

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

16 August 2022

To:- **Councillors Shields (Chair), Bell, Cochrane, Cullen, Scott and Weir**

All other Elected Members for information only

Dear Councillor

SERVICE AND PERFORMANCE PANEL

You are requested to participate in the above Panel to be held on **Tuesday, 23 August 2022 at 10.00 a.m.** for the purpose of considering the undernoted business.

The meeting will be held remotely, the meeting will be live-streamed and available to view at <https://south-ayrshire.public-i.tv/>

Yours sincerely

CATRIONA CAVES
Head of Legal, HR and Regulatory Services

B U S I N E S S

1. Declarations of Interest.
2. Minutes of previous meeting of 22 June 2022 (copy herewith).
3. Action Log and Work Programme (copy herewith).
4. Complaints – Scrutiny Update - Period: 1 October 2021 to 31 March 2022 – Submit report by Head of Legal, HR and Regulatory Services (copy herewith).
5. Council Plan 2018-22 (Refreshed) Extended - Annual Performance Measures Overview - Submit report by Assistant Director - People (copy herewith).
- 6./

6. Council Plan 2018-22 (2020 Mid-Term Refresh) - January to March 2022 - Submit report by Assistant Director - People (copy herewith).
7. Participatory Budgeting Activity in 2021/22 - Submit report by Assistant Director - People (copy herewith).

For more information on any of the items on this agenda, please telephone Courtney Buchanan,
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SERVICE AND PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
22 June 2022 at 2.00 p.m.

Present
in County
Buildings: Councillors Bob Shields (Chair), Chris Cullen and Gavin Scott.

Present
Remotely: Councillors Kenneth Bell, Ian Cochrane and George Weir.

Attending
in County
Buildings: M. Newall, Assistant Director – People; W. Carlaw, Service Lead – Democratic Governance; B. McClean, Head of Community Health and Care Services; A. Valenti, Quality Improvement Manager; K. Braidwood; Head of Roads, Ayrshire Roads Alliance; A. Gibson, Committee Services Officer; and C. Buchanan, Committee Services Officer.

Attending
Remotely: M. Alexander, Service Lead – Housing Services.

1. Chair's Remarks.

The Chair

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

2. Sederunt and Declarations of Interest.

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

3. Action Log and Work Programme

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

The Panel

Decided:

- (1) to note that there were currently no actions in the Log; and
- (2) to agree the current status of the Work Programme.

4. **Local Government Benchmarking Framework 2020/21.**

There was submitted a [report](#) (issued) of 14 June 2022 by the Assistant Director - People

- (1) providing an update on the publication of the Local Government Benchmarking Framework (LGBF) data for 2020/21; and
- (2) requesting this Panel to consider where scrutiny of this information could help drive improvement.

CHN20b LGBF - School Exclusion Rates for Looked After Children (per 1000 looked after children).

Following a question from a Member of the Panel as to how school exclusion rates were calculated, the Quality Improvement Manager advised that the rates were calculated on the number of exclusions and not the number of children.

CHN11 LGBF - Percentage of school leavers going into positive and sustained destinations (Initial survey).

A Member of the Panel enquired

- (1) why the Covid pandemic had not negatively impacted on the figures relating to the percentage of school leavers going into positive and sustained destinations but in fact the figures had improved; and
- (2) regarding the high target figure of 98.5 % for the years 2021/22 to 2023/24.

The Quality Improvement Manager advised that the reasons for the Covid pandemic not having an effect on the percentage of school leavers going into positive and sustained destinations and the high target figures were both a result of ongoing partnership working and the efforts of staff.

Having recognised the efforts of all staff within the Council in relation to school leavers' positive and sustained destinations and having reviewed the data and accompanying summary report within Appendix 1, the Panel

Decided: to note the contents of the report.

The meeting ended at 2.20 p.m.

**Service and Performance Panel
Action Log/Work Programme – 2022**

		Issue	Actions	Assigned to	Update	Completed
1.						

There are no outstanding Actions.

**Service and Performance Panel
Action Log/Work Programme – 2022**

	Issue	Actions	Assigned To	Due Date To Panel	Latest update
1.	Corporate Workforce Plan Annual Update	Annual Update	Head of Legal, HR and Regulatory Services	20/9/22	
2.	FOISA/EIR Annual Report 2021/22	Scrutiny of report	Head of Legal, HR and Regulatory Services	20/9/22	
3.	Employee Absence 2021/22	Annual update report (to include cost of absence)	Head of Legal, HR and Regulatory Services	20/9/22	
4.	Participatory Budgeting Activity in 2021/22	6-monthly update report as part of regular community engagement reporting	Assistant Director - People	20/9/22	

South Ayrshire Council

**Report by Head of Legal, HR and Regulatory Services
to Service and Performance Panel
of 23 August 2022**

Subject: Complaints – Scrutiny Update
Period: 1 October 2021 to 31 March 2022

1. Purpose

- 1.1 The purpose of this report is to provide Elected Members with complaints performance information for the period from 1 October 2021 to 31 March 2022 and compare performance to the same reporting period in 2020/21. It reflects the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO).

2. Recommendation

2.1 It is recommended that the Panel:

2.1.1 scrutinises the contents of this report; and

2.1.2 requests a further report to a future meeting of the Panel providing an update on the Council’s complaints performance during the period 1 April – 30 September 2022.

3. Background

- 3.1 Our complaints procedure, Listening to You, has 2 stages. We expect most complaints received to be resolved at Stage 1. If a customer remains dissatisfied after Stage 1, they can escalate their complaint to Stage 2. If an initial complaint is complex enough to require detailed investigation, it will be handled at Stage 2 from the outset. If the complainant is not satisfied with their response at Stage 2, the next stage in the Complaints Handling Procedure is for the complainant to approach the Scottish Public Services Ombudsman and ask that they carry out an independent review into how the Council have investigated their complaint.
- 3.2 The following report provides performance data on all Stage 1 and Stage 2 complaints closed from 1 October 2021 to 31 March 2022 and is based on SPSO reporting indicators, including a breakdown per service of complaints performance. It also compares our performance to the same reporting period in 2020/21.
- 3.3 [Appendix 1](#) provides an analysis of our complaints data measured against the SPSO’s reporting indicators, for the period 1 October 2021 to 31 March 2022 and compares our performance to the same reporting period in 2021/22.

- 3.4 [Appendix 2](#) provides a breakdown of the reasons why complaints were raised against the Council, for the period 1 October 2021 to 31 March 2022 and compares our performance to the same reporting period in 2021/22.
- 3.5 [Appendix 3](#) outlines service improvement case studies relating to Stage 2 complaints that were upheld or partially upheld where a service improvement outcome was identified and implemented.
- 3.6 [Appendix 4](#) outlines details of complaints that have progressed to the SPSO during this reporting period, which have had recommendations made by the SPSO for the Council to improve service provision.
- 3.7 [Appendix 5](#) provides further information on Investigation complaints received by the Council that have been noted during the reporting period.
- 3.8 [Appendix 6](#) provides information on the publication of the Scottish Public Services Ombudsman Annual Statistics.
- 3.9 [Appendix 7](#) provides information on the benchmarking of South Ayrshire Council's SPSO Annual Statistics against other Scottish Local Authorities.
- 3.10 [Appendix 8](#) provides information on Council Scottish Welfare Fund decisions referred to the Scottish Public Service Ombudsman.

4. Proposals

4.1 It is proposed that the Panel:

- 4.1.1 scrutinises the contents of this report and identifies any performance concerns or required improvement actions; and
- 4.1.2 requests a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 April – 30 September 2021.

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

Risk Implications of Adopting the Recommendations

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

8.2 **Risk Implications of Rejecting the Recommendations**

8.2.1 There are no risks associated with rejecting the recommendations.

9. **Equalities**

9.1 The proposals in this report have been assessed through the Equality Impact Assessment Scoping process. There are no significant potential positive or negative equality impacts of agreeing the recommendations and therefore an Equalities Impact Assessment is not required. A copy of the Equalities Scoping Assessment is attached as [Appendix 9](#).

10. **Sustainable Development Implications**

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

11. **Options Appraisal**

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

12. **Link to Council Plan**

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

13. **Results of Consultation**

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

13.2 Consultation has taken place with Councillor Ian Davis, Portfolio Holder for Finance, Human Resources and ICT, and the contents of this report reflect any feedback provided.

Background Papers: **Report to Service and Performance Panel of 8 June 2021 – [Complaints – Scrutiny Update – Period: 1 October 2020 to 31 March 2021](#)**

Report to Service and Performance Panel of 16 November 2021 – [Complaints – Scrutiny Update – Period: 1 April to 30 September 2021](#)

Person to Contact: **Catriona Caves, Head of Legal, HR and Regulatory Services
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Date: 9 August 2022

Complaints Data Analysis Against SPSO Reporting Indicators

Please find below analysis of our complaints data measured against the SPSO's reporting indicators for the period 1 October 2021 to 31 March 2022, with comparison to the same reporting period in 2020/21.

SPSO Indicator 1 – Complaints received per 1,000 of population

2020/21	01/10 – 31/03	2 per 1,000
2021/22	01/10 – 31/03	2 per 1,000 ◀▶

The number of complaints received by the Council per 1,000 of the population has remained the same over the reporting period 2020/21 and 2021/22.

SPSO Indicator 2 – Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed

		Total	Stage 1	Stage 2	Escalated
2020/21	01/10 – 31/03	182	134 (74%)	24 (13%)	24 (13%)
2021/22	01/10 – 31/03	196 ▲	164 (84%)▲	20 (10%)▼	12 (6%)▼

The number of complaints received by the Council has increased by 8%, i.e. a total of 14, in reporting period 1 October 2021 to 31 March 2022, compared to the same reporting period in 2020/21 where 182 complaints were closed. There has been no particular trend in complaints that signifies a specific reason for this increase, although it is noted that in 2020/21 Council services were impacted by the COVID pandemic, with some front line services being unable to provide a full service.

The following service has shown a significant *decrease* in complaints in this reporting period compared to 2020/21:

- *Leisure – there has been a decrease in complaints for the Leisure service from 27 in 2020/21 to 10 in 2021/22. It is noted that in 2020/21 the Leisure Service received a high volume of complaints relating to the introduction of a new golf booking system, in particular the changes of the tee times and booking arrangements that were implemented by the service to ensure compliance with COVID protocols, which resulted in a number of complaints received from a small group of service users, i.e. 23 out of the 27 complaints received (i.e. 85%). In the same reporting period in 2021/22 only 1 complaint out of the 10 received related to the golf service (i.e. 10%)*

There has also been an *increase* in complaints in this reporting period compared to 2020/21 for the following service area:

- *Facilities Management – The service received no complaints in 2020/21. For the same reporting period in 2021/22 the service received 8 complaints. The majority of those complaints related to the introduction of contactless payment systems in*

Council public conveniences. All of these complaints were either resolved with the complainant or not upheld, indicating that while the customer was not happy with the introduction of contactless payment, this was not considered to be a change that had a detrimental impact on the service delivered to the public.

Facilities Management have recorded an overall figure of 93,419 customers using South Ayrshire public conveniences since the introduction of the contactless payment system in September 2021. Of the 93,419 only 8 (0.0085%) unhappy customers have raised concerns regarding the implementation of contactless payments. The majority of feedback received has been very positive with comments such as ‘it is so much easier not having to rummage around for change’ and ‘more hygienic not using coins’ having been received.

- Neighbourhood services – there has been an increase in complaints from 5 in 2020/21 to 14 in 2021/22.

In 2020/21 an audit of the complaints system established that complaints for Neighbourhood Services were being incorrectly categorised on the system as “service requests”. A change in the process for categorising complaints, has now ensured that all complaints are categorised accurately, and this is reflected in the increase from 5 complaints in 2020/21 to 14 in 2021/22.

There is no specific trend in the complaints received to indicate a pattern of poor service delivery that requires further consideration for improvements. Complaints relating to Neighbourhood Services have been registered for a variety of different areas including tree and grass maintenance, parks, play areas, recycling facilities, staff attitude and behaviour, waste collection and recycling. Of the 14 complaints, 6 were upheld with apologies and explanations issued as appropriate.

- Revenues – there has been an increase in complaints from 3 in 2020/21 to 12 in 2021/22. The majority of complaints relate to errors made when members of the public register for council tax or amend their circumstances, or when summary warrants are issued. 11 of the complaints were resolved at Stage 1 and of the 11 complaints, 4 were upheld with apologies and explanations issued in each case. The Revenues Team processes an average of 800 enquires/mail items every week, excluding telephone calls which are dealt with at first point of contact by the Customer Services Team

SPSO Indicator 3 – Complaints upheld, partially upheld and not upheld

Outcome of Complaints Closed at Stage 1

		Upheld	Partially Upheld	Not Upheld	Resolved
2020/21	01/10 – 31/03	37 (28%)	24 (17%)	73 (55%)	-
2021/22	01/10 – 31/03	36 (22%) ▼	22 (13%) ▼	74 (45%) ▼	32 (20%)

In this reporting period, 164 complaints were closed at Stage 1. This is an increase of 30 complaints (22%) from the same reporting period in 2020/21.

35% of these Stage 1 complaints were either upheld or partially upheld, indicating that in over a third of the stage one investigations it was established that the customer had raised legitimate concerns about a service delivery.

20% of cases were closed as “resolved” – this is a new outcome introduced by the SPSO in 2021. A complaint is resolved when both the investigating officer and the complainant agree what action (if any) will be taken to provide full and final resolution for the complainant, without making a decision about whether the complaint is upheld or not upheld

Outcome of Complaints Closed at Stage 2

		<i>Upheld</i>	<i>Partially Upheld</i>	<i>Not Upheld</i>	<i>Resolved</i>
2020/21	01/10 – 31/03	3 (12%)	4 (17%)	17 (71%)	-
2021/22	01/10 – 31/03	2 (10%)▼	4 (20%)▲	13 (65%)▼	1 (8%)

A total of 20 complaints were closed at Stage 2, a decrease of 4 complaints in comparison to the 24 complaints closed at Stage 2, for the same period in 2020/21. Of these 20 complaints, 65% were not upheld indicating that in over two thirds of the Stage 2 investigations it was found our service was meeting expected standards.

Outcome of Escalated Complaints

		<i>Upheld</i>	<i>Partially Upheld</i>	<i>Not Upheld</i>	<i>Resolved</i>
2020/21	01/10 – 31/03	2 (8%)	3 (13%)	19 (79%)	-
2021/22	01/10 – 31/03	0 (0%)▼	3 (25%)▲	8 (67%)▼	1 (8%)

In this reporting period 12 complaints were escalated by the customer from a Stage 1 to a Stage 2 investigation, a reduction of 12 complaints (i.e. 50%) from the 24 escalated complaints in the same reporting period in 2020/21. This indicates that more customers were satisfied by the outcome of their complaint at Stage one.

Of the 12 escalated complaints investigated in this reporting period 67% were not upheld, indicating that the decision made at Stage 1 in most cases was found to be upheld during the Stage 2 investigation.

Further detailed analysis of Stage 1, Stage 2 and Escalated complaints is outlined in [Appendix 2](#).

SPSO Indicator 4 – Average Times (in working days)

		<i>Stage 1</i>	<i>Stage 2</i>	<i>Escalated</i>
2020/21	01/10 – 31/03	10	18	22
2021/22	01/10 – 31/03	5▼	22▲	16▼

The SPSO timescale for responding to a Stage 1 complaint is 5 working days. The average time taken to investigate and respond to a Stage 1 complaint during this reporting period

was 5 working days. This is within the 5 working day response timescale, and is a decrease of 5 working days from the same reporting period in 2020/21.

There was no specific trend in one service area failing to respond within statutory time scales for Stage 1 complaints. Property maintenance responded to the largest number of complaints outwith 5 working days, but in 75% of these cases an agreed extension, between the service and the customer, had been added to allow time to fully respond to the issues raised

The SPSO time scale for responding to both Stage 2 and Escalated complaints is 20 working days. The responses for Stage 2 complaints have increased from 18 to 22 working days for Stage 2 investigations, but decreased for complaints which have been escalated from Stage 1 to Stage 2 from 22 to 16 days. While it is recognised that Stage 2 complaints on average took 22 days to complete, investigating officers are also asked to ensure that a complaint is investigated thoroughly, and due to the complex nature of some Stage 2 complaints this cannot be achieved within 20 working days.

SPSO Indicator 5 – Performance against Timescales

		<i>Stage 1</i>	<i>Stage 2</i>	<i>Escalated</i>
2020/21	01/10 – 31/03	70%	75%	83%
2021/22	01/10 – 31/03	66% ▼	70% ▼	75% ▼

There has been a decrease in performance against SPSO timescales across both Stage 1 and Stage 2 complaints. Analysis of the information held on our complaints handling system has shown no specific trend as to why there has been a decrease in comparison to the same 6 month reporting period in 2020/21.

SPSO Indicator 6 – Number of Cases where an Extension is Authorised

		<i>Stage 1</i>	<i>Stage 2</i>	<i>Escalated</i>
2021/22	01/10 – 31/03	15	3	3
2021/22	01/10 – 31/03	31 ▲	2 ▼	3 ◀▶

An extension, when required, can be applied to a complaint investigation, in consultation with the complainant, when it is established the complaint is complex and requires time to fully investigate.

Extensions are encouraged when complaints will take longer than the required time scale, to ensure that complainants are kept up to date when the status of their case. For this reporting period 36 complaints were subject to an authorised extension in comparison to 21 for the same reporting period in 2020/21, i.e. a 71% increase. This indicates that our complaints investigators work to providing a thorough and full investigation of complaints, and will seek extensions to timescales to ensure the response is of the standards expected by the SPSO.

SPSO Indicator 7 – Customer Satisfaction

For this reporting period there was no customer engagement with our Customer Satisfaction Survey.

Since September 2020 the Council's Information Governance Team has been working closely to transfer our complaints handling process to a new system, GOSS. Following completion of this, a new Customer Satisfaction Survey is now being developed, in line with new SPSO Guidelines, and in conjunction with feedback from members of the Local Authority Complaints Handlers Network (LACHN) and the Council's IT service.

The challenge to achieve an effective Customer Satisfaction Survey includes looking at ways we can elicit feedback, that provides comments and feedback on the Complaints Handling Process and not comments on the complaint outcome itself, which is a trend all Councils have found when they receive a Customer Satisfaction Survey response.

From 1 April 2022 the SPSO has introduced revised SPSO performance indicators. As a result, there will no longer be a mandatory SPSO performance indicator for Customer Satisfaction. The Council will however continue to engage with our customers to elicit this feedback, as it is recognised across all Scottish Councils that the use of a Customer Satisfaction Survey promotes engagement with our customers, eliciting feedback, and allowing us to establish ways to improve our Complaints Handling Procedure. Our new Complaints Satisfaction Survey will be available on the Council website in the Autumn.

SPSO Indicator 8 – Learning from Complaints

Please see [Appendix 3](#) for further information on learning from complaints.

Most Common Reasons for Complaints

Our complaints handling system allows complaints to be categorised using pre-defined complaints categories, for the purpose of statistical reporting. The top 3 reasons for complaints received by the Council (as categorised within the Complaints Handling system) for reporting period 1 October 2021 to 31 March 2022 are:

		01/10/20 to 31/01/21		01/10/21 to 31/01/22
Stage 1	1	Quality of Service/Service Provision	1	Quality of Service/Service Provision
	2	Policy and Procedure	2	Employee Behaviour
	3	Employee Behaviour	3	Damage to Property/Personal Injury
Stage 2	1	Quality of Service/Service Provision	1	Quality of Service/Service Provision
	2	Policy and Procedure	2	Policy and Procedure
	3	Employee Behaviour	3	Employee Behaviour

Please also see [Appendix 2](#) for additional breakdown information.

Services with the Highest Volume of Complaints during reporting period 1 October 2021 to 31 March 2022:

	2020/21			2021/22	
1	Housing	41	1	Property Maintenance	43
2	Property Maintenance	38	2	Housing	42
3	Leisure	27	3	Schools	20
4	Children and Families	16	4	Community Care	19
5	Schools	16	5	Neighbourhood Services	14

Property Maintenance are a front line service and dealing with complaints is part of the service provided. The Team always try to deal with each complaint straight away and try to go back with a positive response. With over 32,000 repairs carried out in 2021/2022 this number of complaints is quite low but it is recognised that improvements can always be made and Property Maintenance are working to have this number reduced in 2022/2023, on the basis it is important to get everything right first time and that is something Property Maintenance continue working on and ensure all their customers are happy with the service provided.

Please also see [Appendix 2](#) for additional breakdown information.

Additional Information – Breakdown of Complaints by Service:

	2020/21	2021/22	
Additional Support Needs	-	1	▲
Archives	-	-	◀▶
Asset Management	-	-	◀▶
Benefits	1	3	▲
Bereavement Services	1	-	▼
Building Standards	-	1	▲
Children and Families	16	10	▼
Committee Services	1	1	◀▶
Communication	1	-	▼
Community Care	11	19	▲
Criminal Justice	1	-	▼
Customer Services	5	-	▼
Early Years	1	-	▼
Education Central	1	1	◀▶
Enterprise	-	-	◀▶
Environmental Health	-	2	▲
Facilities	-	8	▲
Finance	-	2	▲
Housing	41	42	▲
Housing Policy	2	2	◀▶
ICT	-	1	▲
Information Governance	1	-	▼
Legal	-	2	▲
Corporate Lets	-	-	◀▶
Insurance	-	-	◀▶
Leisure	27	10	▼
Libraries	-	-	◀▶
Licensing	-	-	◀▶
Museums	-	-	◀▶
Neighbourhood Services	5	14	▲

	2020/21	2021/22	
Other	2	-	▼
Planning	2	1	▼
Property Maintenance	38	43	▲
Registration	1	-	▼
Revenues	3	12	▲
SAMS	1	-	▼
Primary Schools	6	13	▲
Secondary Schools	14	7	▲
Scottish Welfare Fund	-	1	▲
Trading Standards	-	-	◀▶

Please refer to the narrative in Section 2 of this Report (page 4) which provides further information regarding the reduction in the number of complaints received by the Council.

Reasons for Complaints

The undernoted Table 1 provides a breakdown of reasons for complaints received and closed between 1 October 2021 to 31 March 2022 at Stage 1, in comparison to figures for the same reporting period in 2020/21. The categories allocated are based on pre-defined categories that can be allocated to a case within the Council's corporate complaints system, GOSS. These categories reflect the high-level categories stipulated by the SPSO.

Table 1 – Reasons for Stage 1 Complaints

Subject	2020/21		2021/22	
	Number	% of Total Stage 1	Number	% of Total Stage 1
Quality of Service/ Service Provision	95	72%	108	66%▼
Other	8	6%	12	7%▲
Employee Behaviour	9	7%	14	9%▲
Damage to Property/ Personal Injury	5	4%	11	7%▲
Policy Procedure	9	7%	5	3%▼
Lack of Information	1	1%	7	4%▲
Waiting Times/ Missed App	5	4%	7	4%◀▶
Case Unresolved	1	1%	0	0%▼
Discrimination	1	1%	0	0%▼
Service Cuts	0	0%	0	0%◀▶
Total	129	100%	164▲	100%

Employee Behaviour Complaints

The number of employee behaviour complaints has increased from 9 in 2020/21 to 14 in 2021/22:

- 3 were upheld, with an apology issued to the customer
- 9 were not upheld, with an explanation provided as appropriate
- 2 were resolved, with an explanation provided

The complaints received were across various Council services, including Social Work, Property Maintenance, Housing and Neighbourhood Services, with there being no specific trend or thread of concern noted. Limited information is recorded centrally regarding these complaints in compliance with data protection legislation, but as with all employee complaints Service Leads and line managers would apply the relevant Council policies to any employee behaviours having been found to fail meeting Council standards.

South Ayrshire Council has a total of 5467 employees, with 14 complaints being received this equates to 0.003%.

The undernoted has been collated from the Council's Complaints Handling System (GOSS) using information entered by our Services showing which Council Services received the complaints referred to in Table 1 – Reasons for Stage 1 Complaints, above.

Providing this level of information on the GOSS system is not a mandatory requirement and it is therefore not logged for all complaints in Table 1, although services are encouraged to provide this data:

Service	Subject	2020/21	2021/22
Community Care	Arrol Park	1	-
	In House Homecare	2	3
	Older People Team Ayr North	-	-
	Older People Team Maybole Girvan	1	1
	Older People Team Prestwick	-	1
	Older People Team Troon	3	-
	Older People Ayr Hospital		
	Older People Ayr South	1	2
	Older People Maybole & Girvan	-	-
	Older People Prestwick	-	-
	Occupational Therapy	-	2
	Overmills	-	2
	South Lodge	-	-
	Telecare	1	-
	Customer Services	Accuracy of Information	1
Customer Journey		1	-
Quality of Customer Service		3	-
Waiting Times		-	-
Schools	Ayr Academy	-	1
	Ayr Grammar	-	-
	Annbank Primary	1	2
	Alloway Primary	-	-
	Barassie Primary	1	-
	Belmont Academy	1	-
	Braehead Primary	-	-
	Carrick Academy	3	-
	Coylton Primary	-	1
	Dailly Primary	-	-
	Doonfoot Primary	-	1
	Dalmilling Primary	1	-
	Forehill Primary	-	1
	Gardenrose Primary	-	1
	Girvan Academy	-	-
Girvan Primary	-	2	
Glenburn Primary	-	-	
Heathfield Primary	-	-	

<u>Service</u>	<u>Subject</u>	<u>2020/21</u>	<u>2021/22</u>
	Kingcase Primary	-	-
	Kyle Academy	-	1
	Marr College	-	2
	Muirhead Primary	-	-
	Monkton Primary	1	-
	Newton Primary	1	-
	Prestwick Academy	-	1
	Queen Margaret Academy	1	-
	Sacred Heart Primary	-	-
	Symington Primary	-	1
	St Johns Primary	-	-
	Tarbolton Primary	-	1
	Troon Primary	1	-
	Wallacetown Nursery	-	-
Facilities	Catering	-	-
	Public Convenience	-	7
	School crossing patrol	-	-
Children and Families		2	2
	Ayr North Locality Team		
	Ayr South Locality Team	2	2
	Children and Families Disability Team	3	1
	Children's Houses	-	-
	Family Placement/Adoption Team	2	1
	Girvan and Maybole Locality Team	4	-
	Management Team	-	-
	Prestwick/Troon Locality Team	-	1
Housing	Housing Policy	1	2
	Access to Housing Support	6	5
	Customer Landlord Relations	8	3
	Neighbourhood and Community	3	1
	Quality Maintenance	13	22
	Housing Service Value	4	1
	Travellers	-	-
Leisure	Citadel	-	3
	Golf	7	1
	Swimming Pools	2	1
	Other Leisure Facilities	-	2
	Town Hall	-	
Revenues	Service Delivery	2	4
	Other	-	-
Neighbourhood Services		4	-
	Missed Bin		
	Cemeteries	-	-
	Fouling	-	-
	Grass Cutting	1	-
	Litter	-	-
	Other	-	-
	Parks	-	1

Service	Subject	2020/21	2021/22
	Play Areas	-	2
	Recycling Facilities	-	2
	Special Uplifts	-	-
	Staff	-	1
	Street Sweeping	-	-
	Waste Collection	-	2
Benefits	Service Delivery	-	2
	Other	-	0
Property Maintenance	Quality Maintenance	-	-
	Staff	4	1
	Communication	2	4
	Dissatisfied with Repair	13	21
	Private Owner	1	4
	Other	-	2

The undernoted table provides an overview of reasons for complaints received and closed by the Council at Stage 2 between 1 October 2020 and 31 March 2021 compared to the same reporting period in 2020/21. These categories reflect the high-level categories stipulated by the SPSO.

Table 2 - Reasons for Stage 2 Complaints

Subject	2020/21		2021/22	
	Number	% of Total Stage 2	Number	% of Total Stage 2
Quality of Service/ Service Provision	12	50%	10	50%◀▶
Policy and Procedure	7	29%	3	15%▼
Employee Behaviour	3	13%	1	5%▼
Damage to Property/ Personal Injury	0	0%	2	10%▲
Case Unresolved	2	8%	0	0%▼
Discrimination	0	0%	0	0%◀▶
Lack of Information	0	0%	0	0%◀▶
Waiting Times/Missed Appointments	0	0%	1	5%▲
Other	0	0%	3	15%▲
Total	24	100%	20▼	100%

Employee Behaviour Complaints

The Stage 2 complaint above was investigated by Property Maintenance Services. Upon investigation, this complaint was not upheld and an explanation as to why was provided to the customer.

The undernoted has been collated from the Council's Complaints Handling System (GOSS) using information entered by our Services showing which Council Services received the complaints referred to in Table 2 – Reasons for Stage 2 Complaints, above.

Providing this level of information on the GOSS system is not a mandatory requirement and it is therefore not logged for all complaints in Table 2, although services are encouraged to provide this data:

Service	Subject	2020/21	2021/22
Children and Families	Girvan/Maybole Team	-	-
	Disability Team	-	-
Community Care	Older People Ayr South	-	-
	Older People Ayr Troon	-	-
	Arrol Park	-	-
	Private Home Care	-	-
	Maybole/Girvan Team	-	-
	Planning Applications	-	-
Planning	Planning Objection	-	-
	Quality Maintenance	1	1
Housing	Customer Landlord Relations	-	-
	Value	-	1
	Golf	5	-
Leisure	Swimming Pools	-	-
	Employee Behaviour	-	2
Property Maintenance	Dissatisfied with Repair	1	1
	Private Owners	1	3
	Other	-	-
	Ayr Academy	1	-
Schools	Alloway Primary	-	1
	Glenburn Primary	-	-
	Kingcase Primary	-	-
	Belmont Academy	1	-
	Dundonald Primary	-	-
	Newton Primary	-	-
	Troon Primary	-	-
	Carrick Academy	-	-
	Kyle Academy	-	-
	Belmont Academy	1	-
	Prestwick Academy	-	1
	Queen Margaret Academy	1	-

Table 3 - Reasons for Escalated Complaints

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

Subject	2020/21		2021/22	
	Number	% of Total Escalated	Number	% of Total Escalated
Quality of Service/ Service Provision	12	50%	6	50% ◀▶
Employee Behaviour	1	4%	2	16.6% ▲
Case Unresolved	1	4%	0	0% ▼
Damage to Property/Personal Injury	0	0%	0	0% ◀▶
Lack of Information	0	0%	0	0% ◀▶
Policy and Procedure	8	33%	2	16.6% ▼
Other	2	9%	2	16.6% ▲
Total	24	100%	12	100%

Quality of Service Complaints

The following front-line services received the highest proportion of complaints escalated from Stage 1 to Stage 2 to categorised as quality of service

- Children and Families – 16.6% (1 not upheld, 1 partially upheld)
- Community Care – 16.6% (1 not upheld, 1 partially upheld)
- Property Maintenance – 25% (100% not upheld)

The undernoted has been collated from the Council's Complaints Handling System (GOSS) using information entered by our Services showing which Council Services received the complaints referred to in Table 3 – Reasons for Escalated Complaints, above.

Providing this level of information on the GOSS system is not a mandatory requirement and it is therefore not logged for all complaints in Table 3, although services are encouraged to provide this data:

Service	Subject	2020/21	2021/22
Community Care	Arrol Park	-	-
	In House Home Care	-	-
	Telecare	-	-
	Older People Ayr South	-	-
	Older People Maybole/Girvan	-	-
	Older People Prestwick	-	1
	Older People Troon	-	-
Housing	Customer Landlord Relations	1	-
	Quality Maintenance	3	2
	Access	1	-
	Value	-	-
Leisure	Golf	10	-
Neighbourhood Services	Open Spaces	-	-
	Recycling Facilities	-	-
	Grass Cutting	-	-
	Bin Return	-	-
	Other	-	-
Property Maintenance	Dissatisfied with Repair	1	1
	Staff	1	1
Schools	Alloway Primary	-	-
	Braehead Primary	-	-
	Belmont Academy	-	1
	Heathfield Primary	-	-
	Muirhead Primary	-	-
	Tarbolton Primary	-	-
	Ayr Academy	-	-
	Barassie Primary	-	-
	Dalmilling Primary	-	-
	Kingcase Primary	-	-
	Newton Primary	-	-
	Struthers Primary	-	-
	Symington Primary	-	-
	Kyle Academy	-	-
	Carrick Academy	-	-
	Belmont Academy	1	-

Service Improvement Case Studies

When our services undertake a Stage 2 investigation, or recognise a pattern across a number of Stage 1 frontline complaints, lessons will be learnt and improvements will be made, where possible, to procedures and services.

Children & Families

Our Children and Families Service investigated a Stage 2 complaint raised by a parent of a child who was transitioning from the Children and Families Service to Adult Services. They were dissatisfied with the delays her child experienced during the transition between the two service areas.

The investigation established that due to an error in paperwork, not enough information was provided to the transition group to allow a decision to be made, resulting in the case being deferred and delays being experienced by the young person and their family seeking Adult Services support.

As a result of this case Children and Families are now working to improve their processes and work with Adult services to improve communication. This has included a paper being approved by the Social Work Governance Board to take forward the updating of their Transitions Policy, which will cover the period 2022-2026.

Scottish Public Services Ombudsman Improvement Cases

There have been no Scottish Public Services Ombudsman improvement cases during this reporting time period.

Stage 2 Complaints Monitoring

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

All Stage 2 complaints investigated by the Council are monitored and each quarter any complaints considered to be serious or high risk are reported to the Integrity Group. In reporting period 1 October 2021 to 31 March 2022 no Stage 2 complaints were identified as being serious or high risk, i.e. those that would have a serious impact on the Council's ability to provide services to the public.

Scottish Public Services Ombudsman Annual Statistics¹

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

Further benchmarking of these statistics against similar Local Authorities is outlined below in [Appendix 7](#). Details of the Council's SPSO Statistics for Council Services, received in December 2020, for April 2019 to March 2020 are detailed below. As these statistics are provided by the SPSO the Council cannot provide further analysis on the categorisation or breakdown of these statistics:

STAGE	OUTCOME GROUP	South Ayrshire Council
Advice	Member of the public test not met (s 5 (6))	0
	Premature	3
	Unable to proceed	5
	Total	8
Early Resolution	Cause and impact test not met (s 5 (3))	1
	Discretion – Insufficient benefit would be achieved by investigation	5
	Discretion – alternative action proposed	0
	Discretion – Alternative route used or available	0
	Discretion - Good complaint handling	5
	Discretion – referred back	1
	Discretion - Resolved - both parties satisfied with proposed outcome	0
	Member of the public test not met (s 5 (6))	0
	Organisation not in jurisdiction	0
	Premature	1
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1
	Subject matter not in jurisdiction	0
	Time limit (s 10)	1
	Unable to proceed	2
	Total	17
Investigation	Fully upheld	0
	Not upheld	0
	Outcome not achievable	0
	Resolved	0
	Some upheld	0
	Total	0
TOTAL		25

¹ Please note this information was provided by the Scottish Public Services Ombudsman and the Information Governance team are therefore unable to provide any analysis of these statistics. Where a difference in the number of complaints received and closed is noted, this is a result of either complaints from the previous reporting year being included in the closed total, or complaints received in 2020/21 continuing to be investigated/considered by the SPSO into 2021/22.

Scottish Public Services Ombudsman Annual Statistics

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

Ranking (from lowest to highest number of complaints received)	Local Authority	Number of complaints		Percentage	
		20/21	21/22	20/21	21/22
1	Clackmannanshire	5	12	1.3%	3%
2	Dumfries & Galloway	19	18	5%	5%
3	South Ayrshire	31	25 ▼	8.3%	7% ▼
4	Renfrewshire	54	47	14.4%	13%
5	South Lanarkshire	51	53	13.6%	15%
6	West Lothian	71	56	19%	16%
7	Falkirk	62	64	16.6%	18%
8	Fife	81	77	21.6%	23%

The above complaints group has 8 members. Of these eight members, South Ayrshire Council has the third lowest number of cases escalated to the Ombudsman in the family group, this remains consistent with the SPSO report from 2020/21.

In 2021/22 South Ayrshire Council dealt with 458 complaints. Of these, 25 were referred to the SPSO for further consideration and of those 25 the customer was provided with advice by the SPSO, or an early resolution was reached (see Appendix 6 above). This is a positive indication that the Council is providing a complaints handling service which meets the approval of the SPSO in line with the statutory complaints handling process.

Additionally, it is encouraging that over 94% of customers who complained to the Council were satisfied with the handling of their complaint by the relevant Council service and did not feel there was a requirement to contact the SPSO.

Scottish Welfare Fund Annual Statistics

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

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

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

Summary of SPSO Decisions 2020/21

The SPSO provide an annual report on Scottish Welfare Fund statistics in October each year. The report for 2020/21 was published in October 2021. A summary of South Ayrshire Council's statistics covering the reporting period 2020/21 is detailed below:

Application Type	Total Decisions		Not Upheld		Upheld		Uphold rate		National average uphold rate	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Crisis Grants	8	1	7	1	1	0	13%	0%	27%	25%
Community Care Grants	4	1	4	1	0	0	0%	0%	53%	53%
Total	12	2	11	2	1	0	8%	0%	--	-

For South Ayrshire Council in 2020/21 there was a reduction in the number of review applications made to the SPSO for a decision, and the numbers upheld by the SPSO have also reduced to zero (see above). This improvement is despite an increase in the volume of applications made to the SWF team. During 2020/21 we dealt with a 24.4% increase in applications for Crisis Grants (4558 applications received up from 3665 in 2019/20) but a 6.9% decrease in Community Care Grants (1136 received down from 1221 in 2019/20). This still equates to an increase of 16.9% in the Crisis Grant and Community Care Grant combined workload.

Overall, only 0.04% of all applicants requested an SPSO review.

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

Statistics for 2021/22 will be published by the SPSO in October 2022, and will be Reported to Panel members in a future Complaints Report to the Services & Performance Panel in 2023.

South Ayrshire Council Equality Impact Assessment Scoping Template

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

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

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

1. Policy details

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

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

Community or Groups of People	Negative Impacts	Positive impacts
Age – men and women, girls & boys	-	-
Disability	-	-
Gender Reassignment (Trans/Transgender Identity)	-	-
Marriage or Civil Partnership	-	-
Pregnancy and Maternity	-	-
Race – people from different racial groups, (BME) ethnic minorities and Gypsy/Travellers	-	-
Religion or Belief (including lack of belief)	-	-
Sex – (issues specific to women & men or girls & boys)	-	-

Community or Groups of People	Negative Impacts	Positive impacts
Sexual Orientation – person’s sexual orientation i.e. LGBT+, lesbian, gay, bi-sexual, heterosexual/straight	-	-
Thematic Groups: Health, Human Rights & Children’s Rights	-	-

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

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

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

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

5. Summary Assessment

Is a full Equality Impact Assessment required? (A full Equality Impact Assessment must be carried out if impacts identified as Medium and/or High)	YES NO
Rationale for decision: This report is an analysis of performance that allows scrutiny. There are no proposals at this stage to alter the way we provide services or Council policies	
Signed : Catriona Caves Date: 18 July 2022	Head of Service

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](#)**

Person to Contact

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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		↓	<p>Service Lead - Policy, Performance and Community Planning</p>	<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		↑	<p>Service Lead - Housing Services</p>	<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	

South Ayrshire Council

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

**Subject: Council Plan 2018-22 (2020 Mid-Term Refresh) -
January to March 2022**

1. Purpose

- 1.1 The purpose of this report is to allow Elected Members the opportunity to review progress made towards achieving the strategic objectives contained within the Council Plan 2018-22 (2020 Mid-Term Refresh).

2. Recommendation

- 2.1 **It is recommended that the Panel considers the progress through the narrative set out within [Appendix 1](#).**

3. Background

- 3.1 This report has been prepared to help evaluate progress against the Council Plan 2018-2022 (2020 Mid-Term Refresh). The Council Plan was extended by one year in January 2022. The completion dates of all incomplete actions have now been revised to reflect the extension to 31 March 2023.
- 3.2 The attached reports that 42 actions are now complete, 27 are on target and four are not on target, all narrative is available in [Appendix 1](#).
- 3.3 As set out in the [Performance Management Framework](#) (Updated January 2022 and as approved at the Service and Performance Panel on 8 February 2022), reports on the delivery of the Council Plan will be reported quarterly, however, many of the performance indicators are annual data collections and cannot be reported quarterly. Moving forward, in the next iteration of the plan, quarterly indicators and targets will be considered.

4. Proposals

- 4.1 Reporting on all of the strategic priorities will provide a more holistic overview of how all services are contributing to delivering the Council Plan. [Appendix 1](#) sets out performance against the strategic priorities:
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](#).

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/

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

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

Report to Service and Performance Panel of 8 February 2022 – [Council Plan 2018-22 \(2020 Mid-Term Refresh\) – October to December 2021](#)

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Date: 9 August 2022



South Ayrshire Council Plan 2018-22 (refreshed)

Quarter 4 2021/22 Progress Report





1 Fair and effective leadership

1.1 We will design our services with people at the heart


COPL 01.1a Redesign and rebuild the Council's website with a focus on delivering digital services and digital engagement.	Service Lead - ICT Enterprise Architecture	With the exception of Planning and 4 sections in HSCP, all content has now been moved to the new digital services platform. Both outstanding areas are in progress with HSCP moving to their own, separate website and both have a target for completion of mid-July. After this time we will move to switch off/decommission the old server.	95%		31-Oct-2022
COPL 01.1b Relocate Ayrshire Archives and Registration to a purpose build repository at South Harbour Street.	Service Lead - Democratic Governance	Registration services are still operating remotely which is more labour and time intensive. We are awaiting instructions from National Records of Scotland (NRS) on the future operating model of this service. The Council are processors and do not determine the operation aspects of the service. Once new ways of working are established and embedded within the service it will be able to move.	70%		31-Dec-2022

1.2 We will invest in our workforce for the future


COPL 01.2a Provide Service Leads with Workforce Planning support and advice.	Service Lead - Organisational Development and Customer Services	Annual workforce profiles have been issued to each Service Lead providing snapshot workforce information for their service area. Service Leads also have the facility to pull workforce information directly via the Oracle Service Reporting Tool. The profiles, alongside the Service Reporting Tool, will help Service Leads to consider broader workforce planning requirements, alongside more immediate and specific recovery planning. To provide further support, a new Workforce and Succession Planning Toolkit is now available on the Core. This provides Service Leads with further guidance on aspects such as horizon scanning, planning templates, and service case studies. We will enhance and expand the toolkit as national workforce guidance develops.	100%		31-Mar-2022
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<p>COPL 01.2b Create modern apprenticeship opportunities across South Ayrshire for our young people.</p>	<p>Service Lead - Thriving Communities</p>	<p>Employability and Skills continue to recruit Modern Apprentices for young people aged 16-19. We also offer Apprenticeship opportunities up to age 29 for people who are care experienced and/or with ASN.</p> <p>As part of our commitment to Corporate Parenting, young people who are care experienced or a young carer, can expect to be supported to access South Ayrshire Council's modern apprenticeships. These opportunities will be identified and ring-fenced for young people who are care experience or a young carer.</p> <p>We currently have 67 Modern Apprentices on our programmes, and they are based within the following vocational areas:</p> <p>Business Administration, Amenity Horticulture, Craft Trade, Social Services and Health Care, Social Services (Children and Young People, Youth Work, Sports and Leisure, IT, Active Schools, Sustainable Resource Management and Roads (Ayrshire Roads Alliance).</p> <p>Six of our Modern Apprentices (MAs) are Care Experienced and 17 MAs have an additional support need (ASN).</p> <p>We have recruitment planned for Amenity Horticulture, Business Admin and Youth Work in January/February 2022.</p> <p>Going forward we aim to offer a comprehensive Pre-apprenticeship programme as progression for our young people on our positive futures programme. This programme will allow for the trainee to have more targeted work experience within the sector they are applying for, start to look at the qualification they will be undertaking within the programme and any sector specific training they will be expected to undertake. They will get the opportunity to find out more about being an employee within the council and discuss the SAC values and have dedicated time to work on their application and interview skills.</p>	<p>100%</p>		<p>31-Mar-2022</p>
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1.3 We will plan well for the future using sound evidence and involve our communities


<p>COPL 01.3a Strengthen our tenants' voice through the implementation of our Tenant Participation Strategy.</p>	<p>Service Lead - Policy, Performance and Community Planning</p>	<p>The tenant participation team continue to support and assist involved tenants to participate in the housing service. Hybrid meetings have been trialled and continue to progress in order to establish a style which suit all tenants wishing to be involved. The tenant participation team are actively ensuring that they are working in partnership with other</p>	<p>75%</p>		<p>31-Mar-2023</p>
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		services to increase engagement across communities within South Ayrshire.			
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COPL 01.3c Conduct periodic reviews our HRA Business Plan in consultation with tenants, to identify investment priorities and inform the rent setting process.	Service Lead - Housing Services	In 2020/21 The Housing Revenue Account (HRA) Business Plan was reviewed and the outcome informed the options which were discussed with tenant representatives and contained in the rent setting consultation. The consultation results along with proposals for future rent setting for 2021/22 and beyond were considered by a Special Meeting of South Ayrshire Council on 20 January 2021. Council approved a 1.5% increase for 3 years on rents and other charges, a realignment of rents for 1-bedroom new build properties and a freeze on rental charges for other new build properties and homeless temporary accommodation. An ongoing annual review of the HRA Business Plan will be undertaken in consultation with tenant representatives.	100%		31-Mar-2022
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1.4 We will adapt our services to reduce inequalities and help the most vulnerable in our communities


COPL 01.4a Develop an integrated approach to Trauma-Informed Practice in partnership with Community Planning Partners.	Service Lead - Policy, Performance and Community Planning	The Trauma-Informed Practice Officer continues to work in partnership with other services to progress the 9 identified domains in the Strategic Implementation Plan. Various workstreams are developing proposals which will be presented to the Member Officer Working Group, when it is established.	30%		31-Mar-2023
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COPL 01.4b Review the Council's House Allocations Policy to make best use of available housing stock.	Service Lead - Housing Services	<p>The review of the Allocations Policy is progressing. Officers have continued to consider the various impacts of legislation and National protocols which must be factored in when assessing an individual need for housing. Officers have completed discussions with specific target groups to gather information on the needs and expectations of access to housing along with advice and information. The option to introduce an 'online housing application and advice module' has been approved. Officers are working alongside ICT and the software provider to tailor the package to meet local need, this is being progressed through the Council's Strategic Change Programme. The project start is scheduled for June 2022.</p> <p>The Officers working group has drafted proposals for the Allocation Policy along with the draft considerations around the policy document based on guidance from the Scottish Government for internal consultation. Once this work is completed, Officers will then progress to wider consultation with all interested parties. Taking account of the stages to be completed and the need for wider consultation on any</p>	65%		31-Dec-2022
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		agreed proposals, the target completion date for proposals to be presented for Council consideration is December 2022.			
COPL 01.4c Undertake a phased review of Benefits Services to ensure a responsive and customer focused approach is provided to support those affected by Welfare Reform.	Service Lead - Revenues and Benefits	Service Review proposals approved at Leadership Panel of 15 February 2022.	100%		31-Mar-2022
COPL 01.4d Develop a Social Lettings Service to support access to the Private Rented Sector.	Service Lead - Policy, Performance and Community Planning	Now in operation with service delivery, 1st property signed up and 1st tenant is pending completion of sign up process. Further work being done to procure more property and awareness raising of service	100%		31-Mar-2022

2 Closing the gap


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


COPL 02.1a Continue to develop employability programmes for young people, including the WorkOut (WO) programme.	Service Lead - Thriving Communities	<p>The 2021/22 WO cohort has now completed the programme. A celebration event took place in all South Ayrshire Schools week beginning 21st March and were a great success. Each of the schools completed their Give Back Days. We have had 61 Young people who have completed WO! and their Steps to Work qualification. Some young people are continuing with their WO! Placement as it was agreed that it would be beneficial for them. Work is underway to start to identify the 2022/23 cohort of pupils.</p> <p>The Positive Futures Programme is running well. We have had 316 young people on Positive Futures from 1st April 2021 – 31st March 2022. 201 young people have progressed to a positive destination. We are offering a Bike Maintenance Group, Skills for Customer Care qualification, Digi Know Training, CSCS Group, Driving Group, Personal Development, Outdoor activities (Climbing Wall, canoeing etc) Allotment and Walking Group. We are also focusing on Dynamic Youth Awards. We are continuing to provide one to one support to young people and add to the groups depending on the interests of the young people to</p>	100%		31-Mar-2022
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		<p>help to engage and support them. We continue to offer work placements to allow young people to progress through the employability pipeline and have a focus on employer engagement and pre-apprenticeship programmes. We had 9 young people who recently progressed from the Greenkeeping & Grounds pre-apprenticeship programme onto a Modern Apprenticeship Programme.</p> <p>The Town Centre Squad is also up and running, providing a support and hands on placement experience for young people to help to prepare them for employment. There have been 33 young people who have taken part in the Town Centre Programme, 1 person has moved to full time employment, 1 person has secured an Amenity and Horticulture MA, six individuals have progressed from the programme leaving 25 currently taking part.</p> <p>The Team will continue to support young people in school to ensure there are employability programmes for them to progress to. The recent SLDR was published that 98.3% of young people in South Ayrshire progressed to a positive destination.</p> <p>There is also currently a focus on the Participation Measure to support to ensure that all young people from 16 – 19 years are supported in a positive destination. House visits and phone calls have been attempted for all individuals who are in an unconfirmed status and will progress to unemployment soon.</p>			
COPL 02.1b Implement the Educational Services Improvement Plan	Director of Education	In the context of ongoing disruption and significant pressure on schools due to the pandemic it is significant that satisfactory progress continues to be made in taking forward the Educational Services Recovery and Improvement Plan. Ongoing progress is monitored by the central team. There are clear targets and measures linked to the plan ensure that appropriate evidence and data will be gathered to support improvements.	30%		31-Mar-2023
COPL 02.1c Continue to work with partners to provide meals during school holidays to support activity clubs within local communities.	Co-ordinator – Community Safety	Over the October holiday period 675 meals were given out to young people throughout South Ayrshire. This provision was through an activity-based programme operated by Thriving communities, Whitlets Vic Football Club and The Carrick Centre were our main third sector partners in this holiday period. The programme was targeted at the communities of North Ayr, Barassie, Maybole, Girvan Glendoune.	100%		31-Mar-2022

		Because of the provision of free school meals payments over the Christmas holiday period there was no provision delivered over this time period.			
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2.2 We will work closely with partners to support looked after children and young people and young carers to reach their potential

COPL 02.2a Ensure young people leaving care do not have to access housing through the homeless system.	Service Lead - Policy, Performance and Community Planning	Officers from Housing Policy & Strategy, Housing Services and the Health and Social Care Partnership continue to work in partnership to review current practices and consider alternative housing solutions to prevent young people leaving care accessing the homeless system. The Youth Housing Support Group continues to be under review with new terms of reference being developed. Future housing pathways are being considered to ensure young care leavers do not required to access housing via the homeless system. The Housing Support Contract designed specifically for 16-25yr olds, including young care leavers continues to perform well and meet service needs.	60%		31-Mar-2023
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COPL 02.2b Implement the Child Poverty Action Plan to help close the opportunity Gap	Service Lead - Children's Services and Child Poverty	Work tackling child poverty is currently focussed on addressing food and fuel poverty, income maximisation and employability. The cost of living crisis is bringing this work into sharp relief nationally. A new national child poverty plan has been launched and work is being undertaken to refresh the South Ayrshire Child Poverty Plan to align with the new national plan and the current challenges facing families. The 2021-22 Child Poverty Annual Report is also being prepared. A child poverty engagement group has been created to facilitate inclusion of the lived experience into the child poverty agenda and to ensure planned. Linkages are being made to the inclusive growth and community wealth building strands of the Ayrshire Growth Deal.	70%		31-Mar-2023
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COPL 02.2c Work to improve the legal permanence journey for care experienced children.	Service Lead - Legal and Licensing	Legal Services is continuing to work with and support social work colleagues in particular around training and embedding processes.	85%		31-Mar-2023
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COPL 02.2d Work closely with Young People Support and Transition Team, Champions Board and Employability and Skill to improve outcomes for young people.	Service Lead - Thriving Communities	Thriving Communities staff continue to work in partnership with the Champions Board, Education and the Young People Support and Transition Team to support young people who are care experienced. CLD recently supported the Champions Board 3-day residential to Dumfries House. We also supported the residential trip to Inverclyde for	100%		31-Mar-2022
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		<p>care experienced young people and their families alongside Education Welfare Officers and Active Schools workers.</p> <p>Of the eight young people who joined our Care experienced Duke of Edinburgh Award Group in June 2021, all eight are still regularly attending. Six of them have completed their Bronze award in the last month and the other two just need to complete their expedition section (we hope to do this after the exams/before the school holidays. All eight are keen to progress onto the Silver award. Discussion are taking place about the possibility of starting up a new Bronze intake to take through as a group again - we have two young people signed up already.</p> <p>Our youth clubs for young people who are care experienced in Girvan and North Ayr continue to operate and provide young people with a safe space to build relationships, improve confidence and learn new life skills. Through the summer holidays we will offer spaces to the Champions Board on our weekly day trips.</p> <p>A group of 12 care experienced young people from QMA are taking part in our new Thriving Futures programme. The Thriving Future programme uses the power of sport and youth work to engage with vulnerable and disadvantaged young people and empower them to be confident, healthy and optimistic about their future. The programme is person-centred, youth-led and provides young people with positive experiences, inspiring role models and engaging social education.</p>			
COPL 02.2e Work with partners to improve employability outcomes for care experienced young people.	Service Lead - Thriving Communities	<p>We continue to work alongside partners to improve outcomes for Care Experienced young people. We work closely with Skills Development Scotland and Ayrshire College and we attend monthly tracking meetings to ensure young people who are engaging in further education are continuing to sustain. The School Leavers Destination Report (SLDR) showed that only two young people previously in a positive destination are no longer engaging with our service or attending college, the number of young people sustaining is positive destination is significantly higher since the team has been in place.</p>	100%		31-Mar-2022
COPL 02.2f Deliver targeted employability programmes for care experienced young people and a supported employment programme for young people with additional support needs.	Service Lead - Thriving Communities	<p>Thriving communities continue to offer the Care Experienced Guarantee for young people to achieve Modern Apprenticeships, this model has helped recruit four new additional MA's since February across various occupational areas.</p>	100%		31-Mar-2022


		<p>External funding for the Care Experienced Employability team ends in December 2022. E&S are currently trying to embed the service in to the core thriving communities staffing structure to ensure the service will continue beyond the funding. Outcomes for young people who are Care Experienced are now significantly higher than the national average since the team has been in place. (SLDR 2020/21).</p> <p>Tailored Jobs – Since January, two young people have progressed into Employment following a tailored job. A further two tailored jobs are currently being created and in process.</p> <p>Supported Employment Groups – Since January we have run Outdoor activities; Preparing for a Work Placement; Interview and Presentation Skills with Dynamic Youth Qualifications run alongside, CV Workshops, online Drop in, Gym group.</p> <p>Progressions from Supported Employment have included two young people into Modern Apprenticeships with Grounds and Greens, and 1 into external employment.</p> <p>We are currently working with Alex Begg & Co to create employment opportunities for young people with additional support needs on our programme as they are keen to support people from the local area.</p>			
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2.3 We will invest in our young people, raising attainment and creating modern and engaging places for our young people to learn


COPL 02.1b Implement the Educational Services Improvement Plan	Director of Education	In the context of ongoing disruption and significant pressure on schools due to the pandemic it is significant that satisfactory progress continues to be made in taking forward the Educational Services Recovery and Improvement Plan. Ongoing progress is monitored by the central team. There are clear targets and measures linked to the plan ensure that appropriate evidence and data will be gathered to support improvements.	30%		31-Mar-2023
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COPL 02.3a Continue to invest in new and improved technology for schools to enhance the environment that supports learning and teaching for children.	Service Lead - ICT Operations	Digital investment in technology continues to occur across the school's estate, with notable projects including the upgrade of internet content access and continued refresh of End User Devices.	75%		31-Mar-2023
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		<p>A recurring Education Strategy Group has also been initiated to both prioritise and drive forward ideas for future investment.</p> <p>Information is still to be provided in relation to the government initiative of "One Device for Every Child" which could have significant impact on the learning environment. We are awaiting further details on this initiative and this indicator should be placed on hold until information is made available.</p>			
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COPL 02.3b Build collaborative capacity across the South West to improve outcomes for learners by offering and facilitating peer to peer, school to school and authority to authority professional learning.	Director of Education	<p>The current South West Education Improvement Collaborative (SWEIC) Plan concluded at the end of March 2021 and a new plan will be published. Significant progress has been made since the first plan was published in 2018. Progress in closing the gap and assessment and moderation workstreams in particular has been strong. Collaboration is now becoming the default position in many areas. Leadership of the collaborative is passing to Dumfries and Galloway from June 2021. South Ayrshire will continue to play a strong role, however not leading, therefore this target can be considered completed.</p>	100%		31-Mar-2022
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2.4 We will work with communities to make the best use of the school estate by creating local hubs


COPL 02.4a Deliver a programme of projects to ensure our schools and other community hubs are placed at the heart of our communities, with the required services delivered from the most suitable sites.	Assistant Director - Place Directorate; Assistant Director - People Directorate	<p>Team now in place and delivering a range of projects to ensure our schools and community hubs are used as places for learning and engagement with our communities. Action now complete although work will be ongoing.</p>	100%		31-Mar-2022
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COPL 02.4b Deliver a targeted programme of family support including employment interventions, money and debt advice and onward referral to appropriate agencies within the school based local hubs.	Service Lead - Thriving Communities	<p>Opportunities for parents accessing the Evolve programme (LTU) have been discussed and shaped with advice and guidance from our PES Officer who has welfare rights knowledge and experience to undertake better off and what if calculations to ensure individuals and households will be better off when moving into work.</p>	100%		31-Mar-2022
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COPL 02.4c Continue to build new schools to improve the environment that supports learning and teaching for children and young people and to provide a base for local hubs in areas of highest deprivation.	Service Lead - Special Property Projects	Early works ongoing at Maybole Community Campus and will be complete Oct 2021. Main works underway at both Maybole and Prestwick Campuses.	100%		31-Mar-2022
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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

COPL 02.5a Work with partners to respond to Scotland's 'Transition to Rapid Rehousing' for homeless and potentially homeless households.	Service Lead - Policy, Performance and Community Planning	<p>The Scottish Government issued their consultation on the Prevention of Homelessness Duties late December 2021. The Housing Policy and Strategy Team has issued a joint response with Housing Operations and has encouraged a range of relevant partner agencies to participate in the consultation and understand the duties that may be placed on them.</p> <p>ELT gave approval for the extension of all Housing First positions to be extended for 23 months to Feb 2024. This has allowed for the level 8 Housing First Officer to be re-advertised and hopefully the extension to the temporary contact with encourage more people to apply. A Housing First Support Worker post has also been advertised to replace a member of staff who has moved on. The Team Leader for Hostels and Supported Accommodation has been appointed and this post now has responsibility for the Housing First Service. This now allows the RRTP Officer to refocus on the action plan within the RRTP.</p> <p>There is work underway to create a service user group, to improve services for those leaving prison, identify clear pathways for those who give up a tenancy to go through rehab and consideration of other homelessness prevention measures.</p>	50%		31-Mar-2023
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COPL 02.5b Expand the Housing First service to meet the needs of people with experience of repeat homelessness and complex needs.	Service Lead - Policy, Performance and Community Planning	Prior to 1st April 2022 Housing First was supporting 32 people which meets with our policy targets. A Housing First Officer post has been advertised to oversee the day to day running of the service. In addition, a Housing First Support Worker has move onto another position and this post is currently advertised. At present the staff are working at more than capacity however this will be resolved when the support worker is in post. The service is also currently considering a "Step Down, Stand Down" procedure that will allow us to better assess the capacity for further people to be housed and supported via Housing First.	80%		31-Mar-2023
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COPL 02.5c Monitor customer need and trends to provide targeted information and advice services, adapting our approach as required.	Service Lead - Organisational Development and Customer Services	Annual data on customer trends has been analysed to target services and influence staffing arrangements for 22/23. We have seen a further annual increase in enquiries of 34% with a total of 29, 288 enquiries handled.	100%		31-Mar-2022
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COPL 02.5d Support people who are furthest away from the labour market through each stage of the employability pipeline and into work.	Service Lead - Thriving Communities	<p>Employability and Skills continue to support young people and adults who are furthest away from the labour market.</p> <p>Positive Futures offers employability support to young people from the age of 16 – 24 years. We have supported 316 young people from 1st April 2021 – 31st March 2022. With 201 progressing to employment or further education.</p> <p>Our European Social Fund (ESF) funded programmes which include Adult, PACE, Supported Employment, Youth Justice and Care Experience have supported 611 Individuals from 1st April – 31st March 2022. With 155 progressing to employment and a further 41 progressing further education/training.</p> <p>The all age and stage pipeline offer one-one, group work and tailored employability support. Provision is a blended approach of online and in person, officers have been able to utilise the Wallace Tower and other locality offices to support people and we have been able to reintroduce our employability hubs within the locality areas. Outdoor learning has improved health and well-being, and increased confidence of individuals and keep learners engaged which in turn have improved employability outcomes.</p> <p>There are opportunities to refer individuals to the Occupations Health Service SALUS. This is supporting individuals as part of an action plan to improve their health which supports their employability journey. We have supported individuals through SALUS from 1st April 2021 – 31st March 2022</p> <p>Young people have access to the TogetherallApp and this has been embedded within our registration process to ensure support is available to all young people, young people self-refer for this support.</p>	100%		31-Mar-2022
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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

COPL 03.1a Deploy and actively market technology solutions to enable collaboration. Expand and upgrade shared technology services and data sharing between the Council, the Health & Social Care Partnership (HSCP) and NHS Ayrshire and Arran.	Service Lead - ICT Enterprise Architecture	Final deployments to Finance and areas within HSCP now underway. On completion, M365 will have been rolled out to entire business and we will start a consolidation phase of work and engagement.	98%		31-Aug-2022
COPL 03.1b Work with partners to meet the identified housing needs of Health and Social Care Partnership service users.	Service Lead - Policy, Performance and Community Planning	Work continues with the development of the Council's new Local Housing Strategy (LHS). This will be done jointly with the HSCP and wider partners to identify the needs of service users.	45%		31-Mar-2023
COPL 03.1c Adapt our properties to provide modern fit for purpose facilities which can be better utilised by Services and their clients.	Service Lead - Asset Management and Community Asset Transfer	The 2021/22 programme of works to adapt properties to ensure they are modern and fit for purpose is complete.	100%		31-Mar-2022
COPL 03.1d Work with colleagues in the South Ayrshire Health and Social Care Partnership to improve on the management of contracts which support the health and wellbeing of South Ayrshire residents.	Service Lead - Procurement	41 contracts across HSCP were reviewed in Q4 (Jan-Mar) with an overall scorecard completion rate of 97%. 40 Scorecards have now been issued for review in Q4 (Jan – Mar), 10 for Children's Health, Care & Justice Services and 30 for Community Health & Care Services. 79 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). This number has increased since the last update (previously projected 91) due to new contracts and the inclusion of all Care Home contracts. It should be noted that the number of contracts will continually change as contracts end or as new contracts are awarded.	75%		31-Mar-2023

		Procurement are working closely with colleagues from the HSCP to align the CSM process with the Quality Assurance Framework used within the partnership.			
COPL 03.1e Engage with the Champions Board and care experienced young people when monitoring and renewing contracts for Children's Services.	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. The board are now reviewing contracts in Q3.	100%		31-Mar-2022
COPL 03.1f Work in partnership to help protect vulnerable adults and those living with dementia from doorstep crime. (Protection from phone scams, mail scams and bogus callers).	Service Lead - Trading Standards and Environmental Health	From 1st April 2021 the service dealt with seven requests for call blocking devices despite the problems presented by the COVID19 pandemic. This was facilitated by working with the person's family, carers and health professionals. The service also issued three social media information posts offering advice for the prevention of scams and bogus trading ranging from home improvement, cold callers, National Insurance refunds and COVID related grants etc. The service also received information from Trading Standards Intelligence sources relating to 70 local residents who may have fallen victim to scams. The Service is continuing to verify the information and contacting affected residents to provide them with the appropriate advice.	100%		31-Mar-2021
COPL 03.1g Develop and implement a Sports, Leisure and Physical Activity Strategic Framework.	Co-ordinator (Health and Wellbeing)	Strategy approved through ELT and CPP. Work now progressing on performance framework. Final version complete and shared with partners.	100%		31-Jul-2021
COPL 03.1h Work in partnership to deliver the South Ayrshire Health and Social Care Partnership Strategic Plan 2018-2021.	Senior Manager – Planning and Performance (HSCP)	The revised strategic plan (2021-31) for the HSCP has been agreed (24th March 2021) and will be launched in June 2021. The plan received significant engagement and consultation with a range of partners and was presented to the council before agreement by the IJB.	100%		31-Mar-2021


3.2 We will target resources to children and those most in need giving people information and choice over support and services


COPL 03.2a Work in partnership to deliver the Children's Services Plan	Director of Education	The Children's Services Plan for 2017-20 was reported on annually through a published report. Very good progress was made over the three years of the plan across a range of areas. Services are working together more effectively to delivery on the key priorities summed up in	100%		31-Mar-2022
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		closing the gap and achieving potential. A new plan was published for 2020-23 in April 2020.			
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4 South Ayrshire works


4.1 We will make South Ayrshire an attractive place for inward investment


COPL 04.1a Work with our neighbouring authorities to support the Local Wealth Building agenda.	Service Lead - Economy and Regeneration	The community wealth building resource is in place and fully operational. The workplan has been approved by Leadership Panel and the team are engaged with colleagues, in North/East Ayrshire Councils (NAC/EAC). The Ayrshire Growth Deal (AGD) programme lead is supported by NAC, including support to the Community Wealth Building (CWB) commission. The programme will run for 3 years.	100%		31-Mar-2022
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COPL 04.1b Implement the Strategic Economic Plan(SEP) for South Ayrshire.	Service Lead - Economy and Regeneration	Implementation complete and delivery in progress. Update on progress provided at Member briefing on 16 March 2022. The SEP provides the framework for mainstream service delivery.	100%		31-Mar-2022
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COPL 04.1c Implement the Ayrshire Growth Deal Programme.	Service Lead - Economy and Regeneration	Development of the AGD is ongoing. Business Cases awaiting approval from Government. Report presented to Leadership Panel on 1 March. Detailed Elected Member briefing and discussion delivered on 15 December 2021. Annual Conversation with Government successfully completed in January 2022. The full implementation and delivery of the Growth Deal will continue to November 2030.	100%		31-Mar-2022
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4.2 We will be ambitious when transforming our town centres, making them appealing place, with enhanced social and cultural events

COPL 04.2a Create a Heritage Hub on Ayr High Street and deliver a programme of exhibitions, events and tours incorporating local heritage assets.	Co-ordinator Destination, Promotion and Inclusive Participation	The Heritage Hub is not open yet - internal works are currently being carried out. The works must be complete before handover to the Museums and Galleries team.	70%		31-Dec-2022
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COPL 04.2b Deliver the office rationalisation programme to ensure the best use of Council-owned facilities.	Service Lead - Special Property Projects	Office rationalisation projects now complete	100%		31-Mar-2022
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4.3 We will enhance collaborative working to encourage more apprenticeships, training opportunities and jobs that enable economic growth


COPL 04.3a Work collaboratively to increase the level of contractual Community Benefits the Council receives and maximise their potential.	Service Lead - Procurement	<p>Procurement along with our aligned Community Wealth Building officer are developing an online Community Wealth Building portal. The portal will allow community groups to submit to a wish list of benefits they feel will make a difference to their community or organisation. Suppliers will be able to select from this community benefits wish list during the tender process and Procurement will monitor progress as before to ensure delivery.</p> <p>The testing has now concluded, and the portal is almost ready to go live. The system will be launched in conjunction with a marketing campaign.</p>	80%		31-Mar-2022
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COPL 04.3b Continue to support local employers to recruit young people.	Service Lead - Thriving Communities	<p>Employability and Skills have approved 59 Employer Recruitment Incentives to support people into employment from 1st April 2021 – 31st March 2022. Incentives offer up to £4,000 to recruit a young person or adult who is unemployed.</p> <p>This incentive is now available to employers of Kickstart who are coming to the end of their 6 months contract and we are continuing to support employer with this.</p>	100%		31-Mar-2022
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4.4 We will support local businesses to develop and grow


COPL 04.4a Manage the Council's Commercial Property Portfolio so as to maximise rental income and help local businesses.	Service Lead - Asset Management and Community Asset Transfer	As COVID restrictions are lifted we are continuing to engage with existing businesses	70%		31-Mar-2023
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COPL 04.4b Work with colleagues in the Supplier Development Programme (SDP) to more actively promote Council procurement to support the local economy.	Service Lead - Procurement	Procurement along with our aligned Community Wealth Building Officer have arranged a Talking Tenders event with the SDP. This is a virtual event taking place on 10th May2022. Local suppliers have been contacted directly and have been invited to attend. The event will take potential suppliers through the SAC procurement process for all values of contract and highlight upcoming tender opportunities. Details will also be shared for North Ayrshire and East Ayrshire council procurement departments.	85%		31-Mar-2023
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COPL 04.4c Target enforcement and support at non-compliant businesses to bring them into compliance and ensure that all businesses trade fairly, safely and equitably.	Service Lead - Trading Standards and Environmental Health	After review we have decided on a strategy to tackle not compliant businesses with a priority inspection within 1 month followed by another within 3 months. Further follow-up interventions may be made during these time periods depending on circumstances. We will pilot for a year to gauge the demand on our capacity. Officers training and process and procedures being updated.	40%		31-Mar-2023
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5 Stand up for South Ayrshire


5.1 We will develop meaningful communication and engagement with, organisations, residents, visitors and employees to identify their needs and views, while promoting the area and achievements of the Council

COPL 05.1a Deliver on the Engagement Strategy and ensure meaningful engagement with our stakeholders	Service Lead - Thriving Communities	The consultation Institute delivered training to officers across the organisation. Following the training a new officers group has been established and this group will provide assistance to officers consulting with the public. South Ayrshire Community Conversations (Consul) is now ready to be piloted and officers will be using this to consult with members of the public moving forward.	95%		31-Mar-2023
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COPL 05.1b Develop a clear and recognisable brand to promote the vision and values of the council and to align with the council plan.	Service Lead - Organisational Development and	Clear brand for our purpose vision and commitments has been created and embedded in a range of ways, including on internal and external documentation e.g. signage; social media; video; SAC Live Magazine;	100%		31-Mar-2022
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	Customer Services	Council vans; refuse collection vehicles; and an increasing range of vinyl displays. Most recently vinyls have been installed in County Buildings.			
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5.2 We will work with partners and communities to develop thriving places that are positive, proud and ambitious

COPL 05.2a Support local community-controlled organisations to develop thriving places by empowering them to make better use of local community assets.	Service Lead - Asset Management and Community Asset Transfer	In conjunction with Thriving Communities we are continuously working with local community groups regarding taking ownership or lease of our assets	60%		31-Mar-2023
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COPL 05.2b Deliver the Council's 'Strategic Housing Investment Plan' (SHIP) in conjunction with partners.	Service Lead - Policy, Performance and Community Planning; Service Lead - Special Property Projects	Waggon Road – all blocks handed over to Housing with the final block A handed over 4/04/22. One unit in Block B to be snagged on completion of replacement specialised kitchen and bathroom. To be complete w/k 11th April. Total number of units 76. Fort Street - all units handed over to Housing for HSCP on 11/02/22. No service provider in place as yet, allocations are under way. Total number of units 11.	75%		31-Mar-2023
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COPL 05.2c In consultation with stakeholders prepare and deliver the Local Development Plan 2 (LDP2)	Service Lead - Planning & Building Standards	THE LDP2 has been approved by Council and submitted to the Scottish Government on 8th of April 2022 for their approval.	99%		31-Mar-2022
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COPL 05.2d Engage with our communities and work with them to ensure our service provision meets their needs and, through our approach to place planning, support communities to have a greater say in how services are delivered.	Service Lead - Thriving Communities	Thriving Communities Officer used the Place Standards Toolkit to consult with communities to develop local place plans. Data from the consultations in Coylton, Annbank, Mossblown, Tarbolton, Monkton, Loans, Symington, Craigie, Prestwick, Heathfield, Northfield and the South Carrick villages has been collated and plans should be published during the summer 2022. Economic Development are responsible for the designing and publishing the plans and officers from TC will consult with communities to ensure they are satisfied with the output.	80%		31-Mar-2023
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COPL 05.2e Actively engage with local communities and stakeholders to involve them in the design process for major capital projects and understand their aspirations and concerns.	Service Lead - Special Property Projects	Pre-application planning process during which the public will be able to provide feedback/comments on the emerging leisure centre designs is underway. Virtual Event taking place online 21st October 2021.	100%		31-Mar-2022
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5.3 We will promote South Ayrshire as a place to live, work and learn


COPL 05.3a Maximise the use of social media as a key proactive, interactive and reactive communications tool.	Service Lead - Organisational Development and Customer Services	Our South Ayrshire Council Live Facebook followers reached 10,000 in April 2022 and has been build up since the channel's introduction in 2019. There has also been an increase in followers across all other corporate channels. Further work to enhance social media will take place to align with a revised Communications Strategy which will align with the new administration's council plan.	100%		31-Mar-2022
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COPL 05.3b Develop and implement a Communication Strategy.	Service Lead - Organisational Development and Customer Services	The new SAC Communications strategy was approved by Leadership Panel on 15 September, and issued to Service Leads on 22 September, along with a short video summarising the way our approach to communication is changing in line with the strategy. Service Leads have been asked to proactively promote information which demonstrates how we are 'Making a Difference' or contributes to the way we are achieving any of the six commitments of the Council plan.	100%		31-Mar-2022
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5.4 We will promote South Ayrshire as a visitor destination




COPL 05.4a Develop and implement a Tourism Strategy for South Ayrshire.	Co-ordinator Destination, Promotion and Inclusive Participation	The Destination South Ayrshire Tourism and Events strategy was approved at Leadership Panel on 1 March 2022 and an implementation plan is now in place.	100%		30-Jun-2021
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COPL 05.4b Work with the other Ayrshire Councils to promote Ayrshire and Arran and develop further initiatives to promote South Ayrshire, the main population centres and surrounding areas as visitor destinations.	Co-ordinator Destination, Promotion and Inclusive Participation	The regional partnership continues to work with consultants to develop the regional visitor economy strategy. An undated draft is currently being discussed with partners.	95%		30-Dec-2022
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COPL 05.4c Develop and promote our Parks and Open Spaces as a destination venue for visitors and residents.	Service Lead - Neighbourhood Services	The service gained a 4th Green flag at Newton Park in Ayr in 2021. This is in addition to the previous green flag awards at Fullerton Estate, Rozelle Estate and Belleisle Estate. Belleisle Estate was also one of two Scottish parks to be awarded Green Heritage Site Accreditation. These accreditations are the first in Scotland and the award is given in recognition of achieving the required standard in the management and interpretation of a site with local or national historic importance. To receive Green Heritage Site Accreditation sites must also achieve Green Flag Award. We are now looking at gaining further green flag awards and are currently looking at a site in the Carrick area and also Ayr Cemetery. We are still working towards a bespoke Parks and Estates website to promote our Parks and Estates with what they have to offer to both residents and visitors. A contractor was appointed to shoot some drone footage of our parks throughout the different seasons, with both video and still footage for the website however this has stalled due to potential GDPR implications. We are currently exploring how best to take this element forward.	80%		31-Dec-2022
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6 A better place to live

6.1 We will create a greener, healthier South Ayrshire and enhance it for future generations


COPL 06.1a Implement the Council's Investment Strategy with the delivery of capital projects across the Council's Property Estate.	Service Lead - Professional Design Services	As of 31st March 2021, spend of £33,334,306 was achieved, representing 84% of the approved budget. The shutdown of the construction industry due to Covid-19 in 2020 did impact on the capital programme in financial year 2020-2021.	100%		31-Mar-2022
COPL 06.1b Progress a programme of Energy Projects for Council properties that will reduce energy usage and deliver carbon reduction.	Service Lead - Asset Management and Community Asset Transfer	LED lighting project at Southcraig school to be completed in August 2022. External lighting upgrades will be completed at Holmston PS, Muirhead PS, Braehead PS, Kincaidston PS, Struthers PS, Heathfield PS, St Patricks PS, Forehill PS and Hillcrest. New Building Management System (BMS) software is being installed to allow improved remote access and management of building heating controls. BMS healthcheck surveys are being carried out at a number of large energy consuming sites to identify improvements that will lead to energy/carbon reduction savings.	100%		31-Mar-2022
COPL 06.1c Maximise the funding available to improve the energy efficiency of our existing housing stock.	Service Lead - Policy,	Projects agreed for financial year 2021/22 in Maybole, Tarbolton, and provisionally Swedish Timber properties scattered throughout the Local	100%		31-Mar-2022


	Performance and Community Planning	Authority subject to approval of measures to be used on construction type. Full grant anticipated to be spent.			
COPL 06.1d Work with our tenants and community representatives to improve our neighbourhoods through investment in Housing owned land and buildings.	Service Lead - Housing Services	<p>Work is practically complete on the 2020/21 external fabric upgrade projects which were delayed by Covid-19 restrictions and additional addresses were also added to programmes of work in response to emergency situations. Proposed addresses for the 2021/22 & 2022/23 external fabric upgrade programme (roofing and external render works) have been surveyed and the tender is being evaluated. Once the tender outcome is known, this will formal engagement to take place with owners in mixed tenure blocks. Window replacement work has also been completed in all non-gas villages, with the exception of properties where tenants have not allowed access. In the 2021/22 window replacement programme, windows were replaced in 221 properties.</p> <p>The internal modernisation works from 2020/21 commenced on 2 August 2021, and programmes of work are ongoing. Future modernisation works have been reprogrammed, ensuring that the Council continues to maintain the Scottish Housing Quality Standard. Compliance works are ongoing and work towards the LD2 Fire Safety requirements, as at deadline date of 1 February 2022, the Council had achieved a compliance rate of 95%. Work is ongoing to increase compliance and engage with tenants to arrange the necessary access.</p> <p>As part of the consultation with tenants on future rent setting, tenants were asked to identify the improvements that were important to them and to identify how they felt the Council should spend any unallocated resources within the Housing Revenue Account. Tenants identified window replacement, external wall insulation work and resources towards Council house new build as their top 3 priorities for investment. This feedback was considered as part of the future rent setting proposals approved by the Special Meeting of South Ayrshire Council on 20 January 2021. In line with the priorities identified by tenants, Leadership Panel of 15 February 2022 agreed to allocate in-year uncommitted resources from the Housing Revenue Account to carry out additional investment in window replacement work and external fabric upgrade. This work will be part of the 2022/23 Housing Capital Programme.</p> <p>Although ongoing progress is being made against this action, work to deliver the housing capital programme in consultation with tenants will remain an ongoing activity for the Housing Service.</p>	95%		31-Mar-2023


COPL 06.1e Deliver contracts which better support sustainability and an improved environment in South Ayrshire.	Service Lead - Procurement	The Procurement team continue to analyse and evaluate use of single plastic products through six-weekly meetings with Council departments. Any national framework suppliers' products are updated on the purchasing system to remove or suggest alternatives to single use plastic items. New tender documentation is up to date in terms of including the recommended wording from Scottish Government in regard to sustainability. Tenders are scored as part of the evaluation on their sustainability submission.	80%		31-Mar-2023
COPL 06.1f Raise awareness of the effects of car idling on air quality and climate change and the penalties for breaching the Road Traffic (Vehicle Emissions) (Fixed Penalty) (Scotland) Regulations 2003 through a programme of publicity.	Service Lead - Trading Standards and Environmental Health	Further seven patrols carried out 1/1/2022 - 31/03/2022 no breaches found	100%		31-Mar-2022
COPL 06.1g Progress the rationalisation and enhancement of assets in North Ayr, including working with local sporting and community organisations to develop the Craigie Campus site as a multi-sport centre of excellence.	Assistant Director - People Directorate	Further to consultation, the multi-sport facility will now be called Riverside Sports Arena. The pace of construction remains steady despite the various challenges facing the construction industry. The Pavilion, the Grandstand, and the Storage Building, are all in an advanced state of completion. The Athletics Hall structure is complete, and the fabric canopy will be installed during a suitable weather window. The exterior envelope, interior services, and interior finishes will follow. The playing carpet is being installed on the lower pitch, and the upper in-field pitch and running track are progressing well. Floodlights have been installed, and infrastructure, utilities and landscaping are underway. There have been no health and safety incidents to date. Discussions are now focusing on operational issues such as equipment, storage, and signage	80%		31-Dec-2022
COPL 06.1h Implement the Sustainable Development and Climate Change Strategy	Service Lead - Neighbourhood Services	The Sustainable Development & Climate Change strategy has been implemented with the Council working towards the goals and actions set out within the strategy.	100%		31-Mar-2022
COPL 06.1i Develop and implement a Waste Strategy that increases recycling and identifies a long term solution for Household Waste Recycling Centres and for residual waste in terms of the ban on Biodegradable Waste to landfill in 2025.	Service Lead - Neighbourhood Services	The Waste Strategy was initially approved at Leadership Panel on 16 March 2021 and was ratified at full Council on 24 June 2021	100%		31-Mar-2022


COPL 06.1j Develop and facilitate delivery of the Food Growing Strategy in accordance with the Community Empowerment (Scotland) Act 2015.	Service Lead - Neighbourhood Services	The first South Ayrshire Council Food Growing Strategy was approved at the Leadership Panel on 24/11/20	100%		31-Mar-2022
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6.2 We will ensure our digital offer is responsive people's needs and enhances access to services

COPL 06.2a Develop mobile solutions for our workforce, enabling them to deliver more to our residents in the community.	Service Lead - ICT Enterprise Architecture	Bring Your Own Device solution now agreed and governance in place. Pilot groups now testing prior to this being made available as a deployment option.	95%		31-Oct-2022
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COPL 06.2b Provide public access Wi-Fi in Council buildings across the area.	Service Lead - ICT Operations	Public access Wi-Fi has been deployed to 23 council locations and is fully operational. The basic service allows internet and email access and this can be extended to other locations as required. Should a higher level of functionality be required alternative solutions will be implemented as per business requirements.	100%		31-Mar-2022
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COPL 06.2c Adopt MyAccount as a single sign on for customers to get online.	Service Lead - ICT Enterprise Architecture; Service Lead - ICT Operations	MyAccount is now live on South Ayrshire Council's website under the heading MySouthAyrshire	100%		31-Mar-2021
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COPL 06.2d E Development roll out to improve the Planning and Building Standards processes and customer service	Service Lead - Planning & Building Standards	New processes have been implemented and staff have hybrid and agile working arrangements. The service continues to make improvements, and these will be actioned through the service and improvement plan.	100%		31-Mar-2022
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South Ayrshire Council

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

Subject: Participatory Budgeting Activity in 2021/22

1. Purpose

1.1 The purpose of this report is to advise the Panel of the Participatory Budgeting (PB) Activity undertaken by Council Services in financial year 2021/22.

2. Recommendation

2.1 **It is recommended that the Panel considers the content of the PB Activity Report attached as [Appendix 1](#) and notes the value of budgetary spend influenced through the PB processes.**

3. Background

3.1 PB is a tool for community engagement and developing participatory democracy. The Council has implemented strategies which address the key issues contained within the [Community Empowerment \(Scotland\) Act 2015](#). The Council has also worked with the Community Choices programme, which supports and promotes PB nationally.

3.2 CoSLA has provided a definition of mainstreaming PB as follows:

Proactively involving and engaging local people in making decisions for how public money is spent in their community. This means engaging people in the design of policy and strategy that eliminates existing participation gaps.

3.3 It is recognised that PB has to be seen as a long term strategy that has to develop and be delivered over many repeated cycles.

3.4 Planned PB activity was hampered by the continuing Covid-19 pandemic and resulted in a revised [Community Choices 1% Framework Agreement](#) from COSLA and the Scottish Government.

3.5 The revised framework now:

- Recognises the impact of the pandemic on planned PB activity, and allocation of resources for developing a mainstream approach to PB across Councils;

- Outlines that whilst the 1% commitment remains, there is a degree of flexibility to Councils as to when they can practically meet it;
- Reaffirms local government's commitment to meeting and exceeding the 1% target in coming years;
- Asks Councils to complete the annual monitoring pro-forma to monitor progress towards the 1% target, with reporting commencing in 2020/21.

3.6 The Council has, over the past few years, evidenced greater participation in wider consultation and engagement with communities across a number of social media and mainstream communication platforms. For financial year 2021/22, the Council's PB activities generated a total of £5.922m of revenue and capital expenditure as influenced by South Ayrshire citizens.

3.7 The Council's 1% target for financial year 2021/22, as derived from the information contained in the 2021/22 [Finance Order FC5/2021](#), was £2.216m as defined by COSLA and Scottish Government as:

'The total estimated expenditure for revenue, as per the Local Government finance circular, less assumed Council tax intake.'

3.8 [Appendix 1](#) confirms that the Council exceeded the 1% PB activity target for financial year 2021/22.

3.9 In April 2022, an 'External Funding Group' was convened by senior Council officers. The purpose of the Group is to provide a more co-ordinated approach to identifying and utilising external funding that reflects Council and community priorities.

3.10 The group has representation from services across the Council from the Place and People directorates, HSCP and Legal and finance. The group will link in with community and funding forums including the Community Planning Partnership and share information on opportunities at local and national level

3.11 The Group is establishing principles of good practice and protocol in relation to relevant policies and legislation that should be adhered to including but not limited to: transparency and decision making, consultation, 'Following the Public Pound' and Participatory Budgeting.

4. Proposals

4.1 It is proposed that the Panel considers the recommendation as set out in Section 2.0 of this report.

4.2 It is intended to report to the Service and Performance Panel on a six-monthly basis with regards to the development of mainstreaming PB. This is to ensure members are sighted on the obligation to ensure citizens are encouraged to become more directly involved on influencing expenditure going forward.

5. Legal and Procurement Implications

5.1 This participatory budgeting satisfies the legal obligations of the council under the Community Empowerment (Scotland) Act 2015 to promote and facilitate public participation in its decisions and activities and to give communities more powers to achieve their own ambitions. It also complements the Council's legal duties under the Equality Act 2010 and delivers the public sector equality duty by advancing

equality of opportunities and fostering good relations between groups. Advice and guidance will be sought from Legal Services on an ongoing basis, where appropriate.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Although there is no direct budget for mainstreaming PB, its ethos is for communities to have a greater influence on spend. To that end, Leadership Panel agreed on 12 March 2019 to make £1.5m available over three years for the delivery of Placemaking and associated Place Plans and mainstreaming PB will assist in their delivery.

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 The Council may not be able to deliver on its commitment to deliver the requirement of mainstreaming PB activity to a level of a minimum of 1% of local government block grant settlement (excluding Council tax income).

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 Commitment 1 of the Council Plan: Fair and Effective Leadership/ Leadership that promotes fairness.

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 Councillor Ian Davis, Portfolio Holder for Finance, Human Resources and ICT, and the contents of this report reflect any feedback provided.

Background Papers **Report to Leadership Panel of 11 June 2019 - [Moving Towards Mainstreaming Participatory Budgeting](#)**
[Community Choices 1% Framework Agreement](#)

Person to Contact **Mike Newall, Assistant Director – People**
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Date: 9 August 2022

Participatory Budgeting Activity In 2020/21

1% target defined as 'total estimated expenditure for revenue, as per the Local Government finance circular, less assumed Council tax intake.	£2.216
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Breakdown of revenue and/or capital subject to Participatory Budgeting during 2021/22		
Service Area	Revenue (£000,000)	Capital (£000,000)
Ayrshire Roads Alliance	0.130	0.330
Community Health and Care Services	0.066	0.000
Community Services and Facilities: <ul style="list-style-type: none"> • Maybole Town Hall Refurbishment 	0.000	0.140
Special Property Projects	0.000	0.869
Thriving Communities	0.000	0.690
Totals	0.196	5.726
Overall Total	5.922	