

South Ayrshire Council

**Report by Assistant Director - People
to Service and Performance Panel
of 23 August 2022**

**Subject: Council Plan 2018-22 (refreshed) Extended - Annual
Performance Measures Overview**

1. Purpose

- 1.1 The purpose of this report is to allow Elected Members the opportunity to review the measures associated with achieving the strategic objectives contained within the Council Plan 2018-22 (2020 Mid-Term Refresh) now extended to 31 March 2023 as agreed by the Leadership Panel on 18 January 2022.

2. Recommendation

2.1 It is recommended that the Panel:

- 2.1.1 considers the measures/ performance indicators (PIs) covering 2021/22 set out within Appendix 1; and**
- 2.1.2 considers the Local Government Benchmarking Framework (LGBF) PIs for 2020/21 that have been mapped to the Council Plan in Appendix 2.**

3. Background

- 3.1 This report has been prepared to help evaluate PIs linked to the Council Plan 2018-2022 (2020 Mid-Term Refresh).
- 3.2 Audit Scotland published the Council's Best Value Assurance Report in October 2021, this report contained recommendations relating to performance monitoring and reporting:

Recommendation 6 The Council should improve performance reporting, by:

- Setting targets for its KPIs;
- Including a summary of performance against KPIs in its performance reports to Members;
- Increasing the frequency of reports to Elected Members; and
- Making performance reports more accessible to the public (paragraphs 32, 47 and 51).

- 3.3 The [Performance Management Framework](#) was updated and approved in February 2022 to include these recommendations.
- 3.4 As set out in the [Performance Monitoring Framework](#) this is an annual report that gives members an opportunity to consider performance against key measures for the period covering 2021/22. Moving forward, where possible performance will be reported quarterly, however, many of the current performance indicators are annual data collections and are not reported quarterly. In the next iteration of the plan, consideration will be given to quarterly PIs and targets.
- 3.5 For many Council services Covid 19 support and responses were ongoing during this reporting period. It is therefore important to consider this report in the context of the pandemic and the impact it has had on service delivery.
- 3.6 While most indicators have been updated, some require nationally produced data that is not yet available. Once this data becomes available, Elected Members will be able to view the outstanding indicators on Pentana.
- 3.7 Although this is an annual report, Members can log into Pentana at any point throughout the year to scrutinise the indicators that are updated on a quarterly basis.

4. Proposals

- 4.1 Appendix 1 sets out the PIs associated with the Council Plan. Appendix 2 maps LGBF data to the strategic priorities set out in the Council Plan:
1. Fair and effective leadership;
 2. Closing the gap;
 3. Grow well, live well, age well;
 4. South Ayrshire works;
 5. Stand up for South Ayrshire; and
 6. A better place to live.
- 4.2 The data has been refreshed to bring it up to date as far as is currently available for this Panel, reflecting the latest information as accessible to Members through [Pentana](#).
- 4.3 As with all performance data, PIs should not be considered as the definitive measure of performance. The data should be used as a 'can opener' to further explore areas where performance is improving or declining.

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 Rejecting the recommendations may impact on the reputation of the Council.

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 delivery of all of the Council's strategic objectives and all of the strategic outcomes.

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 Dowe, Portfolio Holder for Corporate and Strategic, and the contents of this report reflect any feedback provided.

Background Papers [South Ayrshire Performs - Performance Management Framework – February 2022](#)

**Report to Leadership Panel of 18 January 2022 –
[Council Plan 2018-22 \(2020 Mid-Term Refresh\)
Extension](#)**

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Date: 9 August 2022

South Ayrshire Council Plan 2018-22 (refreshed)


Performance Indicator Report 2021/22




1.1 We will design our services with people at the heart

CPL 1.01 Digital Take Up - of people using Council services online		Value	Target	?	Service Lead - ICT Enterprise Architecture	Data for this indicator should be available in August 2022.
	2019/20	N/A				
	2020/21	N/A				
	2021/22	N/A				
CPL 1.02 User Satisfaction - Digital Services		Value	Target	?	Service Lead - ICT Enterprise Architecture	Measurement of user satisfaction started in April 2022 and is an optional additional task at the end of many of our digital services. The score is based on the average of the 367 responses received to-date. 5=Very Satisfied 4=Satisfied 3=Neither satisfied or dissatisfied 2=Dissatisfied 1=Very dissatisfied
	2019/20	N/A				
	2020/21	N/A				
	2021/22	4				
CPL 1.03 Number of visitors to Archive		Value	Target	■	Service Lead - Democratic Governance	The new shelving work started in May 2022 which may take several weeks. Once this work has been completed satisfactory, we will be able to progress with physically re-opening to the public. Please note, the service is progressing all public telephone requests and Council requests as normal.
	2019/20					
	2020/21	0				
	2021/22	0				
CPL 1.04 Number of events and exhibitions/attendance at Ayrshire Archive		Value	Target	■	Service Lead - Democratic Governance	The delay in opening Archives is due to issues with the building which are being resolved by the contractor but due to COVID there has been delays in supply chains for parts and equipment. This is a three Ayrshire Service with hubs in both NAC and EAC, the representatives from both councils would prefer an opening of all three localities rather only opening at South as this may result in complaints from the public.
	2019/20					
	2020/21	0				
	2021/22	0				
CPL 1.05 Number of genealogy visitors and enquiries		Value	Target	■	Service Lead - Democratic Governance	Due to National Records of Scotland bringing in new ways of working and revisiting family history centres, this action is still on hold.
	2019/20					
	2020/21	0				
	2021/22	0				


1.2 We will invest in our workforce for the future


CPL 1.06 Number of modern apprentices in South Ayrshire		Value	Target		Service Lead - Thriving Communities	The number of Modern Apprentices in South Ayrshire was higher last year due to having to extend apprenticeship opportunities due to COVID. Although there were 160 apprentices last year South Ayrshire Council were only able to start 43 new apprentices.
	2019/20	198				
	2020/21	160				
	2021/22	153				

1.3 We will plan well for the future using sound evidence and involve our communities

SO5.2 08 SHR % of tenants satisfied with participation in decision making		Value	Target		Service Lead - Housing Services; Service Lead - Policy, Performance and Community Planning	<p>The last Comprehensive Tenant Satisfaction Survey that was conducted by Research Resource on behalf of South Ayrshire Council in January 2020. This included 682 face to face interviews with an interviewer led questionnaire.</p> <p>Of the 682 tenants surveyed, 636 reported that they were "very or fairly satisfied" which equated to an overall satisfaction level of 93.3%. The Scottish average in 2020/21 was 86.6%, the 2021/22 Scottish average will be published by the Scottish Housing Regulator in September 2022.</p> <p>Landlords are expected to undertake comprehensive surveys at least every 3 years, therefore, the next survey is expected to be conducted on or before January 2023.</p>
	2019/20	93.3%				
	2020/21	93.3%				
	2021/22	93.3%				

1.4 We will adapt our services to reduce inequalities and help the most vulnerable in our communities

CPL 1.07a % of services adopting Trauma-Informed Practice mainstreamed across Council services		Value	Target		Service Lead - Policy, Performance and Community Planning	<p>Following a recruitment process a Trauma Informed Practice Officer came into post in January 2022. The main responsibility of the post holder will be to co-ordinate and manage the implementation of the Strategic Action Plan which sets out 9 high level domains.</p> <p>A Member Officer Working Group has been established and the first meeting has taken place. A further meeting will be scheduled following recess where the group will discuss the priorities moving forward with the implementation plan.</p>
	2019/20					
	2020/21	0%				
	2021/22	0%				

CPL 1.08 Number of tenancies created - SAC Social Letting Service		Value	Target		Service Lead - Policy, Performance and Community Planning	During and post Covid, property values have increased resulting in many landlords deciding to sell properties while prices are high. The Social Letting Service also experienced challenges caused by increases in the local rental market. The service aims to keep rents at an affordable level resulting in landlords opting out to achieve a high rent via another letting agent or advertising privately themselves. Despite the challenges there is positive progress in the service, building on new
	2019/20	0				
	2020/21	0				
	2021/22	2				

				<p>and existing landlord relationships and offering a solution where there was a risk of homelessness. Landlords and tenants have commended the help and advice available from the Social Letting Service which ensures both tenant and landlord are supported.</p> <p>The first and second properties procured now have tenants. Both tenancies are examples of early intervention and prevented instances of homelessness. Prior to our involvement the Private Rented Sector was not looking like a potential option for these individuals. A further 4 properties have been identified with ongoing discussions with landlords. It is hoped these properties will be concluded shortly.</p>
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2 Closing the gap

2.1 We will create more training and employability opportunities for all young people

CPL 1.10 Number of meals provided during school holiday periods		Value	Target	↑	Service Lead - Thriving Communities	Over the year 21/22, 13,500 meals were provided during the school holiday periods. This was a significant increase on the previous year due to the easing of restrictions and we expect to return to pre-pandemic levels of holiday meals during 22/23.
	2019/20	20,603				
	2020/21	1,750				
	2021/22	13,500				

SO1.1 05b Percentage of young people aged 16-29 leaving the Council's Employability Programmes and going on to a positive destination.		Value	Target	↑	Service Lead - Thriving Communities	<p>The percentage of young people aged 16-29 years progressing to further education, employment or training from our programmes continues to increase annually. This increase is in line with the increase in the School Leaver Destination Report and the increase in the participation measure in South Ayrshire.</p> <p>Our targeted employability programmes continue support young people with care experience and disabilities, and our Employer Recruitment Incentive ensures young people furthest away from the labour market have the opportunity to progress in to employment.</p> <p>The new No One left behind delivery model also ensures SAC can provide an end to end employability pipeline, responding to local employability trends and labour needs.</p>
	2019/20	65%				
	2020/21	74%				
	2021/22	81%				

2.2 We will work closely with partners to support looked after children and young people and young carers to reach their potential

CPL 2.01 % of young people with care experience progressing to training and employment from school or from our employability programme	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>95.7%</td> <td></td> </tr> <tr> <td>2020/21</td> <td>97.6%</td> <td></td> </tr> <tr> <td>2021/22</td> <td>N/A</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20	95.7%		2020/21	97.6%		2021/22	N/A		?	Service Lead - Thriving Communities	Data for 2021/22 will be available in 2023
	Value	Target														
2019/20	95.7%															
2020/21	97.6%															
2021/22	N/A															
CPL 2.02 Number of care experienced young people participating in targeted employability programmes	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>47</td> <td></td> </tr> <tr> <td>2020/21</td> <td>97</td> <td></td> </tr> <tr> <td>2021/22</td> <td>64</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20	47		2020/21	97		2021/22	64		↓	Service Lead - Thriving Communities	<p>During April 2021 – March 2022, 64 young people who were care experienced participated in SAC employability programmes. The drop-in number in registrations dropped from the previous year due to a reduced number in referrals to Thriving Communities. This reduction is due to various factors including young people moving directly to college from school, due to the enhanced bursary that is now available for young people at college.</p> <p>The early intervention work in school in collaboration with education better prepares young people to move directly in to further education or employment. From August 2021 – 77 Young people who are care experienced in the senior phase received enhanced transition support from Thriving Communities Officers and Skills Development Scotland.</p> <p>Although young people move directly to college Thriving Communities officers continue to track their journey, any young person that drops out of college will be contacted by an officer to discuss options available.</p> <p>Between April 2021 – March 2022 10 young people who are care experienced progressed to a modern apprenticeship with South Ayrshire Council. The percentage of young people with care experience as a modern apprentice remains significantly higher than the national average.</p>
	Value	Target														
2019/20	47															
2020/21	97															
2021/22	64															
CPL 2.03 Number of young people with additional support needs participating in supported employment programmes	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>N/A</td> <td></td> </tr> <tr> <td>2020/21</td> <td>50</td> <td></td> </tr> <tr> <td>2021/22</td> <td>69</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20	N/A		2020/21	50		2021/22	69		↑	Service Lead - Thriving Communities	<p>Our supported employment programmes continue to create opportunities for young people with additional support needs. Engagement in schools has helped support the transition from school to training and employment, this has had a direct impact on positive destinations where 94.4% of pupils with a disability progressed to further education, training or employment compared to the national average of 89.2%.</p> <p>Between April 2021 – March 2022 69 people were registered on our post school programmes. From these programmes – 6 young people progressed in to paid employment, 3 young people progressed to a modern apprenticeship, 2 progressed to further education, 3 moved to</p>
	Value	Target														
2019/20	N/A															
2020/21	50															
2021/22	69															

				<p>our adult programme, 2 moved in to tailored jobs with South Ayrshire Council and 4 young people progressed to Project Search.</p> <p>Although young people progress from our ASN programme Thriving Communities Officers continue to support participants to ensure sustain their employment or training.</p> <p>Improving outcomes for young people with ASN remains a local priority and along with Skills Development Scotland and Ayrshire College this targeted approach should continue to improve outcomes for young people.</p>
CSP 3.8 01 Number of self-declared care experienced young people who go on to be accommodated in the homeless system				<p>In 2021/22, 38 homeless applicants self-declared that they were care experienced young people and were accommodated in the homeless system. This was a decrease of 50 in 2020/21.</p> <p>As part of the work to improve outcomes for care experienced young people, joint work continues to take place with HSCP colleagues to review procedures and the support frameworks. Housing Support contracts have been reviewed to jointly commission services for young people, the new support contract commenced in September 2021.</p>
CHN24 LGBF Percentage of children living in relative poverty				<p>Child poverty estimates are published by the End Child Poverty Alliance and data for 2020-21 were published in July 2022. The figures estimate children living in poverty which is defined as below 60% median income after housing costs. South Ayrshire's figure is 20.6% which is a reduction on the 24.8% estimated in 2019/20. Measures to mitigate child poverty are discussed at the Community Planning Financial Inclusion Strategic Delivery Partnership. Current work is focussed on income maximisation (ensuring families are accessing all funding and grants that they're entitled to), fuel poverty (working with the Energy Agency), Food Poverty (working with the third sector) and supporting adults into work (Thriving Communities). The Inclusive Growth strand of the Ayrshire Economic Growth Deal should also work to reduce the numbers in poverty in South Ayrshire. Given the emergent cost of living pressures, a Cost of Living Crisis Members-Officers working group has been established to explore all possible measures which the Council has at its disposal which can ease the pressure on families.</p>

2.3 We will invest in our young people, raising attainment and creating modern and engaging places for our young people to learn

CPL 2.05 Percentage of South West Education Improvement Collaborative (SWEIC)critical performance indicators remaining static or showing improvement		Value	Target	?	Quality Improvement Manager - Regional Collaborative	Progress of the SWEIC is now reported via the Educational Services annual Standards and Quality Report.
	2019/20	N/A				
	2020/21	N/A				
	2021/22	N/A				

2.4 We will work with communities to make the best use of the school estate by creating local hubs

CPL 2.06 Number of participants accessing Targeted Family Support Provision		Value	Target	↑	Service Lead - Thriving Communities	The number of participants registered on our Parental Family Engagement Programme has continued to increase despite the hesitant reopening and continued home schooling following COVID lockdown. Much of the delivery has focused on confidence building, supporting clients mental health and wellbeing and digital skills. There was an increase in the range of financial support applied for and granted, officers continue to work alongside colleagues in Information Advice Hub, Education Welfare Officers and the 3 rd Sector organisations to support families to access benefits. There were 36 leavers during the period 23 of whom moved into a positive destination.
	2019/20	53				
	2020/21	56				
	2021/22	76				

SO6.1 07 The proportion of school accommodation that is suitable for its current use (Category A&B)		Value	Target	▬	Service Lead - Educational Support Services	<p>The suitability of the SAC school estate has been assessed for 2021/22, as part of the annual national reporting statistics from Core Facts submitted to the Scottish Government, with no change on the previous year.</p> <p>The Council continues to make good progress with its strategy to modernise its school estate, to enhance the learning environment for staff, children and young people and the completion of new build projects in August 2022, including the Prestwick North Education Campus, incorporating Glenburn PS and St Ninian's PS and the new Sacred Heart PS in Girvan, will both have a positive impact on figures reported for 2022/23.</p> <p>Meanwhile construction of the new Maybole Community Campus, which will be home to Carrick Academy, St Cuthbert's PS and the new Culzean PS, formed from the merger of Cairn PS and Gardenrose PS, will be completed in August 2023 and will further improve the condition of SAC's school accommodation.</p>
	2019/20	94%				
	2020/21	95%				
	2021/22	95%				

SO6.1 08 The proportion of school accommodation that is in a satisfactory condition (Category A&B)		Value	Target	▬	Service Lead - Educational Support Services	<p>The Council is continuing to make good progress with its strategy to modernise its school estate, to enhance the learning environment for staff, children and young people.</p> <p>The completion of new build projects in August 2022, including the</p>
	2019/20	76%				
	2020/21	82%				

	2021/22	82%				<p>Prestwick North Education Campus, incorporating Glenburn PS and St Ninian's PS and the new Sacred Heart PS in Girvan will both have a positive impact on figures reported for 2022/23.</p> <p>Meanwhile construction of the new Maybole Community Campus, which will be home to Carrick Academy, St Cuthbert's PS and the new Culzean PS, formed from the merger of Cairn PS and Gardenrose PS, will be completed in August 2023 and will further improve the condition of SAC's school accommodation.</p>
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2.5 We will ensure the Council is sufficiently resilient and adaptable to changes that affect the lives of all residents especially those in poverty

CPL 2.08 Number of households receiving support - Housing First		Value	Target	↑	Service Lead - Policy, Performance and Community Planning	<p>The Housing First Service is currently supporting 32 individuals. The Housing First Team continue to work directly with individuals to support them with their tenancies, along with wider impacting issues. Most individuals are being supported within their current permanent accommodation and a few individuals are being supported whilst awaiting an offer in an area of their choice. The Housing First Service has continued to enhance multi-agency partnership working to support individuals in a relationship and strength-based approach. Support through joint working and effective communication between services is proving to be successful with tenancy sustainment levels increasing for individuals.</p>
	2019/20	18				
	2020/21	25				
	2021/22	32				
CPL 2.09 Number of people supported into employment		Value	Target	↑	Service Lead - Thriving Communities	<p>There has been a significant increase in employment opportunities this year due to the uptake of Employer Recruitment Incentives and a focus on Employer Engagement.</p>
	2019/20	159				
	2020/21	133				
	2021/22	342				
SO2.2 20a No. of people accessing welfare benefits and money advice		Value	Target	↑	Service Lead - Organisational Development and Customer Services	<p>The Hub handled 29,288 enquiries in 2021/22 representing a 53% increase on the previous year.</p>
	2019/20	13,848				
	2020/21	19,147				
	2021/22	29,288				
SO2.2 20b Income generated via people accessing welfare benefits and money advice		Value	Target	↑	Service Lead - Organisational Development and Customer Services	<p>Income generated for 2021/22 is £6,379,548.69.</p>
	2019/20	£6,267,896.00				

	<table border="1"> <tr> <td>2020/21</td> <td>£1,875,696.57</td> <td></td> </tr> <tr> <td>2021/22</td> <td>£6,379,548.69</td> <td></td> </tr> </table>	2020/21	£1,875,696.57		2021/22	£6,379,548.69										
2020/21	£1,875,696.57															
2021/22	£6,379,548.69															
SO2.2 23 Number of people sustaining a tenancy under Housing First	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>9</td> <td></td> </tr> <tr> <td>2020/21</td> <td>23</td> <td></td> </tr> <tr> <td>2021/22</td> <td>21</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20	9		2020/21	23		2021/22	21		↓	Service Lead - Policy, Performance and Community Planning	<p>One tenancy has been sustained for over 3 years, six tenancies have been sustained for more than 2 years, while a further 13 tenancies have been sustained for more than a year and one tenancy is under six months. Furthermore, at the time of writing, five people are currently awaiting an offer in an area of their choice.</p> <p>The two largest Registered Social Landlords operating in the area have both demonstrated a commitment to Housing First, with two Housing First tenancies currently being provided by Ayrshire Housing. One tenancy has now been in place for more than 2 years, the other tenancy is coming up for 2-year mark and have been supported through joint working and effective communication between services.</p>
	Value	Target														
2019/20	9															
2020/21	23															
2021/22	21															
SO5.2 04 Annual number of homeless presentations	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>846</td> <td></td> </tr> <tr> <td>2020/21</td> <td>814</td> <td></td> </tr> <tr> <td>2021/22</td> <td>794</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20	846		2020/21	814		2021/22	794		↑	Service Lead - Housing Services	<p>Despite the Impact of Covid-19, the Council has continued to meet its obligations to homeless households. From 01/4/2021 to 31/3/22 housing options advice and information and homeless applications continue to be dealt with and managed by telephone appointments. In the reporting year 2021/22 (1/4/21 – 31/3/22), 794 homeless applications were taken and 914 placements of temporary accommodation were made, this is down from 814 applications and 953 temporary accommodation placements in 2020/21. As at 31/3/22, 259 households were in temporary accommodation.</p> <p>In 2021/22 a total of 327 permanent lets were made to homeless households, representing 53.2% of the Council's overall lets in this period.</p> <p>There continues to be an emphasis on homeless prevention activity, maximising the provision of housing options advice and information, and the expansion of the Housing First support service is supporting tenants who are most at risk of tenancy failure and repeat homelessness.</p>
	Value	Target														
2019/20	846															
2020/21	814															
2021/22	794															

3 Grow well, live well, age well


3.1 We will enhance collaborative working to maximise support and ensure all residents have the opportunity to be healthy, supported


and safe						
CPL 3.04 Number of specialist housing accommodation units delivered		Value	Target	↑	Service Lead - Policy, Performance and Community Planning	Development of 12 properties at Fort Street, Ayr which will have been done in partnership with the HSCP and will be allocated to HSCP service users with mental health issues.
	2019/20	12				
	2020/21	4				
	2021/22	12				
CPL 3.05 Number of successfully completed Property projects		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	As a result of a reduced budget from 2020/21, less projects were undertaken.
	2019/20	98				
	2020/21	71				
	2021/22	67				
CPL 3.05a Overall spend on completed Property projects		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	As a result of a reduced budget from 2020/21, less projects were undertaken.
	2019/20	£1,671,970.92				
	2020/21	£1,942,139.88				
	2021/22	£1,641,794.76				
CPL 3.06 Number of successfully completed Capital Accessibility projects		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	As a result of COVID and a focus on larger projects the number of completed accessibility projects has decreased.
	2019/20	16				
	2020/21	15				
	2021/22	10				
CPL 3.06a Overall spend on Capital Accessibility projects		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	As a result of COVID and a focus on larger projects the overall spend has decreased. The carry forward amount will be utilised towards the renewal of our accessibility surveys for all public buildings require to be updated this financial year.
	2019/20	£405,024				
	2020/21	£394,929				
	2021/22	£294,781				
CPL 3.07 % of HSCP contracts managed and monitored by Procurement Services		Value	Target	↑	Service Lead - Procurement	HSCP contracts in total out of a projected 116 have now been issued at least one scorecard with the remaining 37 to be covered in Q2 (July 2022) and Q3 (October 2022). Procurement are working closely with colleagues from the HSCP to align the CSM process with the Quality
	2019/20	0%				
	2020/21	0%				


	2021/22	68%				Assurance Framework used within the partnership
CPL 3.08 % of Children's Services contracts with Champions Board involvement in developing contract criteria and monitoring contract deliver.		Value	Target	↑	Service Lead - Procurement	The champions board are now fully integrated with the CSM process with the Corporate Parenting Lead Officer receiving a list of all scorecards chosen for the next quarter to allow the board to identify which evaluations they would like to participate in.
	2019/20	0%				
	2020/21	0%				
	2021/22	100%				
CPL 3.09 % of requests for assistance, relating to phone or mail scams and bogus callers, responded to within three days		Value	Target	-	Service Lead - Trading Standards and Environmental Health	During the period 2021/22 the Service were still restricted by the COVID 19 requirements therefore it was difficult dealing directly with residents needing our assistance. However, working with their professional or family carers or adhering to social distancing requirements we managed to provide the help requested. Over this time frame we dealt with 46 enquiries about bogus selling techniques, regarding high pressure selling, two relating to direct marketing to the vulnerable and dealt with 16 requests for call blockers to be installed in the homes of vulnerable residents to prevent them from being the victim of telephone scams.
	2019/20	81.4%				
	2020/21	100%				
	2021/22	100%				
SO3.5 04 No. of elderly and vulnerable people whose awareness was raised in relation to phone/mail scams and bogus callers		Value	Target	↑	Service Lead - Trading Standards and Environmental Health	During the period 2021/22 the Service were still restricted with the physical contact they could have with elderly and vulnerable people due to the pandemic. However, over this period the Service raised awareness with people about phone / mail scams and bogus callers by dealing with 46 enquiries about bogus selling techniques, three regarding high pressure selling and two relating to direct marketing to the vulnerable. 16 vulnerable residents had call blockers installed in their homes to prevent them from being the victim of telephone scams. The Service also issued 11 media releases advising of scams and during March 2022 the Service participated in the Consumer and Markets Authority's 'rip off tip off' campaign where social media releases and information videos were
	2019/20	76				
	2020/21	80				
	2021/22	86				
SO4.2 12 No. of vulnerable adults protected from telephone scam activity		Value	Target	↓	Service Lead - Trading Standards and Environmental Health	During the period 2021/22 the Service was still restricted by the COVID 19 requirements therefore it was difficult dealing directly with residents needing our assistance. However, working with their professional or family carers or adhering to social distancing requirements we managed to provide the help requested. Over this time frame we dealt with 16 requests for call blockers to be installed in the homes of vulnerable residents to prevent them from being the victim of telephone scams.
	2019/20	45				
	2020/21	32				
	2021/22	16				

4 South Ayrshire works


4.2 We will be ambitious when transforming our town centres, making them appealing place, with enhanced social and cultural events


CPL 4.01 No of visitors to the Heritage Hub		Value	Target		Service Lead - Destination South Ayrshire	The Heritage Hub is not open yet - the internal works are still being carried out and these must be complete before handover to the Museums and Galleries team.
	2019/20					
	2020/21	0				
	2021/22	0				

CPL 4.02 Attendance Heritage Hub tours and events		Value	Target		Service Lead - Destination South Ayrshire	The Heritage Hub is not open yet - new windows have been fitted and the internal works are now being carried out. These must be complete before it is handed over to the Museums and Galleries team.
	2019/20					
	2020/21	0				
	2021/22	0				

SO6.2 08 Number of council offices / facilities properties rationalised		Value	Target		Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	The John Pollock Centre was closed within 2021/22.
	2019/20	0				
	2020/21	1				
	2021/22	1				

4.3 We will enhance collaborative working to encourage more apprenticeships, training opportunities and jobs that enable economic growth






CPL 4.04 Number of employers supported to employ a young person from our employability programmes		Value	Target		Service Lead - Thriving Communities	Employability and Skills have supported employers to recruit young people from our employability programmes.
	2019/20	34				
	2020/21	29				
	2021/22	38				







SO6.2 06 Number of Council contracts awarded which contain a community benefit		Value	Target		Service Lead - Procurement	103 contacts awarded in total within 2021/22 contained a community benefit clause.
	2019/20	34				
	2020/21	69				
	2021/22	103				

4.4 We will support local businesses to develop and grow

CPL 4.05 SAC Commercial Property Occupancy levels		Value	Target		Service Lead - Asset Management and Community	The after effects of COVID has resulted in some tenants unable to sustain their business and resulted in a slightly higher level of vacancies within 2021/22.
	2019/20	9%				

	2020/21	10%			Asset Transfer; Stewart Gilchrist	
	2021/22	13%				
CPL 4.06 No of SAC Commercial Property disposals		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	Main Street Straiton
	2019/20	4				
	2020/21	4				
	2021/22	1				
CPL 4.06a Value of SAC Commercial Property Assets disposed		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	Due to small numbers the information has been suppressed. As a result of COVID the level of disposals has decreased in 21/22.
	2019/20	£105,000				
	2020/21	£141,750				
	2021/22	XXXX				
CPL 4.07 No of SAC Commercial Property acquisitions		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	No new acquisitions were made in 2021/22.
	2019/20	0				
	2020/21	3				
	2021/22	0				
CPL 4.07a Value of SAC Commercial Property acquisitions		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	No new acquisitions were made in 2021/22.
	2019/20	N/A				
	2020/21	£985000				
	2021/22	£0				
CPL 4.08 SAC Commercial Property annual rental income raised		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	As a result of Covid and the impact on our tenants as a result of the pandemic and lockdowns the rental income raised for 2021/22 amounted to only £417,640 which is a significant drop from the previous two years incomes.
	2019/20	£925,938				
	2020/21	£901,918				
	2021/22	£417,640				
CPL 4.11 % non-compliant food businesses given enhanced interventions in compliance with Food Law Code of Practice		Value	Target	?	Service Lead - Trading Standards and Environmental Health	Due to COVID the food inspection programme only started in October and had to be suspended again in 2022 due to the Omicron wave. Will continue reporting for new year 22/23 as food enforcement activity has now re-started.
	2019/20	N/A				
	2020/21	0%				
	2021/22	N/A				

CPL 4.12 % of food businesses operators with businesses which are non-compliant for a second time invited for interview by Team Leader to discuss future actions.		Value	Target		Service Lead - Trading Standards and Environmental Health	Due to COVID the food inspection programme was suspended. No businesses triggered therefore triggered the criteria for interview. The continuation of this policy to improve compliance will be reviewed for 22/23.
	2019/20	0%				
	2020/21	0%				
	2021/22	N/A				
ECON04 LGBF Percentage of the Council's procurement spent on local small/medium enterprises		Value	Target		Service Lead - Procurement	The drive to increase local spend within South Ayrshire is on the increase with projects underway to identify areas of spend those local businesses can apply for. Also, work has progressed in terms of communicating national framework opportunities with local suppliers in conjunction with the Community Wealth Building Team. Updates to the South Ayrshire Local Procurement policy were approved this year to give more scope for local businesses to bid for lower value Council contracts.
	2019/20	25%				
	2020/21	27.2%				
	2021/22		27.2%			
SO6.2 03 Percentage of Council contracts awarded to organisations located within South Ayrshire		Value	Target		Service Lead - Procurement	NB Figure for 2020/21 was amended from 41% to 11% due to error in calculation used In 2021/22 55 Quick Quotes and 299 larger value contracts (over £50,000) were awarded totalling 354 contracts. Out of these 12 Quick Quotes and 47 larger value contracts were awarded to suppliers located in South Ayrshire totalling 59 SAC contracts overall. This equals 16.6% of contracts awarded to SAC suppliers in 2021/22.
	2019/20	21%				
	2020/21	11%				
	2021/22	16.6%				
5 Stand up for South Ayrshire						
5.2 We will work with partners and communities to develop thriving places that are positive, proud and ambitious						
CPL 5.01 Number of expressions of interest submitted for Community Asset Transfer		Value	Target		Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	A slight decrease, possibly related to the pandemic altering community bodies' focus. A number of preliminary enquiries were dealt with and some a being progressed outside of Part 5 of the Community Empowerment Act.
	2019/20	5				
	2020/21	4				
	2021/22	4				
CPL 5.02 Number of validated stage 2 asset transfer requests received		Value	Target		Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	Ayr Lawn Tennis Club for Seafield Tennis Courts
	2019/20	2				
	2020/21	1				
	2021/22	1				

CPL 5.03 Number of asset transfer requests assessed and considered by Council		Value	Target		Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	In 2021/22 there was one asset transfer request assessed and considered by the Council in relation to Seafield Tennis Courts .
	2019/20	3				
	2020/21	1				
	2021/22	1				
CPL 5.04 Number of requests for ownership, lease or management rights refused		Value	Target		Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	In 2021/22 there were no refusals.
	2019/20	1				
	2020/21	0				
	2021/22	0				
CPL 5.05 Number of asset request for internal review and related outcome		Value	Target		Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	In 2021/22 there were none.
	2019/20	1				
	2020/21	0				
	2021/22	0				
CPL 5.06 Number of asset request refusals appealed to Scottish Ministers		Value	Target		Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	In 2021/22 there were none
	2019/20	1				
	2020/21	0				
	2021/22	0				
CPL 5.07 Number of affordable housing units in progress		Value	Target		Service Lead - Policy, Performance and Community Planning; Service Lead - Special Property Projects	14 units at the Former Tarbolton Primary School on going. 11 units at Prestwick Main Street complete, 12 units at Fort Street complete, 76 units at Waggon Road/Peebles Street/Back Peebles Street complete.
	2019/20	23	0			
	2020/21	23	112			
	2021/22	99				
CPL 5.08 Number of consultations/stakeholder engagements completed-major capital projects		Value	Target		Service Lead - Special Property Projects	New Leisure Centre Pre application Planning Consultation
	2019/20	10				
	2020/21	4				
	2021/22	1				

SO5.2 02 Number of new affordable homes completed across South Ayrshire in total.		Value	Target	?	Service Lead - Policy, Performance and Community Planning	SAC completed four developments during 2021/22 including: 11 units in Prestwick (Main Street), 89 units in Ayr (12 in Fort Street, 77 in Waggon Road) and also 14 units in Maybole (Ladyland Road).
	2019/20	84				
	2020/21	N/A				
	2021/22	114				
SO6.2 09 Number of council assets transferred to the community		Value	Target	↓	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	Former Pinmore and Pinwherry School transferred to Pinmore and Pinwherry Community Development Trust.
	2019/20	0				
	2020/21	2				
	2021/22	1				
5.4 We will promote South Ayrshire as a visitor destination						
CPL 5.09 Number of visitors to our parks and estates per year		Value	Target	?	Service Lead - Neighbourhood Services	We currently have counters at Belleisle and Fullarton parks but due to technical difficulties the data cannot be downloaded, this is currently being addressed. Additional counters for others parks are also being investigated.
	2019/20	N/A				
	2020/21	N/A				
	2021/22	N/A				
CPL 5.10 Number of Green Flag awards attained for parks and green spaces		Value	Target	↑	Service Lead - Neighbourhood Services	2021/22 saw us gain an additional green flag award at Newton Park in Ayr. This takes our total to 4 with the other parks being Fullerton Park in Troon, Rozelle Park and Belleisle Park in Ayr. Belleisle also holds a green heritage award.
	2019/20	1				
	2020/21	3				
	2021/22	4				
SO1.5 07 Number of tourists to South Ayrshire		Value	Target	↑	Service Lead - Destination South Ayrshire	Visitor numbers were an estimated 790,000, an estimated 2.015m visitor days, an increase of 71.7% from 2020. It is expected that this fluctuation is due to Covid. Since 2010 a decrease of 45.1%. During 2021/22 - day visitors 44% and staying visitor 56% stayed. Of those staying 28% in serviced, 18% in non-serviced accommodation and 10% stayed with friends and relatives.
	2019/20	1,516,000				
	2020/21	461,000				
	2021/22	790,000				
SO1.5 08 Level of spend by visitors		Value	Target	↑	Service Lead - Destination South Ayrshire	The latest figures for the year ending December 2021 show a 64.7% increase on the previous year. It is expected that this fluctuation is due to Covid
	2019/20	£241,520,000				
	2020/21	£98,280,000				
	2021/22	£161,910,000				

		0				
6 A better place to live						
6.1 We will create a greener, healthier South Ayrshire and enhance it for future generations						
CPL 6.01 Number of successfully completed Energy projects in Council owned properties		Value	Target	↑	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	LED lighting upgrades were completed at three schools namely Dundonald, Kingcase and Troon primaries.
	2019/20	0				
	2020/21	1				
	2021/22	3				
CPL 6.01a Overall spend on Energy projects		Value	Target	↑	Service Lead - Asset Management and Community Asset Transfer; Stewart Gilchrist	The overall spend on the completed 2021/22 projects was £196,174.64 exc VAT.
	2019/20	£00,000.00				
	2020/21	£70,612.80				
	2021/22	£196,174.64				
CPL 6.02 Number of privately owned homes improved through Energy Efficiency schemes during the preceding financial year		Value	Target	↑	Service Lead - Policy, Performance and Community Planning	It is expected the number of completions will be lower in next financial year due to new technical standards to be met, increased costs and customer contribution on top of grant award as well as time to complete.
	2019/20	157	155			
	2020/21	185	183			
	2021/22	194				
CPL 6.04 Number of contracts awarded where compliance with climate change duties was a key factor		Value	Target	?	Service Lead - Procurement	In the previous financial year 71 contracts that were awarded had a sustainability clause out of 243 contracts in total. This number was 70 in 2021/22 out of a total of 299 contracts. The Contract and Supplier Management (CSM) function within Procurement capture compliance with climate change/sustainability with framework suppliers during the life of the contract as opposed to capturing at contract award so these are not counted within this PI.
	2019/20					
	2020/21	71				
	2021/22	70				
CPL 6.05 % of primary schools given a presentation on the effects of car idling on air quality and climate change.		Value	Target	-	Service Lead - Trading Standards and Environmental Health	Our Environmental Health and Trading Standards Service took steps to prevent the further spread of the virus, and to protect employee and public health by altering the way they worked. As a result, activity associated with this measure was placed on hold until after Covid restrictions were lifted. It is hoped visits will be resumed late 2022
	2019/20	0%				
	2020/21	0%				
	2021/22	0%				

CPL 6.06 Number of visits to schools for car idling enforcement		Value	Target		Service Lead - Trading Standards and Environmental Health	Our Environmental Health and Trading Standards Service took steps to prevent the further spread of the virus, and to protect employee and public health by altering the way they worked. As a result, activity associated with this measure was placed on hold until after Covid restrictions were lifted. It is hoped visits will be resumed late 2022
	2019/20	0				
	2020/21	0				
	2021/22	0				
CPL 6.07 Number food businesses with a drive-thru facility engaged regards possible mitigation measures for idling especially during peak trading		Value	Target		Service Lead - Trading Standards and Environmental Health	Due to Covid 19 Pandemic no drive throughs were visited
	2019/20	N/A				
	2020/21	0				
	2021/22	0				
CPL 6.08 Number of electric fleet vehicles in use by the Council		Value	Target		Service Lead - Neighbourhood Services	We currently have 57 fully electric vehicles and eight hybrid vehicles on the fleet. Source
	2019/20	53				
	2020/21	62				
	2021/22	57				
CPL 6.09 Number of public electric charging points across South Ayrshire		Value	Target		Service Lead - Neighbourhood Services	There are currently 35 public charging points across 15 locations South Ayrshire. Most of these charge points provide a double or triple charge facility allowing more than one vehicle to charge at a time. This gives a total public charge point capacity of 77
	2019/20	15				
	2020/21	23				
	2021/22	35				
CPL 6.10 Amount of household waste sent to landfill		Value	Target		Service Lead - Neighbourhood Services	This indicator includes data from January to December each year. The amount of waste generated has increased with more waste being recycled or diverted for other uses. However, the tonnage of landfill has remained static. Moving forward this situation will improve with the new Refuse Derived Fuel contact being implemented from July 2022.
	2019/20	17,120				
	2020/21	19,706				
	2021/22	19,706				
CPL 6.11 Number of allotment holders, community gardens, orchards		Value	Target		Service Lead - Neighbourhood Services	We have saw an increase of 11 in the number of allotment holders across South Ayrshire with 344 allotment plot holders and 10 raised bed plot holders.
	2019/20	339				
	2020/21	343				
	2021/22	354				
ENV06a LGBF Percentage of total household waste that is recycled each calendar year		Value	Target		Service Lead - Neighbourhood	Data for this indicator will not be published until September 2022

















	<table border="1"> <tr> <td>2019/20</td> <td>57.7%</td> <td></td> </tr> <tr> <td>2020/21</td> <td>55.3%</td> <td></td> </tr> <tr> <td>2021/22</td> <td>N/A</td> <td></td> </tr> </table>	2019/20	57.7%		2020/21	55.3%		2021/22	N/A			Services	(https://www.sepa.org.uk/environment/waste/waste-data/waste-data-reporting/)			
2019/20	57.7%															
2020/21	55.3%															
2021/22	N/A															
SO5.3 01 Proportion of the agreed Housing Capital Programme that was delivered during the year	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>98%</td> <td></td> </tr> <tr> <td>2020/21</td> <td>101%</td> <td></td> </tr> <tr> <td>2021/22</td> <td>97%</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20	98%		2020/21	101%		2021/22	97%		↓	Service Lead - Housing Services	The figures for the Housing Capital Programme for the financial year 2021/22 (covering the period 1st April 2021 through to 31st March 2022), show a total spend of £23,232,748 was achieved. Based on a programme budget of £24,898,653, this equates to a spend of 97.21%. Whilst the impact of the Covid-19 pandemic on sections of the programme such as internal modernisations is clear, other areas have performed well including external structural and environmental improvement works and new build housing.
	Value	Target														
2019/20	98%															
2020/21	101%															
2021/22	97%															
SO6.1 03 Proportion of the agreed Non-Housing Capital Programme that was delivered during the year	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>86%</td> <td></td> </tr> <tr> <td>2020/21</td> <td>84%</td> <td></td> </tr> <tr> <td>2021/22</td> <td>100%</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20	86%		2020/21	84%		2021/22	100%		↑	Service Lead - Professional Design Services	The figures for the Non-Housing Capital Programme for the financial year 2021/22 (covering the period 1st April 2021 through to 31st March 2022), show a total spend of £66,230,255 was achieved. Based on a programme budget of £65,951,864, which equates to a spend of 100.42%. The impact of the Covid-19 pandemic is still evident, with a number of delays to projects and increased construction costs.
	Value	Target														
2019/20	86%															
2020/21	84%															
2021/22	100%															
6.2 We will ensure our digital offer is responsive people's needs and enhances access to services																
CPL 6.15 Number of services offered that use MyAccount	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td></td> <td></td> </tr> <tr> <td>2020/21</td> <td>30</td> <td></td> </tr> <tr> <td>2021/22</td> <td>25</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20			2020/21	30		2021/22	25		↓	Service Lead - ICT Enterprise Architecture	25 Services now offer MyAccount integration
	Value	Target														
2019/20																
2020/21	30															
2021/22	25															
CPL 6.16 Number of local residents who have signed up to MyAccount	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td></td> <td></td> </tr> <tr> <td>2020/21</td> <td>11,268</td> <td></td> </tr> <tr> <td>2021/22</td> <td>18,358</td> <td></td> </tr> </tbody> </table>		Value	Target	2019/20			2020/21	11,268		2021/22	18,358		↑	Service Lead - ICT Enterprise Architecture	18,358 residents have now signed up for MyAccount. Averaging between 100-200 new accounts every week.
	Value	Target														
2019/20																
2020/21	11,268															
2021/22	18,358															



Fair and effective leadership

Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
Cost of support services as a percentage of the council's total gross expenditure	4.4%	4.0%	3.7%	↑
Percentage of the highest paid 5% employees who are women	58.67%	60.29%	69.96%	↑
The gender pay gap	3.8%	2.5%	2.0%	↑
Cost of collecting council tax per dwelling	£7.42	£6.94	£5.49	↑
Sickness absence days per teacher	5.2	5.1	3.2	↑
Sickness Absence Days per Employee (excluding teachers)	9.3	10.2	8.8	↑
Percentage of income due from council tax received by the end of the year	95.8%	94.9%	94.1%	↓
Percentage of invoices sampled that were paid within 30 days	96.0%	95.4%	94.5%	↓











2 Closing the gap

Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
Percentage of pupils gaining 5+ awards at level 5	69%	70%	73%	↑
Percentage of pupils gaining 5+ awards at level 6	36%	41%	47%	↑
Percentage pupils in 20% most deprived areas getting 5+ awards at level 5	46%	44%	52%	↑

Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
Percentage pupils in 20% most deprived areas getting 5+ awards at level 6	15%	21%	26%	
Percentage of school leavers going into positive and sustained destinations (Initial survey)	94.0%	98.4%	98.3%	
Overall average total tariff score for pupils in the senior phase (S6 based on the S4 cohort)	923	966	1060	
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 1	635	614	741	
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 2	837	887	910	
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 3	946	978	1020	
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 4	1089	1243	1200	
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 5	1211	1231	1376	
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	80%	N/A	68%	
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	84%	N/A	77%	
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	21.46%	N/A	22.5%	
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	17.86%	N/A	15.87%	
School Attendance Rates (per 100 pupils)	92.64%	N/A	91.5%	
School Attendance Rates for Looked After Children (per 100 Looked After Children)	88. %	N/A		
School Exclusion Rates (per 1000 pupils)	17.41	N/A	14.91	
School Exclusion Rates for Looked After Children (per 1000 looked after children)	103.33	N/A	N/A	

Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
CHN21 LGBF Participation Rate for 16–19-year-olds in education, training or employment (per 100)	91.6%	91.4%	91.8%	
% of children living in poverty (after housing costs)	24.61%	24.83%	20.59%	

3 Grow well, live well, age well





Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
% of children meeting developmental milestones at their 27–30-month review	86%	86%	83%	
% of funded Early Years Provision which is graded good or better	97.9%	95.9%	95.7%	
Percentage of people aged 65 and over with long-term care needs who receiving personal care at home	61.36%	58.29%	58.34%	
Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	N/A	81.23%	N/A	
% of adults supported at home who agree that they are supported to live as independently as possible	N/A	82.33%	N/A	
% of adults supported at home who agree that they had a say in how their help, care or support was provided	N/A	74.95%	N/A	
% of carers who feel supported to continue in their caring role		37.41%	N/A	
Rate of readmission to hospital within 28 days per 1,000 discharges	126.87	122.44	128.39	
Proportion of care services graded good or better	80.14%	79.51%	78.5%	
Number of days people spend in hospital when they are ready to be discharged ,per 1,000 population (75+)	1,353.51	1,699.45	886.36	

4 South Ayrshire works







Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
Percentage of unemployed people assisted into work from Council operated / funded Employability Programmes	7.0%	19.6%	7.9%	↓
Average time in weeks taken to deliver a commercial planning application decision	6.5	7.6	7.9	↓
Percentage of the Council's procurement spent on local small/medium enterprises	26.6%	25%	27.2%	↑
No of business gateway start-ups per 10,000 population	21	20.7	11.9	↓
Proportion of people earning less than the living wage	22.6%	21.8%	14.4%	↑
Proportion of properties receiving superfast broadband	93%	94%	94%	↑
Town Centre Vacancy Rates	18%	16%	17%	↓
Immediately available employment land as a % of total land allocated for employment purposes	53.2%	78.0%	83.8%	↑
Gross Value Added (GVA) per capita	£22,195	£21,961	£18,816	↓
Claimant Count as a % of Working Age Population	4%	4.2%	7%	↑
Claimant Count as a % of 16-24 Population	5.33%	5.53%	9.54%	↑

5 Stand up for South Ayrshire

Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
Percentage of adults satisfied with libraries (Scottish Household Survey)	82.6%	81.9%	N/A	?

Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
Percentage of adults satisfied with parks and open spaces (Scottish Household Survey)	91.7%	91.0%	N/A	
Percentage of adults satisfied with leisure facilities (Scottish Household Survey)	77.6%	76.2%	N/A	
Percentage of adults satisfied with museums and galleries (Scottish Household Survey)	78.1%	76.1%	N/A	
Percentage of adults satisfied with local schools (Scottish Household Survey)	83%	79%	N/A	

6 A better place to live

Measure	2018/19	2019/20	2020/21	Status
	Value	Value	Value	
Street Cleanliness Index - Percentage Clean	89.2	84.1	89.8	
Percentage of adults satisfied with refuse collection services (Scottish Household Survey)	82.0%	77.0%	N/A	
Percentage of adults satisfied with street cleaning services (Scottish Household Survey)	61.4%	51.1%	N/A	
Percentage of council dwellings that meet the Scottish Housing Quality Standard (SHR)	97.6%	97.7%	89.4%	
Percentage of council houses that are energy efficient outwith those that are exempt or in abeyance	92.0%	92.5%	92.8%	
CO2 emissions area wide per tonne, per capita	3.7	3.69	3.13	
CO2 emissions area wide: emissions within scope of LA per tonne, per capita	5.59	5.55	4.93	