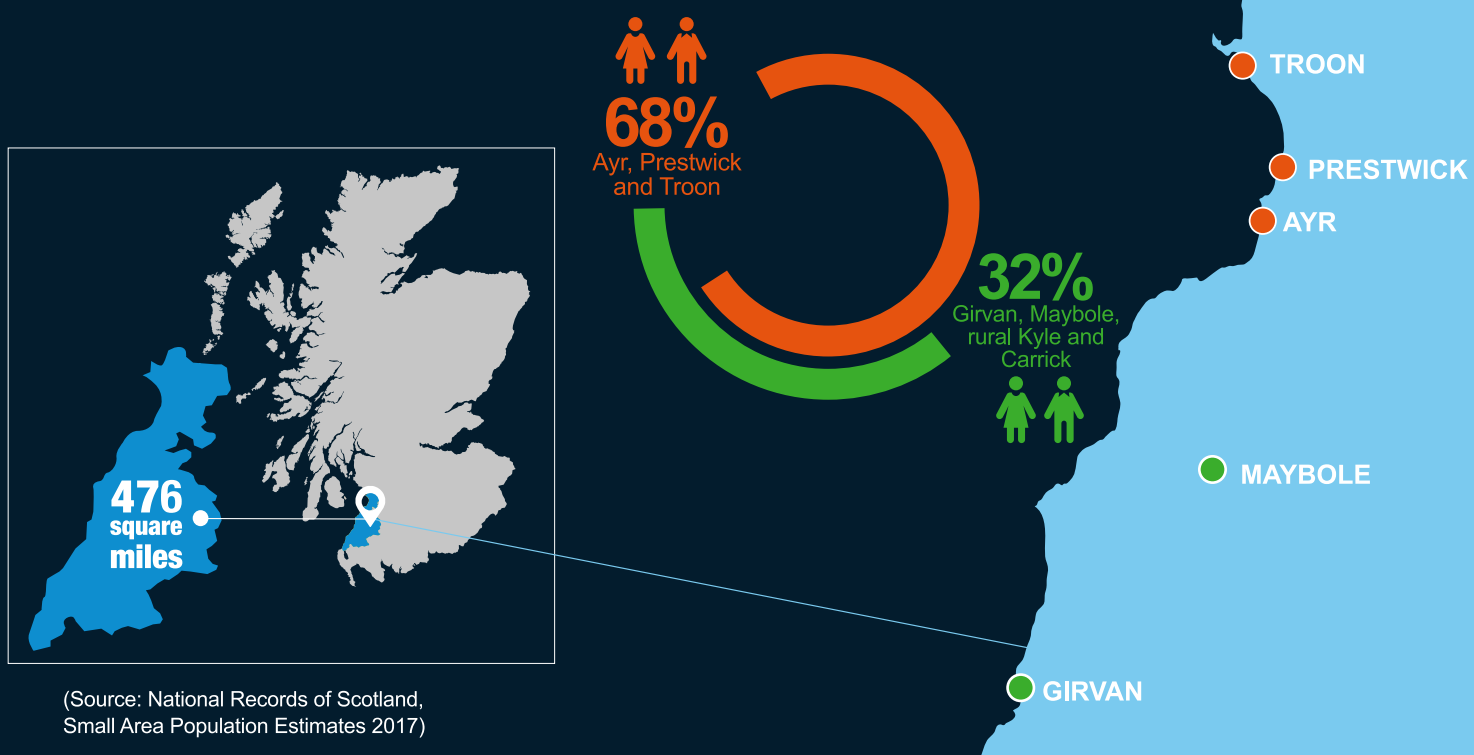
The pensionable age population is, however, projected to increase by 17% by 2043. More dramatically, the South Ayrshire population aged 75+ is projected to increase by 65% by 2043.

The projected change in South Ayrshire is not evenly spread across the different age groups. The number of children aged 0-15 years is projected to decrease by 17% and our working age population by 14%.

These anticipated changes to the population will have considerable consequences for the Council as it strives to ensure social, educational, housing and community services continue to meet the needs of the community.



(Source: National Records of Scotland, 2018 Mid-Year Population Estimates & 2018 Based Population Projections)



(Source: National Records of Scotland, Small Area Population Estimates 2017)

About The Council

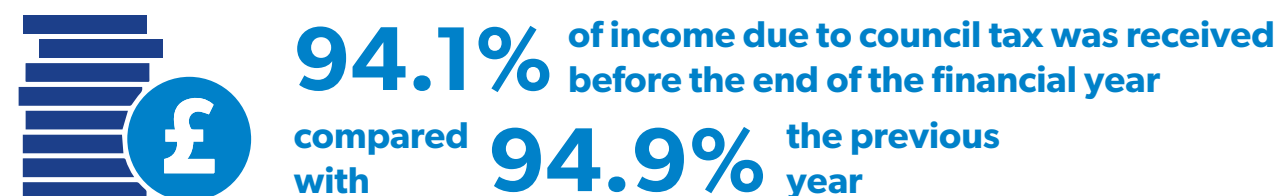
CONSERVATIVE 12
SNP 9
LABOUR 5
INDEPENDENT 2



Staff
4,408 full-time equivalent
(1 April 2020)



Council Tax Income



There was no recovery action taken for Council Tax from 1 April to 30 June 2020 due to the pandemic and this has impacted on the in year collection.

Customer Services

The Customer Service team continues to provide a professional frontline service by phone and email. We maintained a full service during COVID and introduced a telephone booking system to support blue badge and council tax customers. Our advisors are now able to complete e-forms on behalf of customers who have barriers to digital platforms.

Handled approximately
162,548 calls
from 1 April 2020 -
31 March 2021



Achieved an average call waiting time of
37 seconds
from 1 April 2020 - 31
March 2021



Delivery on online digital services to local residents and businesses

We have introduced MyAccount to our digital services platform. Our implementation of MyAccount is called "My South Ayrshire" and is now live on our www.south-ayrshire.gov.uk website. It allows customers to create a unique online account with single username and password to access a range of online South Ayrshire Council services. And if a customer is already registered for our Online School Payments facility then they can login to My South Ayrshire using the username and password they already use.

A range of online applications forms have been delivered to enable residents and businesses to easily and securely apply for support or grants during the COVID-19 pandemic.

Modern Apprentices (MAs)

South Ayrshire Council recruited 30 MAs during 2020-21, this is a significant reduction from previous years due to COVID-19 restrictions in the workplace.

MAs were supported to ensure they were able to gain the appropriate training and guidance required to complete their MA. A scoping exercise was completed to provide any of our MAs, who were digitally excluded, access to equipment to enable them to continue their training. All training was adapted and delivered online, excluding any manual tasks that required to be complete within the workplace. Employability and Skills (E&S) Officers supported MAs to communicate via online platforms such as, Teams and Skype in order for them to maintain contact with their supervisors, assessors and Employability and Skills Officers. With these support measures in place MAs were able to undertake a range of tasks, some of which contributed to the community provision of the COVID-19 crisis, some examples of this are

- Business Admin MAs – supported the COVID helplines and one of our Business Admin MAs developed a training programme to support SAC Homecarers with a new online system for care plans. This MA reached the finals of The Scottish Apprentice Awards for her role in this.
- Active Schools and Sport and Leisure MAs – Delivered online recreational activities such as dance and light exercise
- Youth Work MAs – Supported online youth groups to keep young people engage in activities throughout the pandemic.
- A range of MAs across all vocational areas supported the packing of boxes to provide free school meals to children within the local communities.

As well as this the apprentices were working on gathering knowledge evidence for their SVQ and completing any online training sessions relevant to their vocational areas. The support given to the MAs during the pandemic has been significant and has resulted in 26 of the 30 securing employment with a further two going on to further education.




Organisational Development

The Organisational Development team organise and administer employee reward and recognition initiatives, and co-ordinate the annual employee Giving Tree initiative.



Administered nominations from across council services for 2 external awards - the Association for Public Service Excellence (APSE) and the Scottish Public Service Awards (SPSA).



Co-ordinated the employee Giving Tree initiative which raised money to provide gifts to children at Christmas. In December 2020 a total of £14,200 was raised, exceeding the target of £10,900.

Registration

The Registrars team record births, deaths and marriages, the annual performance indicators published by National Records of Scotland (2019 the most recent data available) show:



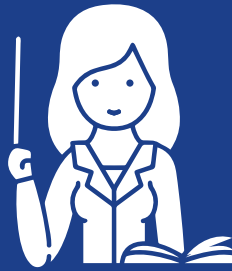
99.5%
error free in the annual examination of
3,190
entries

2nd top
local authority registration service in Scotland



Staff absence

3.2 teacher days lost
in 2020/21 compared with 5.1 days in 2019/20 (excluding COVID)



8.8 non teacher days lost
in 2020/21 compared with 10.1 days in 2019/20



Tenants Participation

Tenant participation continues to ensure our tenants' voices are heard and their views influence the future design and delivery of Housing Services. Involved tenants have maintained engagement and enhancing their skills and knowledge to effectively scrutinise, improve and support the delivery of housing services. Tenant contribution to various policies and projects such as submission of the Annual Return on the Scottish Social Housing Charter, Allocations Policy Review, Rent Setting, Housing Need and Demand Assessment.

We have fortnightly online meeting thus reducing social isolation and our Digital Champions support tenants in being involved.



of South Ayrshire Council tenants were very or fairly satisfied with the opportunities given to participate in the landlord's decision-making processes, compared to the Scottish average of



of South Ayrshire Council tenants believed South Ayrshire Council Housing Services was very or fairly good at keeping them informed about their services and decisions, compared to the Scottish average of



Examples of Service Recovery and Improvement Actions 2021

- Further develop the Council's internet site to advertise upcoming letting opportunities to help match demand for commercial premises with available properties
- Continue to develop and improve the community planning process
- Implement the agreed Social Lettings service to reduce homelessness and help tenancy sustainment
- Improve youth employment outcomes for young people accessing our services
- Maximise employment opportunities for young people in the local community by offering a minimum of 4 new trade apprenticeships every year





Case Study: Virtual School South Ayrshire

The implementation of the Virtual School in South Ayrshire has improved outcomes for care experienced children and young people. It has provided intensive support to individuals and their families as well as providing equitable experiences that did not previously exist. Partnership working has grown and become a natural approach. Participation and engagement of young people, who otherwise chose not to engage, has greatly increased. The success and achievement experienced by the children and young people undoubtedly increased their confidence and motivation, which will scaffold attainment in other areas. Next steps include to support their children in educational opportunities. Virtual School will be included in building capacity across South Ayrshire schools to understand trauma informed approaches and creative methods of reaching children and young people.

83% of the allocated children and young people have successfully engaged and sustained participation in the activities offered. Of those 83% of children and young people, 52% were highlighted as 'non engaging'. Those 52% of children and young people experienced success and achievement for the first time in a long time in their lives.

Eight young people from across South Ayrshire; and one residing in a residential care and education placement out with South Ayrshire, have successfully participated in an evening Outdoor Skills Group on a weekly

basis and have achieved their Bronze Duke of Edinburgh Award. This brought similar young people together that were unable to access this opportunity at school, creating friendships and huge accredited success enhancing positive destinations in later life.

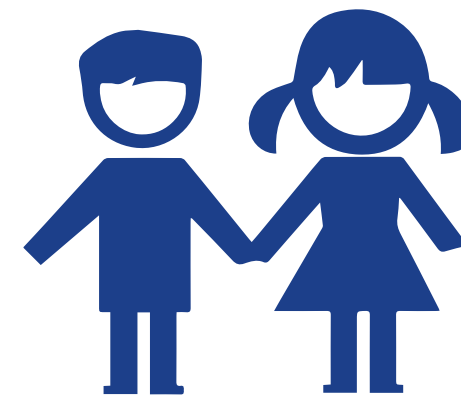


64% of the families attended the outdoor residential programme with their child, introducing new experiences with their child and building relationships with loved ones. One family quoted, "this is the first time I have been away with my children in over eight years."

The work of the Virtual School encompasses the holistic needs of the child and family, incorporating multi agency aims as well as improved educational outcomes. In the two years that the Virtual School has been implemented, 46% of the children and young people that were Looked After at Home have had their compulsory supervision order (CSO) terminated. The Virtual School fully support multiple agencies and their targets, embedding partnership working as a strength.

Tackling Inequalities

Tackling inequalities is one of the 5 strategic objectives within the South Ayrshire Children's Services Plan and this work is closely linked to delivery of the Child Poverty Action Plan.



In 2020/21, 20% of children (under 16 years) lived in relative poverty (before housing costs) and 19% of children (under 16 years) lived in absolute poverty (before housing costs)

During 20/21 we have worked to reduce inequalities by:

- providing volunteering opportunities to provide people with work experiences and improved chances of securing some form of employment. This essential support mechanism is seen as crucial in the current COVID-19 pandemic and with the onset of Brexit;
- continuing to provide free school meals especially through the initial emergency response to the COVID-19 pandemic to ensure South Ayrshire's most vulnerable children didn't go hungry;
- assisting to manage debt through the Information and Advice Hub in North Ayr
- establishing a single point of contact for the Financial Inclusion Referral Pathways in partnership with the NHS;
- meals to South Ayrshire's most vulnerable children during school holiday periods;
- providing free access to sanitary products in both educational and community settings;
- providing free access to Council leisure facilities for young carers;
- working in partnership with Aberlour to strengthen the 'Team Around the Family' approach to support vulnerable parents to keep families together

Educational Services

The Educational Services Standards and Quality Report 2020-21 can be found by clicking below.



Digital Inclusion

During the 2020-21 school session Educational Services and ICT colleagues provided 1497 families across South Ayrshire with access to a digital device and 220 families with a Wi-Fi connectivity solution as part of the National Digital Exclusion programme. The allocation of these devices allowed the children and young people in these families to continue to engage with their schools, teachers and learning during the pandemic.

Schools were able to communicate with learners online, not just in terms of their learning, but also in terms of health and wellbeing. The young people could engage in important interactions and continue to have a sense of community with their teachers and peers even during periods of lockdown and isolation.

These devices also enabled bespoke support to continue for a number of our most vulnerable pupils. They were able to receive 1-1 support from Pupil Support departments, School Counsellors, Educational Welfare Officers and Youth Workers.

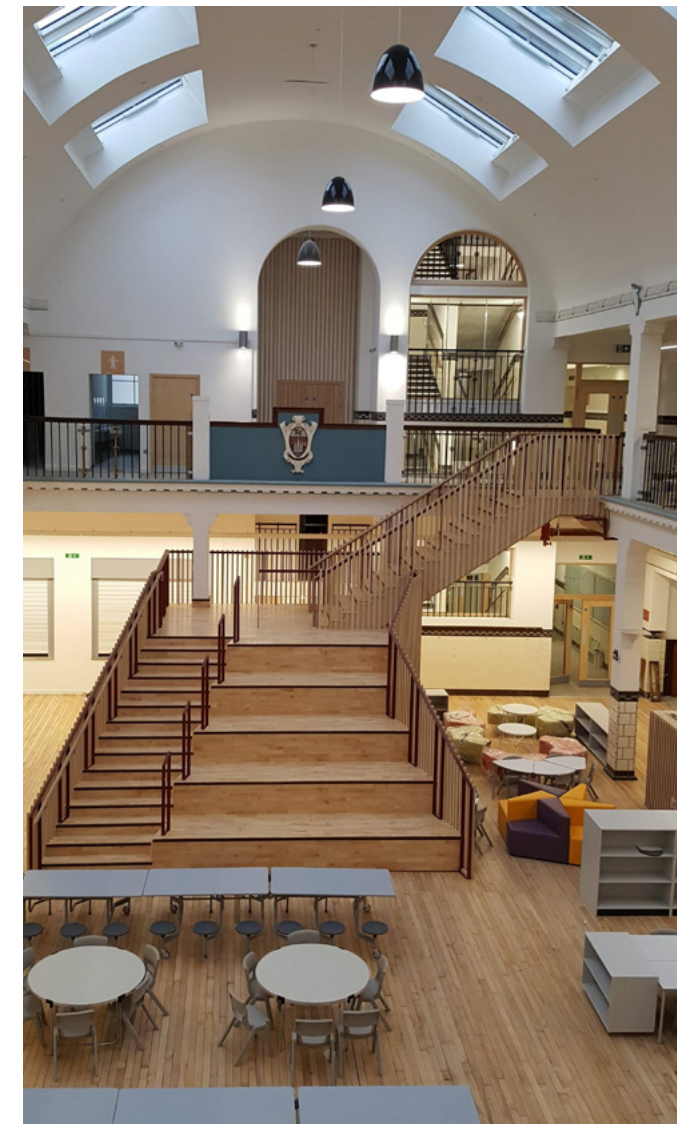
In addition, the ability for schools to track and evidence learning was made easier when nearly all learners were engaged online and they were able to provide detailed feedback and next steps.

Overall the feedback from pupils and families has been very positive with almost all saying having access to a device has made a huge difference to the learning experience, taking away some of the stress caused by lack of adequate digital access.



School Modernisation Programme

The Council's old Ayr Academy building has been innovatively transformed to provide a new, modern home for Ayr Grammar Primary. The new primary school was opened in January 2021 and the inclusion of a new Early Years Centre, which will open in August 2021, offers direct access to outdoor areas giving greater flexibility for play activities. The original historic features of the old Ayr Academy have been retained while new modern features such as a bright welcoming reception area, modern office accommodation, hellerup stairs and enhanced outdoor play facilities, including an artificial sports pitch, have been added.



The Council's expansion of Early Years provision continues with the completion of the new Early Years Centre at Forehill Primary which opened in January 2021. The new Early Years Centre at Forehill Primary mirrors the design, layout and facilities on offer at the similar and recently completed Cherry Tree Early Years Centre. The design achieves the greatest flexibility with 3 separate play rooms that can open in to one. The play areas have direct access to the outdoors areas which enable children to move freely between the two spaces safely. The internal spaces are full of natural light and the centre has its own sensory room and kitchen, producing fresh and nutritional meals for the children.



The Council's plans for the new, replacement Sacred Heart Primary School and ambitious education campuses in Prestwick and Maybole all progressed to construction in 2021 with ground now broken at each site and works underway.

The old Sacred Heart Primary School building has been demolished to make way for a new 5 classroom school, built on a semi open plan basis. The school is flexible in design and includes a multi-use dining/PE hall which has direct access to the kitchen and has been designed to support children's cooking.

The new Prestwick Educational Campus supports the co-location of Glenburn Primary School, St Ninian's Primary School and a new Early Years Centre. The campus is being built on the Glenburn site and is designed on a semi open classroom arrangement where children can move between the classrooms and flexible open areas.



The new campus for Maybole is the largest Education project that South Ayrshire Council has undertaken to date. The campus will encompass Carrick Academy, St Cuthbert's Primary and a new primary school and Early Years Centre from the merger of the existing Gardenrose and Cairn Primaries. The campus will include a swimming pool, leisure facilities and two all-weather sports pitches supported by a pavilion and changing facilities.



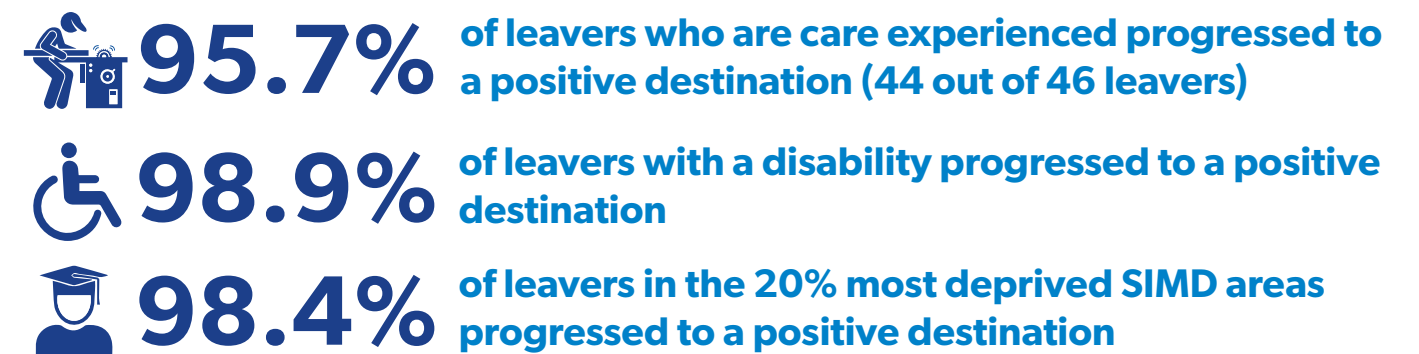
Leavers Destinations

Employability and Skills Officers used intelligence from the national datahub to identify school leavers not in a positive destination. In addition to barriers normally faced trying to encourage young people to engage, the team had the additional barrier of COVID-19 restrictions, they worked tirelessly throughout the year to make contact with the young people to help support them to progress to further education, training or employment,

Destination Report (SLDR) for 2019/20 cohort was published confirming South Ayrshire's leaver destinations was the best in Scotland at 98.4%, when the Scottish average has declined from 95% to 93.3%.

The follow up report published 15 June 2021 confirmed South Ayrshire (96.9%) remained one of the best in Scotland coming a close 2nd to the Western Isles (97%). National Average 92.2%

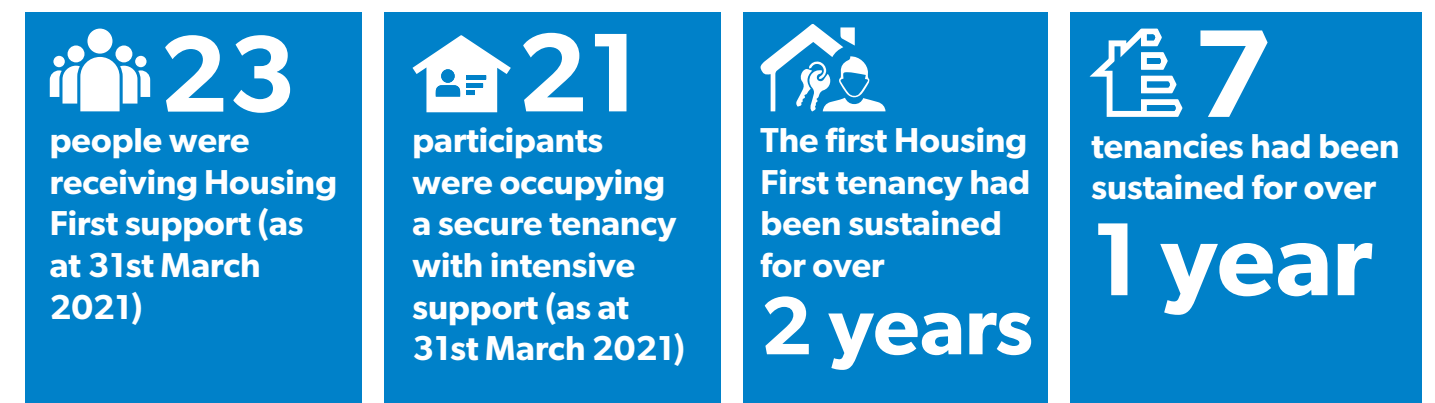
In February 2021 the School Leavers



Housing First

A Housing First pilot project was established in 2018 to deliver a targeted response to repeat homelessness among people with multiple complex needs. This project involves the provision of a secure tenancy with intensive, person centred support. A multi-agency approach is taken to the selection of people for the project and to the ongoing monitoring

of their support needs. The project was expanded in 2019/20 and 2020/21. Support has assisted with broader improvements in people's lives including improved health and wellbeing, reductions in the use of alcohol/drugs, improved capacity to manage a tenancy and building positive relationships.



Finance

Many Council services worked together to play a key role in supporting businesses and families during the pandemic by processing grant applications.



Over £42million of Covid-19 business support grant payments to applicants, including the hospitality and leisure trades, taxi operators and many other eligible business sectors;



Covid-19 resulted in an 18% increase in applications for Crisis Grants during 2020/21, despite which performance was above the national average;



Over 1,000 Self Isolation Support Grant (SISG) payments were made to people who were in work but lost pay due to the need to self-isolate.

Ensuring that benefit claims are processed accurately and within time remains a priority. Despite an increase in applications in 2020/21 due to COVID-19 we have been able to maintain our performance targets in processing claims for Housing Benefit and Council Tax Reduction.



The average time taken to process change of circumstances in all benefits claims during 2020/21 was 2 days in comparison to the national average of 4 days



In 2020/21 we processed 96% of Crisis Grant applications within one working day compared to the national average of 94% and 96% of Community Care Grant applications within 15 days compared to the national average of 85%

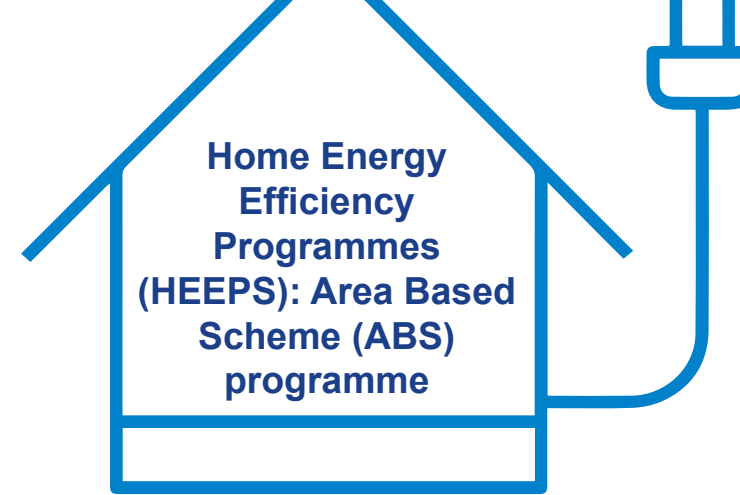
We processed new Housing Benefit claims in an average of 13 days in 2020/21 which was the same as 2019/20 and compared favourably with the national average figure of 16 days. New claims to Council Tax Reduction (CTR) took slightly longer to process, 16 days in 2020/21 as opposed to 15 days in 2019/20, however this was due to an overall increase of 20% in CTR claims in 2020/21.

Benefit Services process applications for Education Benefits (Clothing Grants and Free School Meals) which moved entirely to an online application during 2020/21. We saw an increase in application volumes of 80%.



30%

more clothing grants qualifying customers than in 2019/20



Home Energy Efficiency Programmes (HEEPS): Area Based Scheme (ABS) programme

Utilising Scottish Government Grant funding of £1.6 million coupled with Housing Capital spend of approximately £1 million to improve the thermal efficiency and reduce instances of Fuel Poverty in a number of neighbourhoods throughout South Ayrshire. In its 8th iteration, this ABS (Area Based Scheme) focused on the installation of External Wall Insulation on mixed tenure properties in the following areas : Symington, Ettrick Place in Ayr, Dunure, Maybole and Annbank. Where Council

properties are present and a majority in ownership within a block of flatted accommodation, a roof replacement programme was also undertaken to further improve the lifespan of stock.



278 properties have benefited this financial year from the installation of EWI through the ABS funding;



183 were in the Private Sector (Homeowners/Landlords);



95 were Socially owned.

Information and Advice Hub

The Information and Advice Hub provides a free, confidential, and impartial, information and advice service to people living in South Ayrshire who require support with welfare rights and issues related to money and debt. The Hub has been recognised against the rigorous standards set by the Scottish Government for information and advice providers. This accreditation against the Scottish National Standards for Information and Advice Providers (SNSIAP) acknowledges the quality of the welfare rights, money and debt advice the Hub provides.

Continuing to provide a full service despite the challenges of COVID restrictions by improving and introducing innovative ways to deliver the service including video conferencing; text messaging, the launch of a digital debt pack; and the introduction of digital signatures. Increasing support by working with partner agencies to maximise income and opportunities including employability and support networks; providing access to food banks; and tackling fuel poverty by launching fuel grants to help households with the cost of gas, electricity and oil.

Handled 19,147 enquiries on a range of topics related to welfare benefits, money and debt advice, and employment law.

Generated an additional £1,875,696 in welfare benefits income for households, and helped local people manage £1,389,739 of personal debt.

Case Study: Wallacetown



Community Planning Partners in South Ayrshire recognise that no single organisation or agency can improve outcomes for the residents of Wallacetown and that collective, co-ordinated and sustained effort is required from all partners. The Community Planning Board agreed in January 2021 to create a dedicated Wallacetown Strategic Delivery Partnership (SDP) to focus the necessary time and resources required to improve outcomes in the area. The SDP is made up of senior representatives from South Ayrshire Council, Police Scotland, Scottish Fire and Rescue, Health Improvement Scotland, South Ayrshire Health and Social Care Partnership, NHS Ayrshire and Arran, Voluntary Action South Ayrshire and the Scottish Violence Reduction Unit. The group has agreed to initially focus on three key areas of work:

Place

This includes areas requiring co-ordinated capital investment such as housing regeneration, waste management, open space, active travel and estate management.

Service Co-ordination

Many partner agencies (including the Council, Police and Fire) have agreed to allocate dedicated resources to Wallacetown. It is therefore vital that service delivery is well co-ordinated to ensure resources are used efficiently and produce the best outcomes for residents. This work stream aims to compliment and build on the excellent work already taking place within Newton Primary.

Community Voice

The CPP recognise that the voice of the Wallacetown residents should be at the heart of all activity, and a constructive and continuous dialogue will be established with all who want to contribute.

While the SDP is relatively new, work has been ongoing from 2020 to bring services closer together and deliver co-ordinated care and support to Wallacetown residents. Room@ Wallacetown (community room attached to Newton Primary) has established its own identity and is a space where services can reach out to residents and each other, with the school acting as the anchor to the community.

While focussed on improving outcomes in Wallacetown, the Community Planning Partnership hope that this approach can provide useful learning and a possible template for future integrated service delivery.



Examples of Service Recovery and Improvement Actions 2021

- Improve outcomes for young people that are care experienced through youth work
- Development of 'Team Around the Community' approach for Wallacetown
- Improve adult employment outcomes for adults accessing our services
- Support schools and young people to actively participate in the Duke of Edinburgh's Award with a particular focus on hard-to-reach groups
- Ensure barriers to participation are removed for care experienced, care leavers and young carers
- Increase Education Benefits entitlement using existing benefits data to ensure maximised awards



**Grow Well,
Live Well, Age Well**
Commitment 3
Health and care systems that
meet people's needs

Case Study – Inspire Disability Sport Programme

The Inspire programme focuses on ability rather than disability and has created a supportive network for children, young people, adults and families living with additional support needs (ASN). Kayleigh spends countless hours understanding the needs of the individual and tailors support to ensure they are welcomed and thrive within the inspire programme. Kayleigh has also developed a skilled and compassionate workforce to support the programme, 62% of whom also have a disability and are supported to take on a lead role in delivering activities. The programme meets the needs of those involved through;

- Building confidence and improving self esteem
- Increasing physical fitness and nurturing fine and gross motor skills
- Reducing social isolation and meeting new friends
- Reducing anxiety and depression
- Improving cognitive function

The Inspire programme has developed strong partnerships with a range of community organisations, supporting them to deliver community sessions within their own area for people with an additional support need. Biosphere Bikes, Girvan Football Club, Whitletts Victoria Football Club, Spotty Zebra and Ayrshire Sportsability have all become strong partners to the programme extending the range and depth of opportunity for those with a disability.

Over the summer the Inspire programme delivered nearly 86 ASN specific sessions to 179 children young people and adults with a disability (over 400 attendances at taster and weekly sessions). Many of the participants have reported social isolation and poor mental health following a period of lockdown during the COVID-19 pandemic and the Inspire community programme has provided a lifeline for them. Although the focus is on sport and physical activity, participants gain much more from their engagement with the project.

“My son has been going to Inspire sports for 3 weeks. The coaches are so welcoming, so encouraging and have a real heart for the children. My son was made to feel so welcomed and encouraged to join in when he was able. He really enjoys the different sessions. Often in anything sporty with neurotypical children he would get very frustrated and feel a failure as he couldn't keep up with them. At inspire sports he is made to feel valued and included. It is great watching him laugh and get on well with the other children and coaches. It is a joy to see him and others developing at every session. Thank you to all involved. You are great”

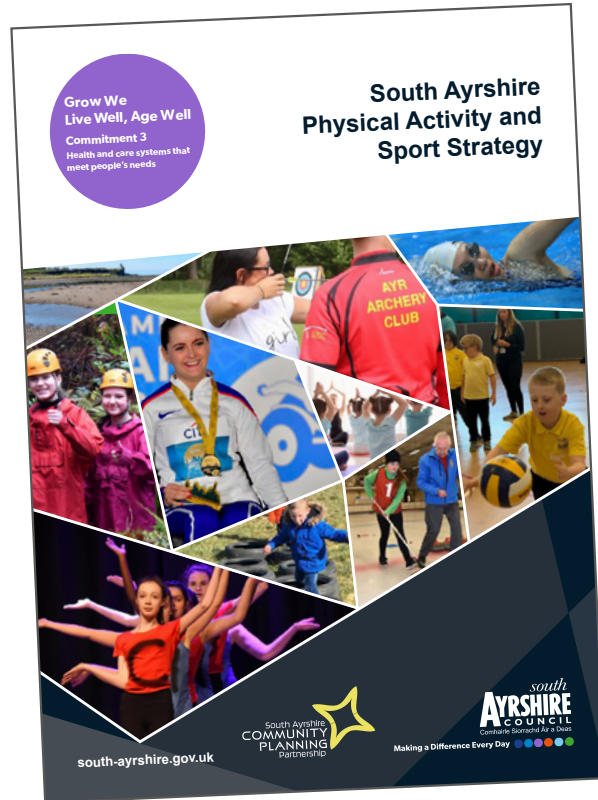
(Parent, Inspire programme)



“My daughter has only just started with Inspire SA. Prior to going her behaviour could be challenging and based it on how lonely she was feeling and how she had nothing to do like her siblings. Since going to the activities she has become a different young lady. She is happy and looks forward to going to the different activities during the week. When there she enjoys joining in and listens to her the coaches. The coaches are fab with all the young people and are patient and break down instructions well for the level of each young persons understanding. Thanks a million for changing my daughters summer around though the discipline of sports.”

(Parent, Inspire programme)

Physical Activity & Sport Strategy



South Ayrshire's Physical Activity & Sport Strategy advocates an ambitious approach which promotes, engages, and empowers individuals and communities to play an active role in increasing physical activity levels for children, young people and adults across South Ayrshire.

The Strategy aims to deepen the connections between sport, physical activity, and health, by aligning sport and physical activity outcomes with Scotland's Public Health priorities. Being physically active has many physical, social and emotional benefits for individuals and can contribute to a range of wider social, environmental and economic benefits, building stronger communities, bringing people together and reducing social isolation.

COVID-19 has re-emphasised the importance of being physically active for health and wellbeing. The unique physical and social characteristics of South Ayrshire have meant

that the experience of living during the pandemic has been varied across communities, and the ability to participate in physical activity and sport has been different across the region. The Strategy aims to strengthen the local system for physical activity and sport by:

- Supporting South Ayrshire to effectively respond and recover from COVID-19.
- Enabling connection to wider policy drivers and supporting innovative delivery mechanisms.

Through this approach, South Ayrshire can contribute to the delivery of a shared national vision of an active nation, whilst focusing on achieving local priorities and reducing inequalities.

The new Physical Activity & Sport Strategy has been developed with a range of internal and national partners. Whilst this strategy reflects the national policy context, it importantly takes account of the current landscape in South Ayrshire and identifies the key policy drivers and plans locally that can connect with sport and physical activity to deliver identified local outcomes. Two strategic objectives for sport and physical activity have been agreed to support this, each with individual priorities, jointly underpinned by strong leadership and governance and a commitment to inclusion as below:



The Children's Services Plan

The Children's Services Plan sets out 5 strategic objectives for community planning partners to focus on to support children and young people in South Ayrshire. These are:

- Outstanding universal provision;
- Tackling inequalities'
- Love and support for care experienced young people and young carers
- Good physical and mental health and wellbeing
- Children's rights

Progress on children's services is set out in the [Children's Services Annual Report 2020/21](#). Working in partnership we have made significant progress in delivering outcomes for children and young people:

- We have expanded our early years provision by providing 1140 hours of high quality flexible early learning and children care that is accessible and affordable for all families.
- The Whole Systems Approach in South Ayrshire continues to be implemented, including a focus on Youth Diversion and Early and Effective Intervention. The number of children in South Ayrshire referred to the Scottish Children's Reporter Administration in 2019/20 was 273 which is a decrease of 112 from the previous year. Of the total number, only 48 were referred on 'offence grounds' which is a decrease of 38 from the previous year.
- We have raised practitioner awareness and understanding of young carers and how to support them effectively. Alongside this, infrastructure has been developed to help in the recording of young carers and ensure local data is being routinely collated and scrutinised enabling effective and early identification to make sure young people have the support they need.

- A joint commissioning strategy has been developed (housing and HSCP) to develop a new service to meet the needs of young people leaving care and vulnerable young people who find themselves homeless or at risk of homelessness.
- We are committed to implementing the findings of the Independent Care Review in The Promise comprising 55 local calls to action. Briefings were undertaken with professionals and decision-makers and a self-evaluation framework developed and utilised within a range of services to inform the development of an action plan.
- Delivering mental health provision for our young people including play therapy, Togetherall (digital mental health support for 16-25 year olds), work with Penumbra focused on reducing self-harm and a Blues Programme to help reduce the development of adolescent low mood and negative thoughts.
- The Mental Health work has been informed by the South Ayrshire Youth Forum Say it Out Loud work focused on young people's mental health.
- Opportunities for young people to take part in sport, physical activity and outdoor learning with 2,741 activity sessions delivered across schools and with Inspire providing inclusion for young people experiencing additional support needs.
- Addressing inequality for LGBTi young people
- Promoting children's rights and the voices of young people being heard



Trading Standards and Environment Health

The Trading Standards and Environmental Health service had to re prioritise its efforts throughout 2020/21 as a result of its key public health protection role in the COVID-19 pandemic. This involved providing COVID

advice to businesses as controls changed, investigating complaints regarding non-compliance, and visiting businesses identified through Test and Protect to ensure appropriate systems were in place.

 **1677**
interventions
with business

 **1735**
service requests

 **128**
COVID -19 Social
Media releases

Environmental Health Officers worked closely with fish exporters and owners of fishing vessels to assist in preparations for exporting fish products post Brexit. Complications in exporting to the European Union and also to Northern Ireland, have placed these businesses under severe financial pressure. It is not expected that the full implications for these exporters as well as for businesses

importing to South Ayrshire will be known until middle to late 2022.

Officers carried out full registration inspections of the South Ayrshire fishing fleet to allow their product to be exported to Europe. They have also regularly assisted export businesses with their export paperwork.

36 fishing vessel registration
visits were carried out



Throughout the COVID-19 pandemic there was an upsurge in pest issues particularly with respect to rat infestations. Pest control officers

remained active throughout the year dealing with a 70% increase in requests for assistance in this area.

Pest Control Officers dealt with 437 service requests to deal with rat problems.



Despite the need to maintain tight COVID protection measures, our officers continued to deliver an effective Pest Control Service during this difficult period.



South Ayrshire Council's Trusted Trader Scheme, which is now in its 7th year, has been maintained and expanded despite the immense financial pressure its members have been under as a result of the pandemic. The scheme consists of traders who have been vetted by Trading Standards and have made

a commitment to treat their customers fairly. Officers have assisted the members by offering pro-rata membership fees, providing regular business advice updates regarding grants, and the COVID requirements and when restrictions eased promoting the scheme and its members to local residents.



The scheme now comprises of

68 members

Examples of Service Recovery and Improvement Actions 2021

- Ensure our youth work programmes target our most vulnerable communities
- Develop and deliver a range of leadership opportunities for young people to develop their skills for employment and further/higher education
- Recruit, retain and develop a network of volunteers and coaches to delivery and support school and community sport in South Ayrshire
- Provide a range of person-centred health referral programmes that maintain or improve a persons' health and quality of life
- Work in partnership to help protect vulnerable adults, those living with dementia, businesses and the more general population from scams



Case Study – Employability & Skills

Anne and Anna May were employed for a number of years as Kitchen Assistants at their local garden centre, the company had recently been taken over and unfortunately due to COVID-19 they were made redundant in September 2020. With restrictions in place and the garden centre café closed, the owners were unsure if they would be able to re-employ them due to only providing a take-away service during restrictions.

Both Anne and Anna May were referred to Employability and Skills (E&S). Officers arranged to meet with them and the company to discuss the team’s employer recruitment incentive (ERI). The incentive would give the employers the financial security they needed to allow both Anne and Anna May back to work full-time and allow them to focus on growing the business once restrictions lifted. E&S Officers worked closely with the company to make sure the ERI process went smoothly. The company has now been granted the ERI and both Anne and Anna May have returned to work full-time and are looking forward to running a busy café.

Anne and Anna-May **“Following months of uncertainty, we are delighted to be offered the opportunity of getting back into the routine of work. It’s exciting to be part of the team and begin the new chapter”.**

Owners **“I, along with my co-directors, are overjoyed to have Anna May and Anne joining our team as Kitchen Supervisors as we embark upon an exciting new challenge. The funding from Employability & Skills makes the start of this journey less daunting as we begin to build our customer base & reputation and hopefully establish the business as a destination!”**

Employability & Skills Officer **“I’m over the moon that we were able to provide both clients with an ERI and also support a local business during this tough time. I look forward to getting a coffee when restrictions are lifted and meeting the wonderful staff”**



Economy and Regeneration

Much of our focus was on supporting local businesses - financially and practically - through the COVID-19 crisis, as well as BREXIT, and in the aftermath, supporting the recovery process across the whole South Ayrshire economy. We also experienced a very positive start to implementing our Strategic Economic Plan: Vision 2030, to shape a new economy for South Ayrshire, strengthen businesses and communities, and create careers for young people.

We supported the national Scotland Loves Local campaign in the aftermath of COVID-19 to encourage residents across South Ayrshire to shop locally and support local businesses. We launched two Advancing Manufacturing Challenge Fund projects – Aerospace Digital Visualisation Suite and Supply Chain AeroSpace – to help small to medium enterprises enter the aerospace and space sectors.

We progressed with key projects of the £80 million Aerospace and Space Programme of the Ayrshire Growth Deal, including signing a

Memorandum of Understanding with Prestwick Spaceport partners Astraius and Glasgow Prestwick Airport, with the aim of operations beginning 2023.

In partnership, launched the Skypath Aero Training Centre at Prestwick Airport to develop skills in the growth area of aircraft decommissioning.



Administered COVID-19 grant funding - including UK and Scottish Government funding, as well as SAC’s own grant programmes - awarding over 4,200 grants to businesses across South Ayrshire

Supported our town centres through a Shopfront Improvement Grants scheme, awarding £832,000 of funding to over 300 businesses across South Ayrshire

Awarded 167 AMBITION/business development grants (non-COVID related), totalling £334,285

Supported over 130 business start-ups

Employer Recruitment Incentive (ERIs)

Employability and Skills launched an ERI, for young people aged 16+, in January 2021 through Young Person's Guarantee and No One Left Behind funding. Between January and March 2021 ten people were supported through this incentive. These young people gained employment in administration, kitchens, cleaning and electrical work. Their contracts ranged from 6 months to permanent positions with six being full-time and three being part-time and one in supported employment.

Licensing

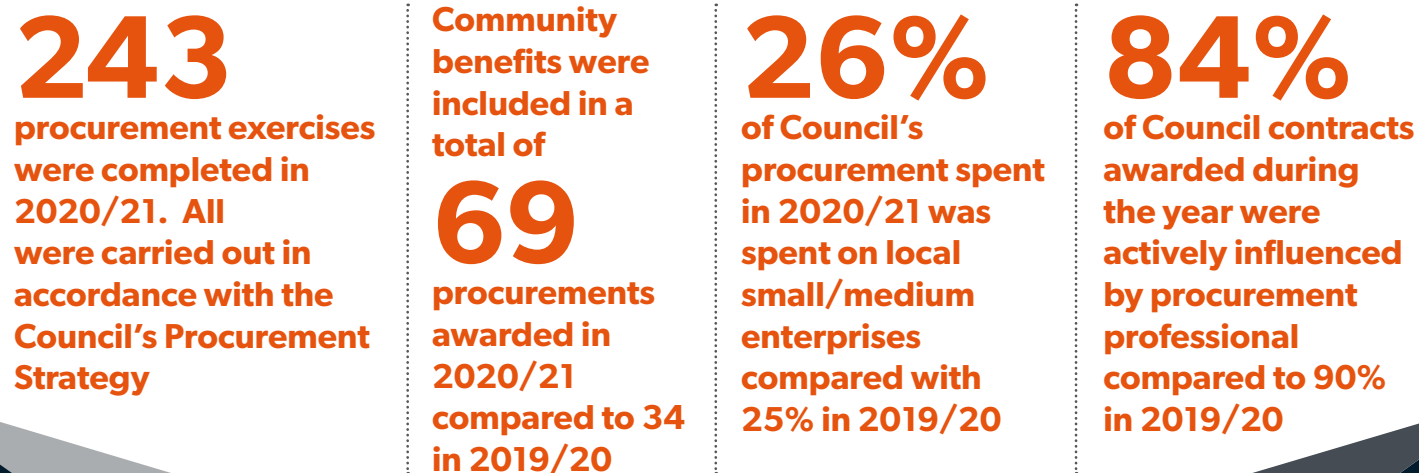
Our Licensing Team processed Scottish Government COVID Business Recovery Grants to taxi and private hire drivers and operators during the first half of 2021:



Our Licensing team participated in two Licensing Workshops for local licensed premises relating to the operating changes as the COVID lockdown restrictions were eased. This was in partnership with Police Scotland and colleagues in Environmental Health. Approximately 60 members of the local licensed trade attended these sessions to obtain advice and guidance for their businesses.

Procurement

The South Ayrshire Council Procurement team ensures that Best Value contracts are in place for all of the Council's requirements and suppliers and contracts are managed and paid appropriately. The support of a strategic procurement function assists services to achieve Best Value, make new efficiencies within existing contracts, manage suppliers while also ensuring compliance to the legislation that governs public procurement.



Revenue and Benefits

Since March 2020 the Revenues Team has paid a range of COVID-19 Business Grants totalling to over 2,300 local businesses. They have supported colleagues in Economy

& Regeneration to pay a further 1571 premises ongoing business grants. COVID related business rates reliefs continue to be administered during 2021/22.

Capital Investment

- New school campuses for Prestwick and Maybole started on site this year which will greatly enhance school and community facilities for both towns.
- Riverside Public Events Space started on site this year which will greatly enhance the bottom of the High Street in Ayr
- Burns House demolished



Case Study – Ayr Community Rugby Trust

The ERI has made a significant difference to the Ayr Community Rugby Trust. Without this support they would not have been in a position to support the groups that they do across South Ayrshire many of whom fall into vulnerable categories. The support offered by the trust in engaging individuals through rugby gives people a familiar and safe environment to

exercise and socialise. This has proved to be significant and much needed after the past 18 months.

The two apprentices employed by the Trust were without employment and were struggling to find work. They found themselves post lockdown searching for opportunities to



support their communities and the Trust but thanks to the support of the ERI have been able to this. It also has provided them an opportunity to enhance skills, knowledge, experience and confidence within the workplace environment as they work as part of a vibrant team.

The support of the ERI is hugely appreciated by the Ayr Community Rugby Trust and both apprentices.

Case Study – Lowmac

After what has been a difficult period for all local employers, Lowmac Waste and Recycling Ltd are grateful to both the Kickstart Scheme (KSS) and more recently the Employer Recruitment Incentive Scheme (ERIS) which have both supported them in providing full time employment opportunities within the local area.

These incentives provided the opportunity within Lowmac for placements via the KSS, allowing successful candidates to gain valuable work experience and gain new skills and qualifications funded via the scheme. The ERI Scheme has then allowed them to provide full time positions to two candidates within South Ayrshire who showed positive attitude and behaviours and a willingness to learn whilst within the KSS 6-month period. Whilst

still in a difficult period for local businesses to provide additional employment opportunities the support provided by the ERIS ensured that these two candidates were given the opportunity that they deserved and a full-time position with Lowmac.

Based at the Ayr depot, both local lads have integrated well into the team and are developing their skills and qualifications in their respective roles. I'm sure that without these schemes both men would never have had the chance to experience this industry nor the possibility of full-time employment within a local company. For these two and hopefully many more candidates, these schemes have provided positive work experience with very positive outcomes.

Examples of Service Recovery and Improvement Actions 2021

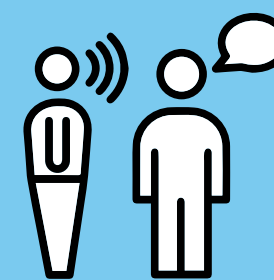
- Develop and deliver Town Centre Investment programme in the 5 towns
- Implementation of the Regional Economic Strategy
- Develop full business cases for the Ayrshire Growth Deal Aerospace and Space programme
- Support and engage with the licensed trades including work with Taxi operators and Private Hire operators' Forum and the Licensing Forum
- Work with North and East Ayrshire Councils and the Scottish and UK governments to support the development and implementation of the Ayrshire Growth Deal's project (shared commitment).
- Establish Safety Advisory Group for stadia and safety at sports grounds



Communication

The Communications team create engaging communications which raise the profile and reputation of the Council. To ensure our communications are engaging and effective and reach the widest possible audience, we have increased the range of communications tools and channels used.

- Increasing our engagement with services to design and deliver a range of targeted campaigns such as, the new leisure centre consultation; Household Waste Recycling Centres; Fostering Fortnight; 'We Love Recycling'; and Volunteering Week.
- Increased use of video and infographics, with 48 videos designed and developed in-house over the last 12 months.
- Worked with local media such as Westsound to deliver a range of radio campaigns and promotional communications, with 21 pieces of radio coverage on air since September 2020.
- Expanded our work with media outlets to include Sky TV, with a local advert designed in-house which will promote the new Household Waste Recycling Centre booking system.
- Increased our non-digital audience by expanding the distribution channels for the hardcopy of SAC Live. This includes Community Councils; Homecare; Libraries; Housing; Thriving Communities; schools and external organisations such as Morrisons supermarkets in Ayr and Troon; and our employee charity partner, Whiteleys Retreat. Around 10,000 hard copies.
- Introduced targeted corporate campaigns aligned to the commitments of the Council Plan. These have so far achieved a social media reach of 189,249.
- Worked with services to design and implement targeted campaigns for a range of purposes, including to promote initiatives and engage and inform residents. In the last 12 months we have designed and delivered 130 targeted and pro-active campaigns.
- Engaged with schools to establish a school media team with a small group of senior pupils.
- Work to maximise the use of social media as a key proactive, interactive and reactive communications tool.



A total of 32,687 followers across all of our social media platforms, an increase of 16% since 30 September 2020

An average monthly engagement of 42,329, an increase of 0.82% since 30 September 2020

An average monthly reach of 631,714, an increase of 24% since 30 September 2020

Consultations

Throughout 2020-21 twenty-two consultations took place, these included

- Alcohol and Drug Partnership Strategy (Sept 2020)
- Educational Services Improvement and Recovery Plan (Oct 2020)
- Mental Health Survey (Dec 2020)
- Ayr Seafront (Dec 2020)
- Budget Consultation (Jan 2021)

All consultation can be found [here](#)

Have Your Say:

<https://www.south-ayrshire.gov.uk/have-your-say>

This area also includes information on Petitions and SA1000 Citizens Panel.



Case study – Forehill Early Years Centre

The new Forehill Early Years Centre in Ayr can accommodate up to 130 pupils comprising 20 two to three year olds and 110 three to five year olds.

The new facility was carefully designed to offer modern, attractive nursery accommodation which provides capacity for the provision of 1140 hours for each child with 50 weeks operation. The new facility will also support life skills education for parents/carers of pupils using the facility.

The new centre is extremely energy efficient and utilises air source heat pumps and photovoltaic roof panels. These measures, combined with a highly insulated fabric and careful orientation, have resulted in a carbon neutral building which South Ayrshire Council are extremely proud of.



Accessibility has been carefully considered. All routes through the site and approaches to the centre are wheelchair accessible. Level thresholds have been integrated throughout the site. Signage, handrails, materials and finishes are all Equalities Act compliant.



Examples of Service Recovery and Improvement Actions 2021

- Use social media and digital applications to make it easier for residents and employees to ask questions and give us their feedback, ideas and suggestions
- Improve stakeholder engagement
- Continue to upgrade path networks within parks and open space
- Maximise biodiversity opportunities with use of plant material and altered maintenance regimes where possible
- Deliver the Craigie Additional Sporting Facility
- Deliver the new Sacred Heart Primary School
- Deliver new build Early Years Centres at Struthers and Troon Primary schools

Asset Management

The Asset Management Service continues to provide data to influence property decisions to make best use of available funding and ensure service delivery is supported with higher performing property assets.

We strive to ensure that our buildings are maintained to a satisfactory standard and are fit for purpose. In 2020/21, 82.6% of the operational asset estate was in a satisfactory condition, 84.9% of buildings were suitable for current use and 98.6% of public areas in council buildings were accessible for people with a disability, reflecting improved performance from 2019/20 for Condition and Accessibility (previously 77.8% and 97.2% respectively). Suitability showed a decrease from 91.2% this year. This is a reflection of a refresh of suitability surveys with client departments in 2020/21. Suitability surveys for non education assets were previously carried out five years ago and this aligns with best practice. Service demands can change over time and it is essential that such periodic survey updates are carried out to reflect the changing needs of building users and therefore ensure that property decisions are evidence based. Accessibility to public areas across the estate has improved.

Capital Investment

The Council's General Services Capital Investment programme continues to provide modern, energy efficient, fit-for-purpose buildings throughout South Ayrshire. One of the major challenges in 2020/21 was the shut-down of the construction industry for 3 months due to COVID-19.

- Spend of £33,334,306 was achieved in the General Services capital programme which equates to 84% of the approved budget.
- A wide variety of projects were completed in 2020/21 including Doonfoot Primary – upgrade and extension, Kincaidston Early Years Centre – extension, Ayr Grammar Primary and Early Years Centre Project, Forehill Early Years Centre – new build, County Buildings – upgrade of lightwells, Ayr Cemetery – lodge refurbishment, Masonhill Crematorium – ventilation, Girvan Harbour toilets – wind shelter and Walker Halls – refurbishment of toilets and formation of changing place facility.
- A number of major projects were designed and tendered during 2020/21 including: Craigie Athletics Facility, Sacred Heart Primary – new build, Shared Campus Project (Glenburn and St Ninian's Primary Schools) and Carrick Academy (Maybole Campus).

Housing

The Council currently owns and manages 8,173 properties, made up of general needs housing and sheltered housing designed for older people or people who need housing support. In 2020/21 the average weekly rent for a Council property was £77.05, which was below the Scottish average across all apartment sizes.



In 2020/21, the total rent due to be collected by the Council was £31,063,263 and we collected 99.8% of the total rent due compared to the Scottish average of 99.1%

The Council is committed to working towards improving the energy efficiency and providing warm homes to tenants.



In 2020/21, 92.8% of the council's housing stock met the Energy Efficiency Standard for Social Housing



The average time taken to complete an emergency repair was 2.5 hours compared to the Scottish average of 4.2 hours.



The average time taken to complete a 'non-emergency repair' was 4.8 days compared to the Scottish average of 6.7 days



97% of reactive repairs were completed 'right first time' compared to the Scottish average of 91.5%



The Council's Housing Capital Investment programme continues to provide modern, energy efficient houses throughout South Ayrshire through both refurbishment works and new builds. COVID-19 had a major impact on the Housing capital programme as lockdown restrictions meant that only essential or emergency repair works could be carried out within Council houses. A significant part of the annual capital programme is the internal modernisation works which were completely halted.

- Spend of £17,504,091 was achieved in the Housing capital programme
- Other parts of the programme were advanced in lieu of the internal modernisation works including external fabric repairs, demolitions and the re-configuration of the ground floor of Riverside House. Completed projects include: two contracts for re-roofing and external fabric upgrades, demolition of lock-up garages and the buy back of 11 properties
- New build housing projects were also progressed in Maybole, Ayr, Prestwick and Tarbolton.

Neighbourhood Services

Throughout the pandemic since March 2020 Neighbourhood Services has been able to provide a continuous domestic collection waste management service to the residents of South Ayrshire with the exception of three weeks where brown bins were suspended. This was achieved under very challenging circumstances through the dedication of all employees where they continued to provide the service above

and beyond normal working practices.

The service also saw the approval of a 10 year Waste Strategy in March 2021. The strategy covers all aspects of waste management and street cleansing and sets out objectives and actions to meet the Councils six strategic commitments whilst working towards to a zero waste society.

Sustainability

The Sustainability team are responsible for supporting the council to respond to the climate and ecological emergency, including the mainstreaming of sustainable development and climate change both within and beyond in terms of our public sector climate change duties. This includes delivery of net zero, climate change adaptation and resilience, green recovery and just transition. During 2020/21:

- The first year of working to carbon budgets for all service leads and school clusters
- A regional Ayrshire approach to climate change was developed
- The Provost's School Footprint Challenge, Earth Hour and Climate Week campaigns were held
- The team supported strategic developments – policy commitment to transition small vehicle fleet by 2025 and all vehicles by 2030, policy pathway to net zero estate etc, sign up to the Glasgow Food and Climate Declaration
- We delivered an enhanced rangers function (additional funding has facilitated four additional posts over summer 2021 with two continuing to the end of the financial year)
- The Annual Climate Change Duty Report 2020/21 can be found [here](#)



Waste Management

Waste Management undertake domestic waste and recycling collections from 58,000 households in South Ayrshire. The service also operates a commercial collection service to 1200 businesses within South Ayrshire, three Household Waste Recycling Centres, mechanically clean streets, maintain beaches, remove abandoned cars and provides waste aware education.

The most recent data shows that since the introduction of the household recycling charter compliant service in 2018/19 we have witnessed a reduction in waste arisings of 2,617 tonnes (4.14%).



An increase in recycling of 5.1% to a 57.7% of household waste being recycled

Reduction in residual (general) waste by 3,376 tonnes (11.61%)

Landfilled waste has decreased by 1,985 tonnes (1.9%) compared to 2014 and overall waste generation has decreased by 3,846 tonnes since 2016

Ground Maintenance and Bereavement Services

Grounds Maintenance and Bereavement Services maintain over 1000 hectares of Public Parks and Open Spaces including 108 ha of woodland, 86 ha of educational premises, 72 sports pitches, 53 cemeteries and 101 play facilities. The service also operates Masonhill Crematorium which serves residents from South Ayrshire and beyond. Through 2020/21 we saw increased use of the green waste recycling facility at Glenburn Road in Prestwick with an element of household garden waste treated at the site.

schools, community groups and selling to local businesses. Neighbourhood Services was the lead in a pan Ayrshire authority requirement to identify and create a suitable premise for an additional storage facility for the deceased should it be needed during the pandemic.

This work was turned around in an exceptionally tight timescale and demonstrated not only partnership working within SAC but successful partnership working with our adjoining Ayrshire authorities and Ayrshire & Arran NHS who contributed to the success of the project.

The material produced is reused within our Parks and Open Space as well as supplying

For third year in a row through the Local Government Benchmarking Forum we are ranked No 1 in Scotland for customer satisfaction for Parks and Open Spaces

In 2020/21 Grounds Maintenance Green Waste Recycling has processed 700.6 tonnes of green waste and produced 566.1 tonnes of compost

Bereavement Services undertook 1565 cremations and 397 burials during the 2020/21 an increase of 11.41% on 2019/20

Museum & Library



Due to COVID the number of visits to museums and libraries was significantly lower than previous years however, the number of virtual visits to the libraries increased from 361,773 in 2019/20 to 674,164 in 2020/21.

Planning Services

During 2020/21, 637 planning application received and determined with 93% of the either approved or permitted development.

163 local non-householder application, 80% (131) determined within 8 weeks. The average time to determined these application was 6.4 weeks compared with 7.2 weeks the previous year, against a national average of 12.4 weeks

281 local householder applications, 95% (267) determined with the 8 week statutory period. The average time to determine these application was 5.6 weeks compared with 6.5 weeks the previous year, against a national average of 8.1 weeks

7 major applications, all approved, 85% (6) were approved within the 4 month statutory period. The average time taken to determine these application was 13.4 weeks against a national average of 41.3 weeks. (Note that some major applications are subjected to processing agreements and their incorporated timetables) and therefore these applications do not count within the 4-month period for determination

186 other development comprising of Listed Building Consents, Certificate of Lawfulness, Conservation Area Consents and Prior Notifications etc. 95% (177) were either approved or permitted in an average time of 4.2 weeks

Property Maintenance

Property Maintenance worked right though the COVID-19 lock down and still provided a full emergency repairs service 24 hours per day and carried urgent repairs service for all council houses and public buildings during normal working hours.

In addition to this, void properties were a high priority due to the level of homeless applications received in 2020/21, we had a high focus on these works and returned 628 completed voids ready for let to new tenants.

Completed 14519 Emergency Repairs
2020/21 with an average completion time of 2.5 hours and all completed at a level of 94% performance

Completed 8810 Non-Emergency repairs 2020/21
with an average completion time of 4.8 days and all completed at a level of 97%

The number of tenants satisfied with the repairs service in 2020/21 – 100%

Examples of Service Recovery and Improvement Actions 2021

- Further expand the green waste programme and to identify and engage new clients
- Develop and continually improve the processes for managing empty houses, minimising the time they are empty and the rent loss to the Council
- Deliver the Housing Internal Modernisation Programme
- Educational Campuses in Prestwick and Maybole
- Riverside Public Events Space
- Affordable housing – Waggon Road, Fort Street, Ladyland Road, Prestwick Main Street, Tarbolton, Mainholm and Riverside Flats
- Provide business development opportunities and technology that facilitates innovation and transformational change

Awards and Accolades 2020/21

- Housing Benefit Subsidy Audit completed by Deloitte, External Audit on behalf of the DWP within timescale and with no errors identified.
- Voted Most Improved Building Maintenance department in the UK in 2020/21 at APSE awards.
- We also had one of our first-year apprentices voted apprentice of the year in Scotland 2020/21
- CIH Award - Excellence in Development of Affordable Housing for the travellers site in Girvan



This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات ناپینا افراد کے لئے ابھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اس کا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

本信息可慮應要求提供盲文，大字印刷或音频格式，以及可翻譯成多种語言。以下是詳細聯系方式。

ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸੁਣਨ ਵਾਲੇ ਰਾਹ ਵਿਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਦਿੱਤੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie, w alfabecie Braille'a, w druku powiększonym lub w formacie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.

South Ayrshire Council
Contact Centre
0300123 0900