

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

12 September 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, 20 September 2022 at 10.00 a.m.** for the purpose of considering the undernoted business.

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

Yours sincerely

CATRIONA CAVES
Head of Legal, HR and Regulatory Services

B U S I N E S S

1. Declarations of Interest.
2. Minutes of previous meeting of 23 August 2022 (copy herewith).
3. Action Log and Work Programme (copy herewith).
4. Council Plan 2018-22 (2020 Mid-Term Refresh/ Extended) - April to June 2022 - Submit report by Assistant Director - People (copy herewith).
5. Corporate Workforce Plan Annual Update - Submit report by Assistant Director - People (copy herewith).

6./

6. FOISA/EIR Annual Report 2021/22 - Submit report by Head of Legal, HR and Regulatory Services (copy herewith).
7. Employee Absence 2021/22 - Submit report by Head of Legal, HR and Regulatory Services (copy herewith).

For more information on any of the items on this agenda, please telephone Andrew Gibson,
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www.south-ayrshire.gov.uk

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SERVICE AND PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
23 August 2022 at 10.00 a.m.

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

Present
Remotely: Councillors Ian Cochrane and Chris Cullen.

Apology: Councillor Kenneth Bell.

Attending
in County
Buildings: M. Newall, Assistant Director – People; W. Carlaw, Service Lead – Democratic Governance; K. Anderson, Service Lead – Policy, Performance and Community Planning; D. Alexander, Service Lead – Procurement; T. Burns, Service Lead - Asset Management and Community Asset Transfer; J. Tait, Service Lead – CLD, Employability and Skills; N. Gemmill, Service Lead – Revenues and Benefits; D. McVey, Team Leader (Information and Governance); A. Gibson, Committee Services Officer; C. Buchanan, Committee Services Officer; and C. McCallum, Committee Services Assistant.

Attending
Remotely: D. Yuille, Service Lead – Special Property Projects; and E. Paterson, Service Manager (Children’s 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 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. Minutes of previous meeting.

The Minutes of 22 June 2022 ([issued](#)) were submitted and approved.

4. **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) subject to noting an entry was being considered at the meeting today, to agree the current status of the Work Programme.

5. **Complaints – Scrutiny Update - Period: 1 October 2021 to 31 March 2022.**

There was submitted a report ([issued](#)) of 9 August 2022 by the Head of Legal, HR and Regulatory Services

- (1) providing complaints performance information for the period from 1 October 2021 to 31 March 2022 and comparing performance to the same reporting period in 2020/21; and
- (2) advising that it reflected the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO).

The Service Lead – Democratic Governance advised that the reporting of this report to this Panel had been delayed due to the recent local government elections and IT issues and was on schedule to be reported again to this Panel in November 2022.

After a Member of the Panel enquired about the use of the word “resolved” in relation to complaints, the Team Leader (Information and Governance) advised that the terminology was introduced by the Scottish Public Services Ombudsman and it was only used with the agreement of the complainer.

A Member of the Panel advised that if an Elected Member received a complaint, it was not recorded in the formal recording process and asked if there a way of feeding these complaints into the formal recording process. The Team Leader (Information and Governance) advised that she would investigate how figures relating to complaints made to Elected Members could be reported.

After a Member of the Panel raised the issue of complaints being forwarded to Service Leads to deal with and timeous responses not being made to the complainer, the Team Leader (Information and Governance) advised that an audit was undertaken monthly to ensure complaints were responded to within reasonable timescales.

Having scrutinised the contents of this report, the Panel

Decided: to request a further report to a future meeting of this Panel providing an update on the Council’s complaints performance during the period 1 April to 30 September 2022.

6. **Council Plan 2018-22 (Refreshed) Extended - Annual Performance Measures Overview.**

There was submitted a report ([issued](#)) of 9 August 2022 by the Assistant Director – People to allow this Panel 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 former Leadership Panel on 18 January 2022.

The Assistant Director – People gave an update on a number of the performance indicators contained with Appendix 1 of the report.

CPL.4 06a Value of SAC Commercial Property Assets disposed.

A Member of the Panel enquired as to the meaning of the statement “due to small numbers the information has been suppressed.” The Service Lead - Asset Management and Community Asset Transfer advised that he would respond to the Councillor on this matter following the meeting.

CPL.5 07 Number of affordable housing units in progress.

After a Member of the Panel enquired why there was not a target for 2021/22, the Service Lead – Policy, Performance and Community Planning advised that the Council worked to provide a target of 135 affordable housing units per year.

SO6.2 08 Number of Council offices/facilities properties rationalised.

A Member of the Panel enquired when Newton House and the recently demolished Burns House, Ayr would be included in this indicator. The Service Lead – Asset Management and Community Asset Transfer advised that he would update this Panel of the position following this meeting.

CPL.2 06 Number of participants accessing Targeted Families Supported Provision.

After a Member of the Panel enquired why there were no targets indicated, it was noted that figures in this respect would be shown in the future.

SO6.1 07 The proportion of school accommodation that is suitable for its current use (Category A and B) and SO6.1 08 The proportion of school accommodation that is in satisfactory condition (Category A and B)

A Panel Member enquired how suitable and satisfactory was categorised. The Service Lead – Asset Management and Community Asset Transfer explained that the various categories were set by Audit Scotland and that this was worked around National Standards.

SO2.2 20a Number of people accessing welfare benefits and money advice.

After having heard a Member of the Panel enquire if the recent rise in Hub activity had been due to changes in the social security system, the Assistant Director – People advised that a Briefing Note would be provided to Members on this matter.

CPL4.01 No. of visitors to the Heritage Hub.

Having heard a Member of the Panel, it was noted that the Assistant Director – People would provide Members with a Briefing Note on why the Hub was still to open.

The Panel

Decided: to note

- (1) the measures/performance indicators (PIs) covering 2021/22 set out within Appendix 1 of the report; and
- (2) the Local Government Benchmarking Framework (LGBF) PIs for 2020/21 that had been mapped to the Council Plan, as detailed in Appendix 2 of the report.

7. Council Plan 2018-22 (2020 Mid-Term Refresh) - January to March 2022.

There was submitted a report ([issued](#)) of 9 August 2022 by the Assistant Director - People allowing the Panel the opportunity to review progress made towards achieving the strategic objectives contained within the Council Plan 2018-22 (2020 Mid-Term Refresh).

After a Member of the Panel advised that, in his view, the percentage values indicated within Appendix 1 of the report should be marked green for good and red for bad, it was agreed that this be taken on board by officers.

COPL 04.4a Manage the Council's Commercial Property Portfolio so as to maximise rental income and help local businesses.

A Member of the Panel enquired about the issue of engagement with regards to maximising rental income. The Service Lead – Asset Management and Community Asset Transfer advised that it had been a difficult two and half years with Covid and that the Council was happy to engage with tenants.

COPL 04.2b Deliver the office rationalisation programme to ensure the best use of Council-owned facilities.

Following a question from a Member of the Panel, it was noted that there was sufficient office space for all Council staff.

COPL 05.2a Support local community-controlled organisations to develop thriving places by empowering them to make better use of local community assets.

Following a question from a Member of the Panel, it was noted that progress had been made and that an update would be provided in this regard to the Cabinet in February 2023.

The Panel

Decided: to note the progress through the narrative, as detailed within Appendix 1 of the report.

8. Participatory Budgeting Activity in 2021/22.

There was submitted a report ([issued](#)) of 9 August 2022 by the Assistant Director – People advising the Panel of the Participatory Budgeting (PB) Activity undertaken by Council Services in financial year 2021/22.

Following clarification being provided regarding the budget position, the Panel

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

The meeting ended at 11.05 a.m.

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**Service and Performance Panel
Action Log/Work Programme – 20 September 2022**

Agenda Item No 3

SERVICE AND PERFORMANCE PANEL – ACTION LOG

No.	Date of Meeting	Issue	Actions	Assigned to	Update	Completed
1.	23 August 2022	Council Plan 2018-22 (Refreshed) Extended – Annual Performance Measures Overview – Value of SAC Commercial Property Assets disposed	Meaning of the statement “due to small numbers the information had been suppressed.”	Service Lead - Asset Management and Community Asset Transfer	To provide response by 19 September 2022	NO
2.	23 August 2022	Council Plan 2018-22 (Refreshed) Extended – Annual Performance Measures Overview - Number of Council offices/ facilities properties rationalised	To advise when Newton House and the recently demolished Burns House, Ayr would be included in the indicator.	Service Lead - Asset Management and Community Asset Transfer	To provide response by 19 September 2022	NO

**Service and Performance Panel
Action Log/Work Programme – 20 September 2022**

3.	23 August 2022	Council Plan 2018-22 (Refreshed) Extended – Annual Performance Measures Overview – Number of people accessing welfare benefits and money advice	Briefing Note to be provided to the Panel regarding the recent rise in Hub activity and was this due to changes in the social security system	Assistant Director – People (Mike Newall)	Response sent to Members of the Panel on 9 September 2022	YES
4.	23 August 2022	Council Plan 2018-22 (Refreshed) Extended – Annual Performance Measures Overview – Number of visitors to the Heritage Hub	To provide Members with a Briefing Note on why the Hub was still to open.	Assistant Director – People (Mike Newall)	Response sent to Members of the Panel on 1 September 2022	YES

**Service and Performance Panel
Action Log/Work Programme – 20 September 2022**

SERVICE AND PERFORMANCE PANEL – WORK PROGRAMME

	Issue	Actions	Assigned To	Due Date To Panel	Latest update
1.	The South Ayrshire Way Strategic Change Programme - Preparing for the Future	Update on progress including benefits proposals for all change projects	Director - Place	25/10/22	
2.	Complaints – Scrutiny Update - Period: 1 April to 30 September 2022	Provide statistics for scrutiny (6-monthly report)	Head of Legal, HR and Regulatory Services	22/11/22	
3.	Corporate Support Services Capacity Issues	Seeking approval	Head of Finance and ICT/ Head of Legal, HR and Regulatory Services	22/11/22	
4.	Council Plan 2018-22 (2020 Mid-term Refresh Extended) – July to September 2022	Scrutiny of quarterly report	Assistant Director - People	22/11/22	

South Ayrshire Council

**Report by Assistant Director - People
to Service and Performance Panel
of 20 September 2022**

**Subject: Council Plan 2018-22 (2020 Mid-Term Refresh/
Extended) - April to June 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:

- 2.1.1 considers the progress through the narrative set out within Appendix 1; and
- 2.1.2 considers the performance indicators reported in Appendix 2, this report contains indicators that can be reported quarterly. All performance indicators were reported to the [Service and Performance Panel on 23 August 2022](#).

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, paper available [here](#).
- 3.2 The attached reports that 44 actions are now complete, however, where possible, updates for quarter one have been provided, 26 are on target, two are not on target and one is on hold. All narrative is available in Appendix 1.
- 3.3 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).

3.4 As set out in the [Performance Management Framework](#) 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 quarter. Moving forward in the next iteration of the Council 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. 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 [South Ayrshire's Performance Management Framework – February 2022](#)

Report to Service and Performance Panel of 23 August 2022 – [Council Plan 2018-22 \(refreshed\) Extended – Annual Performance Measures Overview](#)

Person to Contact **Mike Newall, Assistant Director – People**
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Date: 6 September 2022

South Ayrshire Council Plan 2018-22 (refreshed/extended)

Quarter 1 2022/23 Progress Report








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	All content now moved over from old site. Ongoing work continues to enhance and improve digital services on new site. Now looking to decommission old site.	100%		31-Oct-2022
COPL 01.1b Relocate Ayrshire Archives and Registration to a purpose build repository at South Harbour Street.	Service Lead - Democratic Governance	Archives have now moved with a "soft opening" of the reading room taking place on Tuesday 28th June. Registration Services have not yet re-allocated. Consideration needs to be given to the risks around members of the public accessing the marriage room through the school during school operational hours, and National Records of Scotland guidance on the new operational model as data controller to the records processed by Registration Services.	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
COPL 01.2b Create modern apprenticeship opportunities across South Ayrshire for our young people.	Service Lead - Thriving Communities	We currently have 104 Modern Apprentices in a range of occupational areas ELT approved the creation of 4 new adult apprentice positions within Property Maintenance - this will be a 4-year apprenticeship for two joiners and two plumbers. The vacancies have been advertised internally to offer opportunities to current staff who are looking to upskill themselves or a change in career. <u>Further MA areas to be recruited are –</u> SSHHC – Advertised in August 2022 SRM – Advertised in August 2022 Roads – Advertised in October	100%		31-Mar-2022





		EQUALITY DATA Currently 11 of our MAs are care experienced, one is a young carer and 33 have additional support needs.			
1.3 We will plan well for the future using sound evidence and involve our communities					
COPL 01.3a Strengthen our tenants' voice through the implementation of our Tenant Participation Strategy.	Service Lead - Policy, Performance and Community Planning	Involved tenants continue to be actively involved in the housing service. Work has resumed for tenants in relation to communications, scrutiny and performance along with service monitoring. The tenant participation across South Ayrshire were successful in achieving recognition at the Tenant Participation Advisory Service (TPAS) National Good Practice Awards.	85%		31-Mar-2023
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
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	Trauma Informed Practice continues to develop the implementation of the Strategic Plan. The initial meeting of the Member Officer Working Group has taken place with a further meeting to be arranged after summer recess. Awareness sessions and training sessions are being developed and planned for roll-out. Effective partnership working continues with South Ayrshire Council being recognised as leading the way with good practice amongst other Local Authorities, NHS Boards and wider organisations.	30%		31-Mar-2023
COPL 01.4b Review the Council's House Allocations Policy to make best use of available housing stock.	Service Lead - Housing Services	The review of the Allocations Policy is progressing, and Officers are working to the target date of December 2022. The Officer's working group has continued to draft proposals and considerations to develop a new Allocations Policy, this has included a scoping exercise to identify changes within the current Housing Management Policies. Both these policy documents will progress to the consultation phase prior to any final draft being submitted to Council for consideration. Consultation will be inclusive of all relevant and interested parties and briefings will be arranged for early Autumn. All necessary impact assessments have also been considered.	65%		31-Dec-2022



		The Housing Online project commenced in June 2022, this project includes the development of an 'online housing application and advice module'. 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. Implementation is scheduled for March 2023.			
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 programme.	Service Lead - Thriving Communities	<p><u>Work Out!</u> During June the team have been working on sourcing 100 work out! placements for the 2022/2023 cohort who will commence the programme w/c 22/08/22.</p> <p><u>Youth Provision</u> To date the Positive Futures programme has supported 149 young people with 34 leaving the programme to progress to a positive destination. Young people are supported to engage in a range of groups, activities and accredited qualifications to develop their personal and employability skills. All support is tailored to the individual needs and abilities of the young person</p> <p>The Town Centre Programme has been a valuable addition to our youth provision. To date 24 young people have participated in a one day per week placement to help them improve their confidence and develop the necessary skills to see them progress</p> <p>Some of our young people had the opportunity to work with our Outdoor Activity Instructor to focus on communication and confidence.</p> <ul style="list-style-type: none"> 11 completed the Outdoor Discovery Award as part of the programme. 	100%		31-Mar-2022

		<ul style="list-style-type: none"> 13 completed First Aid in the Workplace training 4 completed the Health and Safety in the Workplace at SCQF Level 4. <p>Following this one young person progressed to a MA in Active Schools in SAC Thriving Communities Health & Wellbeing team</p> <p><u>School Leaver Destination Report (SLDR)</u> <i>As per previous updates this year's SLDR was published (Feb) confirming 98.3% of school leavers reached a positive destination (national average 95.5%)</i></p> <p>The SLDR follow-up data, published June 2022, confirmed South Ayrshire were the best in Scotland with 97.6% of school leavers being in a positive destination.</p> <ul style="list-style-type: none"> Of the 2020/21 school leavers in South Ayrshire who are 'declared or assessed disabled' 94.4% were in a positive destination (national average of 89.2%) Of the 2020/21 school leaver in South Ayrshire who are 'declared or assessed as being care experienced' 97.6% were in a positive follow-up destination (this equates to 40 pupils out of 41 being in a positive destination) <p><u>Participation Measure</u> The team continue to focus on the Participation Measure in partnership with Skills Development Scotland (SDS). Officers are currently targeting North Ayr and North and South Carrick localities by carrying out house visits and phone calls for all individuals who are currently noted as 'unconfirmed' on the national data hub. All young people who are not in a positive destination will be offered support from Thriving Communities and SDS.</p>			
COPL 02.1b Implement the Educational Services Improvement Plan	Director of Education	The Educational Services plan is a three-year plan that is updated annually. Central staff are currently preparing their annual Standards and Quality Report on progress with the service plan.	40%		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	During Easter holidays Thriving Communities provided free schools meals across South Ayrshire. Meals were delivered as part of activity-based programmes delivered by Thriving Communities and partners in North Ayr, Barassie, Maybole, Kincaidston and Girvan. We continue to collaborate with Glendoune Community Association,	100%		31-Mar-2022

		Kincaidston Community Association. Carrick Centre and Whitletts Vics. In addition to the free lunches all parents also received £3 per day during the holiday period. Thriving Communities are planning provision during the summer holidays and have received Scottish Government funding to develop the programme during the summer holidays.			
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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	Housing Options for young people leaving care continues to develop alternative housing solutions to prevent young people leaving care accessing the homeless system. Effective partnership working and communication between SAC and the HSCP allows for continuous improvement. The Housing Support contract for 16-25 year olds is performing well and meeting the objectives. Recent contract monitoring and quality assurance have highlighted the positive work being undertaken with young people and other services.	70%		31-Mar-2023
COPL 02.2b Implement the Child Poverty Action Plan to help close the opportunity Gap	Service Lead - Children's Services and Child Poverty	Child poverty estimates are published by the End Child Poverty Alliance and data for 2020-21 was 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.	70%		31-Mar-2023
COPL 02.2c Work to improve the legal permanence journey for care experienced children.	Service Lead - Legal and Licensing	Focus is on the Signs of Safety model for social work practice, and Legal are continuing to work with the Social Work team to assist with this.	85%		31-Mar-2023
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	The Care Experienced Youth Groups at the Domain Youth Centre and Girvan continue to operate in partnership with SA Champions Board. Young people who completed the Bronze Duke of Edinburgh(D of E) Award have registered to take part in the Silver D of E Award. In May 2022 Thriving Communities senior management team met with	100%		31-Mar-2022

		<p>Dawn Parker to discuss the implementation of The Promise.</p> <p>Processes and practices to improve outcomes for young people who are care experienced is now embedded within Thriving Communities and the service will continue to work closely with partners. Thriving Communities continue to have an officer based one day per week at Young People Support and Transition Youth Justice to help engage young people.</p>			
COPL 02.2e Work with partners to improve employability outcomes for care experienced young people.	Service Lead - Thriving Communities	<p>The School leaver follow up statistics s for sustained destinations for care experienced young people as of the June 2022 snapshot are as follows: -</p> <p>SAC – 97.60%</p> <p>SCOTLAND – 79.70%</p> <p>Thriving Communities will continue to track and monitor young people who are care experienced journey alongside Skills Development Scotland, Education and Ayrshire College. Employability outcome remains a priority and progress will continue to be reviewed through the Children’s Service Community Planning Partnership group and the Promise.</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 4 new additional MA's since February across various occupational areas. The next round of MA recruitment will be in July for Sport and Leisure</p> <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, 2 young people have progressed into Employment following a tailored job. A further 2 tailored jobs are currently being created and in process – these young people both commenced employment in June 2022</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. From June 2022 – to present we have received 19 referral's for the supported employment programme, which has been the highest number we received to date over the summer</p>	100%		31-Mar-2022




		<p>period.</p> <p>Progressions from Supported Employment have included 2 young people into Modern Apprenticeships with Grounds and Greens, and 1 into external employment.</p> <p>We are currently working with Alex Begg and The Marine Hotel in Troon 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> <p>Officers continue to support young people who are care experienced and young people with additional support needs. Through the local employability partnership (LEP) partners are developing initiatives to help close the disability employment gap. Employment Fayres are being organised and there is a targeted approach to generating referrals. One young person recently progress from project Search in to a Modern Apprenticeship with Thriving Community Health and Wellbeing Team.</p> <p>SAC tailored jobs programme is on target have everyone in post.</p> <p>Thriving Communities have submitted proposals through UKSPF to allow targeted work to support young people with ASN and Care Experience beyond March 2023 when the current ESF Funding finishes.</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	The Educational Services plan is a three year plan that is updated annually. Central staff are currently preparing their annual Standards and Quality Report on progress with the service plan.	40%		31-Mar-2023
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	<p>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.</p> <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>	75%		31-Mar-2023
COPL 02.3b Build collaborative capacity across the South	Director of	The current SWEIC Plan is concluding at the end of March 2021 and a	100%		31-Mar-




West to improve outcomes for learners by offering and facilitating peer to peer, school to school and authority to authority professional learning.	Education	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.			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	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.	100%		31-Mar-2022
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	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.	100%		31-Mar-2022
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	The main works at Prestwick Campus are on programme for handover when school returns after summer break. The demolition of the old school and final landscaping will be complete by March 2023. The main works at Maybole Campus are ongoing and on programme for handover August 2023. Work is ongoing to create a public events space at the bottom of Ayr High Street and on programme for handover January 2023.	100%		31-Mar-2022

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	We continue to work with our partners to assist in the delivery of our Rapid Rehousing Transition Plan. This work is likely to come into greater focus as the Prevention Duty is finalised. We will keep abreast of the national direction.	50%		31-Mar-2023
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	A Housing First Officer has been recruited but as yet is not in post. This Officer will oversee the day-to-day running of the Housing First Service. A Housing First Support Worker has also been recruited to fill a vacant	80%		31-Mar-2023

	Community Planning	post. Discussions are to take place about expanding the service in 2022/23.			
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	During quarter one of 2022/ 23 the IAAH handled 8000 enquires, which is a 67% increase on quarter 1 of 2021. The transfer of crisis grant applications to the Scottish Welfare Fund team, as well as increased temporary staff in the Hub funded by Covid recovery funding has enabled the team to manage this increase.	100%		31-Mar-2022
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><u>Youth provision</u> To date we have support 149 young people on our Positive Futures programme with 34 progressing into employment, further education or a Modern Apprenticeship. In addition to supporting young people on the programme, we provide an aftercare service to those who have left the programme to progress to a positive destination. Currently we support 400 young people in positive destinations to ensure they are able to sustain their destination</p> <p><u>Adult provision</u> The "Evolve" programme for over 25's who have been 12 months or more unemployed has now been established with 20 participants taking up 6 month posts with council services and 7 with 3rd Sector partners during the period 01 April 2022 – 30 June 2022. A further intake of 22 participants is planned for the period 01 July – 30 September 2022.</p> <p>100 new referrals were received for the Adult Employability Programme in the period 01 April 2022 -30 June 2022 with 33 clients progressing into employment or further education within the period.</p> <p>The Family Engagement team are currently supporting 79 parents/carers and have provided aftercare/in-work support to 27 parents. 6 parents are engaging on the PAVE programme (Pathways for Adults Volunteering in Education) with expected progression routes to be college, employment or participating on the 'Evolve' programme.</p>	100%		31-Mar-2022
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	Service Lead - ICT Enterprise	Final deployments to Finance and areas within HSCP now underway. On completion, M365 will have been rolled out to entire business and we will	98%		31-Aug-2022






shared technology services and data sharing between the Council, the Health & Social Care Partnership and NHS Ayrshire and Arran.	Architecture	start a consolidation phase of work and engagement.			
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	<p>This is an ongoing action. The Housing Policy and Strategy Team will continue to work with HSCP to identify the housing needs of their service users.</p> <p>A recent supported accommodation unit has been completed in Ayr Town Centre that will provide accommodation and 24 hours support to those with mental health support needs. Tenancies are due to be allocated in July 2022.</p> <p>The Council's Housing Need and Demand Assessment undergoing final corrections to achieve robust and credible status and include a section on specialist provision which considers the housing needs of particular groups including HSCP service users.</p> <p>Health and Social Care Partners will be involved in the development of the Local Housing Strategy and will help to inform the priorities and actions included.</p>	55%		31-Mar-2023
COPL 03.1c Adapt our properties to provide modern fit for purpose facilitates 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. The 2021/22 programme of works to adapt properties to ensure they are modern and fit for purpose is complete. Work is underway in relation to the 2022/23 programme.	90%		31-Mar-2023
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	<p>39 contracts across HSCP were reviewed in Q1 (Apr-Jun) with an overall scorecard completion rate of 100%. 34 Scorecards have now been issued for review in Q2 (Jul-Sep), 9 for Children's Health, Care & Justice Services and 25 for Community Health & Care Services.</p> <p>76 contracts in total out of a projected 118 have now been issued at least one scorecard with 14 new contracts currently out for review (Q2), and the remaining 28 to be covered in Q3 (October 2022) and Q4 (January 2023). This number has increased since the last update (previously projected 110) due to new contracts awarded. It should be noted that the number of contracts will continually change as contracts end or as new contracts are awarded.</p> <p>Procurement and HSCP have set up a working group to review the HSCP CSM process and have held 1 meeting since the last update with the second scheduled for August 2022.</p>	80%		31-Mar-2023

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.	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 April to June 2022, Officers installed 2 call blockers into the homes of vulnerable consumers to prevent them falling the victim to telephone scammers. The Service, working in partnership with the National Trading Standards Scams Team has returned £200 in cheques to two consumers who were the victims of mass marketing scams. On-going work in partnership with South Ayrshire Health and Social Care Partnership is being undertaken with one victim to provide guidance on how to break their current practice of sending money to clairvoyant and lottery scams as it is feared that they may have lost up to £10,000 in the last 3 years. In April the Service participated in the Friends against Scams campaign where social media releases were released over the campaign week focussing on dealing with rogue tradespeople and doorstep crimes. Six additional social media campaigns were sent out covering such topics as cryptocurrency scams, COVID vaccine scams and using unknown Facebook Traders.	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 Executive Leadership Team and Community Planning Partnership. 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 was agreed (24th March 2021) and 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 Integrate Joint Board.	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 closing the gap and achieving potential. A new plan was published for 2020-23 in April 2020.	100%		31-Mar-2022
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	The community wealth building resource is in place and fully operational. The workplan has been approved by Leadership Panel and the team are	100%		31-Mar-2022

	Regeneration	engaged with colleagues, in North Ayrshire Council/East Ayrshire Council. The Ayrshire Growth Deal programme lead is supported by North Ayrshire Council, including support to the Community Wealth Building commission. The programme will run for 3 years.			
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
COPL 04.1c Implement the Ayrshire Growth Deal Programme.	Service Lead - Economy and Regeneration	Development of the Ayrshire Growth Deal 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
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.	Service Lead - Destination South Ayrshire	Works are progressing well and are due to be complete by early September. Once the handover has taken place the Museum and Galleries team will install museums standards fittings. Opening date to be confirmed.	85%		31-Dec-2022
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
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	Testing of the new Community benefits wish list portal has now been successfully concluded. Next stage is to set a go live date along with marketing promotion and discussions with Community groups which will be arranged over the next quarter. Procurement awarded 103 contracts in 2021/22 which have a community benefit clause. This is an increase of 34 from the previous financial year.	85%		31-Mar-2023
COPL 04.3b Continue to support local employers to recruit young people.	Service Lead - Thriving Communities	Between April to June 2022 Thriving Communities approved 26 Employer Recruitment Incentives, this equates to £126,000 of funding to support local businesses to employ a young people or adults. Officers will continue to promote Employer Recruitment Incentives using Covid Recovery and Scottish Government funding during 2022/23.	100%		31-Mar-2022

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	We are continuing to manage our commercial portfolio, engaging with our existing tenants as required as well as progressing the tenancy of vacant properties in order to maximise rentals.	75%		31-Mar-2023
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	The SDP talking tenders event was a success with over 110 attendees and 42 of these were South Ayrshire businesses. The event generated a lot of discussion and follow up emails with various businesses being given specific information on upcoming tender opportunities. Procurement also attended the national SDP meet the buyer event in June with similar outcomes.	90%		31-Mar-2023
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	Officers updated on enhanced enforcement procedure. Implementing from 1st July.	100%		31-Mar-2022
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	Officers continue to raise awareness of the new 'South Ayrshire Community Conversations' (Consul) online platform. A Participatory Budget Event is taking place at Wallacetown on 30th July 2022 where officers will encourage people to sign up for the new online platform at the event. Within Community Planning, the 'Communities Reference Group' will now become a community engagement group providing a forum to engage with 3rd sector and community planning partners. Officers are continuing to engage with COSLA, Improvement Service and other local authorities to share examples of good practice to improve how we continually improve community engagement.	95%		31-Mar-2023
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 Customer Services	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; Council vans; refuse collection vehicles; and an increasing range of vinyl displays. Most recently vinyls have been installed in County Buildings.	100%		31-Mar-2022

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	Asset Management continue to work in conjunction with Thriving Communities and local community groups interested in taking ownership or lease of our assets.	70%		31-Mar-2023
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	Work is continuing to meet the SHIP targets with work being completed at Fort Street Ayr, Ladyland Maybole, Waggon Road Ayr and Tarbolton. Work will continue to progress with sites at Mainholm Ayr and River Street Ayr.	75%		31-Mar-2023
COPL 05.2c In consultation with stakeholders prepare and deliver the Local Development Plan 2	Service Lead - Planning & Building Standards	The Scottish Government approved the document on the 30th of June 2022	100%		31-Mar-2022
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	Officers continue to engage and consult with communities following the initial Place Planning consultations. Sessions have been arranged with communities to share the findings to allow the final plans to be developed. Economic Development are responsible for the design of the plans, plans will be published on external website along with being shared directly with communities.	80%		31-Mar-2023
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. A report on the virtual event Oct 2021 (including feedback/comments) was included in the planning submission for the new leisure centre which was subsequently approved March 2022.	100%		31-Mar-2022

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. In the next strategy we will put a % target for followers, rather than 'maximise'. As at 29 July 2022, followers across our social media channels sit at 36, 243.	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 6 commitments of the Council plan. The Communications strategy will be in place until a new 5-year strategy is developed to align with the new council plan. The strategy has been fully implemented.	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.	Service Lead - Destination South Ayrshire	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.	Service Lead - Destination South Ayrshire	A draft partnership action plan is currently being developed by the Ayrshire Visitor Economy Group.	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 an additional green flag in 2022 which takes the total number for South Ayrshire to five sites. This is in addition to this Belleisle Estate has retained the Green Heritage Site Accreditation. This accreditation 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 number of sites for 2022/23 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. This stalled due to potential GDPR implications however this has now been resolved and the website should be up and running for the end of September 2022.	90%		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
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<p>COPL 06.1b Progress a programme of Energy Projects for Council properties that will reduce energy usage and deliver carbon reduction.</p>	<p>Service Lead - Asset Management and Community Asset Transfer</p>	<p>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 has been 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.</p>	<p>100%</p>		<p>31-Mar-2022</p>
<p>COPL 06.1c Maximise the funding available to improve the energy efficiency of our existing housing stock.</p>	<p>Service Lead - Policy, Performance and Community Planning</p>	<p>We have received £1.6 million for financial year 2022/23 and have proposed projects that will include properties in Dailly/Girvan, Swedish Timbers in Dalmlilling and scoping potential projects in the Lochside area.</p>	<p>100%</p>		<p>31-Mar-2022</p>
<p>COPL 06.1d Work with our tenants and community representatives to improve our neighbourhoods through investment in Housing owned land and buildings.</p>	<p>Service Lead - Housing Services</p>	<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. The contractor has been appointed and work commenced on 13 June 2022 on the combined 2021/22 & 2022/23 external fabric upgrade programme (roofing and external render works). Owner engagement work is taking 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. In 2022/23, a further 248 properties have been identified for window replacement and surveys are underway.</p> <p>The internal modernisation works from 2020/21 commenced on 2 August 2021 following Covid restrictions 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% and as at 30 June 2022 compliance rates had increased to 99%. Work is ongoing to increase compliance and engage with tenants to arrange the necessary access to remaining properties.</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</p>	<p>99%</p>		<p>31-Mar-2023</p>

		<p>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, approval has been given by Leadership Panel and Council to direct uncommitted resources from the Housing Revenue Account to carry out additional investment in window replacement work and external fabric upgrade programmes. This work is forming 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>			
COPL 06.1e Deliver contracts which better support sustainability and an improved environment in South Ayrshire.	Service Lead - Procurement	Procurement awarded 70 contracts with a sustainable clause in 21/22 and manage/monitor sustainable pledges made by suppliers through our Contract and Supplier Management process. Suppliers can be asked for updates up to 4 times a year and are scored on their delivery of sustainable outcomes.	85%		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	<p>No patrols were carried out April – June 2022</p> <p>This is primarily a winter problem where people leave their engine idling to heat the car so we intend to resume our programme of patrols in November</p>	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	The project build is nearing completion. Work continues with local sporting and community organisations in relation to the operation of the new facility which is due for completion in the Autumn.	90%		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

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 (BYOD) 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
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
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
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


South Ayrshire Council Plan 2018-22 (refreshed/extended)

Quarter 1 2022/23 Performance Indicator Report





1 Fair and effective leadership

1.1 We will design our services with people at the heart

CPL 1.03 Number of visitors to Archive		Value	Short Trend	Value vs Previous (%)	Acting Co-ordinator (Registration, Records & Information)	The facility has limited opening at the moment due to ongoing snagging issues with the building and staffing resources. Hopefully by the next report we will be better placed to advise of progress.
	Q1 2022/23	N/A				

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	Short Trend	Value vs Previous (%)	Service Lead - Policy, Performance and Community Planning	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. 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.
	Q1 2022/23	0%				

CPL 1.08 Number of tenancies created - SAC Social Letting Service (SLS)		Value	Short Trend	Value vs Previous (%)	Service Lead - Policy, Performance and Community Planning	Another tenancy was created in quarter 1 meaning the SLS now has two tenancies. Progress continues with further work being undertaken to engage more landlords and create more tenancies.
	Q1 2022/23	1				

2 Closing the gap

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	Short Trend	Value vs Previous (%)	Service Lead - Policy, Performance and Community Planning	33 households were being supported by Housing First.
	Q1 2022/23	33	?			

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 3.05 Number of successfully completed Property projects		Value	Short Trend	Value vs Previous (%)	Service Lead - Asset Management and Community Asset Transfer	Dalmilling Golf Club – Roof work carried over from 21/22 2022/23 . Kyle Academy - Phase 3 Roofing Replacement . Troon Concert Hall - Critical window repairs/refurb/ replacement . Southcraig - Replacement Exit Doors . Minishant Primary School - Exterior Refurbishment of IFE Building . Various Properties - External Tarmac, Boundary Walls, Railings, Line Markings . Girvan Academy - Ceiling Lighting works . Southlodge HFE - Electric Doors
	Q1 2022/23	8	?			

CPL 3.05a Overall spend on completed Property projects		Value	Short Trend	Value vs Previous (%)	Service Lead - Asset Management and Community Asset Transfer	Eight projects have been completed to date with an overall spend of £180,737.
	Q1 2022/23	£0,180,737.00	?			

CPL 3.06 Number of successfully completed Capital Accessibility projects	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>2</td> <td></td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	2			Service Lead - Asset Management and Community Asset Transfer	Two projects Overmills Day Centre Accessible Toilets and Southcraig School – Upgrade Access Path & Ramp were completed in Q1.
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	2										
CPL 3.06a Overall spend on Capital Accessibility projects	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>£030,735</td> <td></td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	£030,735			Service Lead - Asset Management and Community Asset Transfer	Two projects have been completed to date with an overall spend of £30,735.
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	£030,735										
CPL 3.07 % of HSCP contracts managed and monitored by Procurement Services	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>64%</td> <td></td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	64%			Service Lead - Procurement	Q1 2022/23: 76 contracts in total out of a projected 118 have now been issued at least one scorecard (64%) with 14 new contracts currently out for review (Q2), and the remaining 28 to be covered in Q3 (October 2022) and Q4 (January 2023). This number has increased since the last update (previously projected 110) due to new contracts awarded. It should be noted that the number of contracts will continually change as contracts end or as new contracts are awarded. Procurement are working closely with colleagues from the HSCP to align the CSM process with the Quality Assurance
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	64%										
CPL 3.08 % of Children's Services contracts with Champions Board involvement in developing contract criteria and monitoring contract deliver.	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>100%</td> <td></td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	100%			Service Lead - Procurement	Q1 2022/23: Of the eight HSCP Children's Services contracts which were in use and issued a Q1 scorecard, all were issued to the Champions Board for their consideration of involvement.
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	100%										
SO3.5 04 No. of elderly and vulnerable people whose awareness was raised in relation to phone/mail scams and bogus callers	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>28</td> <td></td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	28			Service Lead - Trading Standards and Environmental Health	From April to June 2022, the service dealt with 17 enquiries regarding bogus trading and four enquiries regarding nuisance calls. Officers installed two call blockers into the homes of vulnerable consumers to prevent them falling the victim to telephone scammers. The Service, in conjunction with the National Trading Standards Scams Team has returned £200 in cheques to two consumers who were the victims of mass marketing scams. On-going work in association with the Health and Social Care Partnership is being undertaken with one victim to provide guidance on how to break their current practice of sending money to clairvoyant and lottery scams. In April the Service participated in the Friends against Scams campaign
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	28										

			where social media releases were released over the campaign week focused on dealing with rogue tradespeople and doorstep crimes. Six additional social media campaigns were sent out covering such topics as cryptocurrency scams, COVID vaccine scams and using unknown Facebook Traders.
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SO4.2 12 No. of vulnerable adults protected from telephone scam activity		Value	Short Trend	Value vs Previous (%)	Service Lead - Trading Standards and Environmental Health	From April to June 2022, the service dealt with four enquiries regarding nuisance calls. Officers installed two call blockers into the homes of vulnerable consumers to prevent them falling the victim to telephone scammers and assisted a resident with their existing call blocker.
	Q1 2022/23	7	?			

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	Short Trend	Value vs Previous (%)	Service Lead - Destination South Ayrshire	Heritage Hub due to be handed over to the Museums and Galleries team is 12 August. with opening date still to be confirmed.
	Q1 2022/23	0	?			

CPL 4.02 Attendance Heritage Hub tours and events		Value	Short Trend	Value vs Previous (%)	Service Lead - Destination South Ayrshire	Heritage Hub due to be handed over to the Museums and Galleries team is 12 August with opening date still to be confirmed.
	Q1 2022/23	0	?			

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

SO6.2 06 Number of Council contracts awarded which contain a community benefit		Value	Short Trend	Value vs Previous (%)	Service Lead - Procurement	27 out of a total of 50 contracts (54%) were awarded which contained Community Benefit clause.
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	Q1 2022/23	27	?			
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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 5.07 Number of affordable housing units in progress		Value	Short Trend	Value vs Previous (%)	Service Lead - Policy, Performance and Community Planning; Service Lead - Special Property Projects	Mainholm 160 Units in development Riverside 90 Units in development St Ninians 40 Units in development Tarbolton 14 Units on site
	Q1 2022/23	304	?			

6 A better place to live


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

CPL 6.04a Number of contracts awarded where compliance with climate change duties was a key factor		Value	Short Trend	Value vs Previous (%)	Service Lead - Procurement	27 out of a total of 50 contracts (54%) were awarded which contained compliance with climate change duties as a key factor.
	Q1 2022/23	27	?			

CPL 6.06 Number of visits to schools for car idling enforcement		Value	Short Trend	Value vs Previous (%)	Service Lead - Trading Standards and Environmental Health	Activity associated with this measure was placed on hold until after Covid restrictions were lifted and it is hoped visits will be resumed late 2022.
	Q1 2022/23	0	?			

CPL 6.08 Number of electric fleet vehicles in use by the Council		Value	Short	Value vs	Service Lead - Neighbourhood	We are not in a position to increase the electric vehicle (EVs) fleet as we are at the limit of available charge points. There is

	<table border="1"> <thead> <tr> <th></th> <th></th> <th>Trend</th> <th>Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>0</td> <td>?</td> <td></td> </tr> </tbody> </table>			Trend	Previous (%)	Q1 2022/23	0	?		Services	also a funding issue which is a national problem with other authorities finding that EVs are 2 to 3 times more expensive to lease than their ICE (internal combustion engine) counterparts. The Council needs to find substantial funding investment, to increase the EV charging network before we purchase further vehicles. Learning lessons from other local authorities, it is important to ensure the infrastructure is in place before the procuring additional vehicles.
		Trend	Previous (%)								
Q1 2022/23	0	?									
CPL 6.09 Number of public electric charging points across South Ayrshire	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>10</td> <td>?</td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	10	?		Head of Roads - Ayrshire Roads Alliance	<p>Ten public chargers were installed during period 1st April to 30th June 2022 (detailed below). One is fully operational at the Dailly Activity Centre and the other nine are due to be commissioned in the coming weeks.</p> <p>Dailly Activity Centre, Victory Crescent, Dailly – one 22kW Inches Close car park, Maybole – one 22kW Tarbolton Community Campus car park, Tarbolton – one 22kW Dundonald Primary School car park, Dundonald – one 22kW Mossblown Activity Centre car park, Mossblown – one 22kW Kirkoswald Main Street car park, Kirkoswald – one 22kW Chalmers Arcade car park, Girvan – three 7kW Barrhill Community car park, Main Street, Barrhill - one 22kW</p>
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	10	?									
CPL 6.10 Amount of household waste sent to landfill	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>N/A</td> <td>?</td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	N/A	?		Service Lead - Neighbourhood Services	There is currently no date available for this PI as the new contract began on 1 June 2022. Information will be submitted in the next report.
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	N/A	?									
CPL 6.11 Number of Allotment plots available	<table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>354</td> <td>?</td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	354	?		Service Lead - Neighbourhood Services	<p>We have seen an increase of 11 in the number of allotment holders across South Ayrshire with 344 allotment plots and 10 raised bed plots available.</p> <p>Some plots are officially registered as joint-holders, whilst other plots are registered and used by multiple users as they are associated with a specific group, primary school etc.</p>
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	354	?									
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>Short Trend</th> <th>Value vs Previous (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>4%</td> <td>?</td> <td></td> </tr> </tbody> </table>		Value	Short Trend	Value vs Previous (%)	Q1 2022/23	4%	?		Service Lead - Housing Services	To the end of ledger period 3 (1st April to 30th June, 2022) expenditure on the Housing Capital Programme stood at 3.99% (spend of £2,760,349 on a base budget of £60,204,500)
	Value	Short Trend	Value vs Previous (%)								
Q1 2022/23	4%	?									

SO6.1 03 Proportion of the agreed Non-Housing Capital Programme that was delivered during the year		Value	Short Trend	Value vs Previous (%)	Service Lead - Professional Design Services	<p>To the end of ledger period 3 (1st April to 30th June, 2022) expenditure on the Non-Housing Capital Programme stood at 11.18% (spend of £14,423,647 on a base budget of £128,973,955)</p> <p>The proportion of the programme delivered during the year is calculated by comparing the actual spend versus the programme, in this case 11.18% is calculated on a spend level of £14,423,647 over a base budget of £128,973,955</p>
	Q1 2022/23	11%				

South Ayrshire Council

**Report by Assistant Director - People
to Service and Performance Panel
of 20 September 2022**

Subject: Corporate Workforce Plan Annual Update

1. Purpose

1.1 The purpose of this report is to provide an update of the Council 2018-2022 Workforce Plan.

2. Recommendation

2.1 It is recommended that the Panel agrees the proposals detailing the development of the Council 2022-25 Workforce Plan, which will be submitted to the Panel in October 2022.

3. Background

3.1 Based on a recommendation from Audit Scotland, in 2018 the Council devised a corporate workforce plan for the duration [2018-22](#).

3.2 A key action was to provide an annual update, with the most recent submitted to the Panel in [April 2021](#).

3.3 A Council People Strategy and related action plan was developed in [2020](#).

3.4 In [2019](#), the Health and Social Care Partnership developed its own corporate workforce plan, and the Scottish Government now requires all Partnerships to submit future workforce plans for Government review and feedback. A draft Partnership 2022-25 Workforce Plan, developed by Organisational Development, was submitted to the Scottish Government on 31 July. Once feedback has been received, the plan will be submitted to the Integrated Joint Board for final approval in October 2022.

3.5 The Audit Scotland Best Value Audit in October 2021 recommended that *'the Council should improve and embed workforce planning, so that service workforce plans are developed consistently across the council. The plans should include clear links to the council's priorities and to its strategic change programme.'*

3.6 A strategic workforce planning group, led by the Chief Executive, met in January 2022 and provided confirmation in May that Organisational Development, in conjunction with key services, will oversee the development of Council 2022-25 Workforce Plan.

- 3.7 An implementation group is now progressing the development of the Council 2022-25 Workforce Plan, consisting of Organisational Development, Human Resources, Thriving Communities, and Policy, Performance and Community Planning.
- 3.8 The Strategic Change Programme incorporates Council service reviews, providing a consistent framework and approach to delivery that focusses on ensuring services are fit for purpose and resourced effectively
- 3.9 Discussions with the [Improvement Service](#) have identified workforce planning training (delivered by the Local Government Association) specifically targeted at Council Leadership Team and Service Lead level.
- 3.10 Over 90% of Council Services returned workforce planning templates during 2022, which will inform the Council 2022-25 Workforce Plan.

4. Proposals

- 4.1 The Council 2022-25 Workforce Plan will be submitted to the Service and Improvement Panel in October, and will detail a range of workforce data, risks, opportunities, themes, and actions.
- 4.2 The Partnership has taken the approach that the themes and action plan contained within their 2022-25 workforce plan effectively becomes the Partnership's People Strategy. In a similar vein, it is proposed that the Council 2022-25 Workforce Plan supersedes and replaces the Council's People Strategy.
- 4.3 Key themes within the Council 2022-25 Workforce Plan will include:
- Progression towards evidence-based workforce planning.
 - Development of employee 'pipeline' to meet future demand.
 - Future training and development requirements.
 - Supporting employee well-being.
- 4.4 The Council will utilise support from the Improvement Service as a 'critical friend' in its development and progression of effective workforce planning.
- 4.5 CLT and Service Leads will undertake the proposed Local Government Association workforce planning awareness training.
- 4.6 Workforce planning will become embedded within the Service Planning process.
- 4.7 The 2022-25 Council Plan will highlight corporate workforce requirements, but in some areas the focus will be on the People (non-Education), Place and Chief Executive Directorates. This is because Education (via its annual staffing exercise) and the Partnership (via its distinct workforce plan) already undertake reported workforce planning activities.

5. Legal and Procurement Implications

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

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 There are no risks associated with rejecting the recommendations.

9. Equalities

9.1 The proposals in this report have been assessed through the Equality Impact Assessment Scoping process. There are no significant potential positive or negative equality impacts of agreeing the recommendations and therefore an Equalities Impact Assessment is not required.

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 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 17 August 2021 – [Corporate Workforce Plan Annual Update](#)**

Person to Contact **Gillian Farrell, Service Lead – Organisational Development**

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Change and Improvement**
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Date: 6 September 2022

South Ayrshire Council

**Report by Head of Legal, HR and Regulatory Services
to Service and Performance Panel
of 20 September 2022**

Subject: FOISA/ EIR Annual Report 2021/22

1. Purpose

- 1.1 The purpose of this report is to provide an update to Members on the Council's response times and the volume of requests made under the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs) by subject matter and type of requester during the period 1 July 2021 to 30 June 2022.

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 FOISA/EIR performance during the period 1 July 2022 and 30 June 2023

3. Background

- 3.1 On 5 September 2013, the Corporate and Community Planning Standing Scrutiny Panel considered a report on implementation of the recommendations contained within the Scottish Information Commissioners Assessment of February 2013.
- 3.2 Within paragraph 4.1 of the 2013 Panel report, it was advised that an Annual Report be submitted to the appropriate Panel detailing Directorate response times and volumes of requests under FOISA and EIRs, by subject and applicant status.
- 3.3 Reporting is also underpinned under section 60 of FOISA and regulation 18 of the EIRs, which states that public authorities should review and report on their FOI performance data regularly. South Ayrshire Council reports performance to the public, Elected Members and senior management, as well as providing quarterly performance figures to the Scottish Information Commissioner.
- 3.4 Should the Scottish Information Commissioner consider a public body is failing to perform to its standards, it has enforcement powers allowing their enforcement officers to invoke statutory [Interventions Procedures | Scottish Information Commissioner \(itspublicknowledge.info\)](https://www.itsofficialknowledge.info/).

- 3.5 South Ayrshire Council's performance has met and continues to meet the standards required of the Scottish Information Commissioner, with no Interventions sought.
- 3.6 The Council's Information Governance (IG) Team handles information requests under FOISA and EIRs.
- 3.7 Public Authorities are required to respond to information requests under both FOISA and the EIRS within 20 working days (in exceptional circumstances this timescale can be extended under the EIRS, but there is no extension mechanism within the FOISA legislation.)
- 3.8 For the reporting period outlined in this report, in 2021/22, 72% of FOISA responses were issued within 20 working days, and 71% of EIR responses being issued with statutory time scales. While there is a reduction in performance from the previous year, it is noted the Council received 165 more information requests in 2021/22 than 2020/21, and has seen an increase in complex and multi-department requests relating to high profile Council projects and developments:

	FOISA		EIR	
	2020/21	2021/22	2020/21	2021/22
Closed, information provided within the 20 day timescale	85%	72% ▼	88%	71% ▼

- 3.9 [Appendix 1](#) provides further information on the administration of FOISA and EIR requests, the Council's performance against statutory time scales, how South Ayrshire Council performs in comparison to other similar local authorities within Scotland, the number of Internal Reviews and Scottish Information Commissioner investigations that have been carried out, and future steps that are being taken to improve Council performance.
- 3.10 [Appendix 2](#) provides information on the Council's response times to FOISA requests within 20 working days, broken down into Directorate performance together with Analysis by subject and requestor categories.
- 3.11 [Appendix 3](#) provides information on the Council's response times to EIR requests within 20 working days, broken down into Directorate performance. Together with Analysis by subject and requestor categories.
- 3.12 [Appendix 4](#) provides further analysis information of FOISA requests by the category of the requestor.
- 3.13 [Appendix 5](#) – provides further analysis information of EIR requests by the category of the requestor.

4. Proposals

- 4.1 Members are asked to scrutinise the contents of this report.
- 4.2 requests a further report to a future meeting of the Panel providing an update on the FOISA/EIR performance during the period 1 July 2022 – 30 June 2023.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 Risk Implications of Adopting the Recommendations

8.1.1 There are no risks associated with adopting the recommendations.

8.2 Risk Implications of Rejecting the Recommendations

8.2.1 There are no risks associated with rejecting the recommendations.

9. Equalities

9.1 The proposals in this report have been assessed through the Equality Impact Assessment Scoping process. There are no significant potential positive or negative equality impacts of agreeing the recommendations and therefore an Equalities Impact Assessment is not required. A copy of the Equalities Scoping Assessment is attached as [Appendix 6](#).

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

Background Papers **Report to Corporate and Community Planning Standing Scrutiny Panel of 5 September 2013 - [Freedom of Information \(Scotland\) Act 2002 \(FOISA\) Environmental Information \(Scotland\) Regulations 2004 \(EIR\) – Assessment – Scottish Information Commissioner’s Assessment Report](#)**

[Scottish Ministers’ Code of Practice on the Discharge of Functions by Scottish Public Authorities under the Freedom of Information \(Scotland\) Act 2002 and the Environmental Information \(Scotland\) Regulations 2004](#)

Person to Contact **Catriona Caves, Head of Legal, HR and Regulatory Services
County Buildings, Wellington Square, Ayr, KA7 1DR
Phone 01292 612556
E-mail Catriona.caves@south-ayrshire.gov.uk**

Date: 6 September 2022

Additional Background Information

As part of the Council's commitment to provide an open and transparent Freedom of Information service to our citizens, the Information Governance Team continues to work with all Council services to establish ways we can improve our performance whilst providing responses that meet statutory standards. Members are asked to not the following:

1. Pro-Active Publication of Information

1.1 The IG team monitors trends in requests and asks services to consider publishing information on the Council's website when it is established that information is being requested frequently. For example, colleagues in Building Standards have promoted openness and transparency in decision making around the Station Hotel at <https://www.south-ayrshire.gov.uk/station-hotel>

1.2 Over this reporting period the IG team received an increased number of requests regarding high profile projects being considered by the Council, this has included the following 52 requests:

Project	Number Received
Citadel Leisure Centre	13
Hourstons Leisure Centre Development	10
Darlington Church Hall	15
Ayr Common Good	9
Ayr Station Hotel	5

1.3 The IG team recommends that services take a pro-active approach to publishing information on development projects, to keep the public advised in an open and transparent manner. This can also reduce the number of information requests received by services involved, allowing them to direct resource towards operational matters.

1.4 Additionally, over the coming 12 months the IG team will be working with Service Leads to update the Council's Model Publication Scheme (MPS) which provides guidance to the public on how they access to readily available published Council information. Proactively publishing information has the potential to reduce the number of requests and again improve performance in responding to information requests received.

2. Monitoring our Performance

2.1 Members will note that the Council received 165 more information requests between 2020/21 (1,120 requests) and 2021/22 (1,285 requests). Further information on the breakdown of these statistics are detailed in Appendix 2, Appendix 3, Appendix 4 and Appendix 5.

2.2 The Council's internal service performance indicator target for responses to requests being issued within the 20-day timescale is set at **94%**. For the time-period covering this report, 2021/22 **72%** of FOISA requests and **71%** of EIR requests were answered within the prescribed timescales.

There is a decrease of 13% in the number of FOISA requests being issued within 20 working days, ie 72% in comparison to 85% from the year before.

2.3 Also, there is a decrease of 17% in the number of EIR requests being issued within 20 working days, ie 71% in comparison to 88% in the previous year.

	FOISA		EIR	
	2020/21	2021/22	2020/21	2021/22
Closed, information provided within the 20 day timescale	85%	72% ▼	88%	71% ▼
Key Performance Target	94%	94%	94%	94%

2.4 This is in part a result of multiple services requiring input into large and complex requests regarding high-profile Council projects and completing priorities within services to provide information within time scales. It is also noted that while there is a reduction in the number of requests being issued within the 20 working-day statutory time scale, the Council received 165 more information requests in 2021/22 than in the previous reporting year.

2.5 As per Appendix 2 and Appendix 3, in 2021/22 the Council saw an increase of 9% in the total number of FOISA requests received and an increase of 43% in the total number of EIR requests received from the previous year. The Information Governance Team has recognised the increase in volumes of requests received and is offering support to services who are experiencing difficulties in balancing daily operational matters and responding to information requests within timescales.

2.6 To provide a realistic indication of South Ayrshire Council's performance benchmarking has been provided below around a similar group 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) in terms of the number of FOI and EIR requests received, in comparison to the percentage of those received being responded to within 20 working days.

2.7 Over the Reporting Period 1 April 2021 to 31 March 2022, South Ayrshire Council responded to 83% of information requests within statutory time scales with our performance being positively comparable to other similar Scottish Council's.

	Local Authority	Total Requests	Total on Time	% on time
1	Dumfries and Galloway Council	1078	1038	96%
2	Renfrewshire Council	1235	1155	94%
3	Fife Council and Licensing Board	1994	1785	90%
4	Clackmannanshire Council and Licensing Board	914	768	84%
5	South Lanarkshire Council	1341	1118	83%
5	South Ayrshire Council and Licensing Board	1080	894	83%
6	West Lothian Council	1017	824	81%
7	Falkirk Council	1181	881	75%

- 2.8 Over the course of the next year the IG Team will be providing statutory online training on COAST for deployment to all Council staff to complete. It is anticipated that the deployment of refresher FOISA/EIR training to staff across the Council will promote improved understanding and communication, leading to improvements in the number of requests being responded to within 20 working days. This will also assist staff to understand when communications should be considered under FOISA/EIRs and when they should be considered as 'business as usual' requests.
- 2.9 Members will continue to be informed on a month basis of the Council's performance against statutory time scales for both FOISA and EIR requests, with regular updates being provided in the FOI and Data Protection section of the Members Area of the Core. Additionally, members will be invited to participate in the aforementioned COAST module which is being finalised for Council employees.

3. Internal Reviews and Scottish Information Commissioner Investigations

- 3.1 The number of internal review requests and referrals to the Scottish Information Commissioner allows the Council to gauge the quality of the response that has been issued to an applicant.
- 3.2 When an applicant is dissatisfied with the response to their information request, they can ask that the Council undertakes an Internal Review to revisit our decision of applying an exemption and not providing the requested information. If they remain dissatisfied, they have the right of appeal to Office of the Scottish Information Commissioner (OSIC).
- 3.3 The number of Internal Review requests received and the number of investigations by OSIC undertaken are as follows::

	FOISA		EIRS	
	2020/21	2021/22	2020/21	2021/22
Internal Reviews	12	21 ▲	2	8▲
SIC Investigations	0	3 ▲	0	2 ▲

Internal Reviews of all FOISA and EIR requests are undertaken by the Team Leader (Information Governance) or the Co-ordinator (Records, Registration and Information).

- 3.4 Of the 928 FOISA requests received in 2021/22, 21 requesters asked for the decision to be reviewed equating to **2.3%** of all FOISA requesters being in unsatisfied with the initial response. Of the 357 EIR requests received in 2021/22 8 requesters sought a review, equating to **2.3%** of all EIR applicants being unhappy with the response. This indicates that in 97.7% of cases the applicant was satisfied with the quality of the response received to their information request.
- 3.5 If a requester continues to be unhappy with the outcome of the review they have the right of appeal to OSIC. In 2021/22 3 out of the 928 FOISA applicants contacted the OSIC to seek an investigation, Also, 2 of the 357 EIR applicants contacted the OSIC, equating to 0.39% of applicants seeking a review by the Scottish Information Commissioner, and 99.61% of applicants being satisfied with the quality of the

response they received by the Council through either their original response or after Internal Review.

- 3.6 Due to significant back-logs the OSIC is currently experiencing the outcome of the current OSIC investigations is not yet known, and no Decision Notice has been published. The Information Governance Team will continue to support the OSIC and service areas to ensure these investigations are carried out in an open and transparent manner, with any recommendations made taken forward to the services concerned.

Freedom of Information (Scotland) Act 2002
Enquiries – 1 July 2021 to 30 June 2022

	<i>Chief Executive</i>		<i>Place</i>		<i>Health and Social Care Partnership</i>		<i>People</i>		<i>Total</i>	
	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>
Number of Enquiries	462	480	352	291	148	133	201	164	1163	1068
Closed, information provided within the 20 day timescale	340	406	241	250	113	111	148	141	842	908
Awaiting clarification	0	0	0	0	0	0	0	0	0	0
Closed, information provided outwith the 20 day timescale	120	66	111	38	35	19	53	21	319	144
Open	2	8	0	3	0	3	0	2	2	16
Turnaround Percentage	74% ▼	85%	69% ▼	86%	76% ▼	83%	74% ▼	86%	72% ▼	85%

While the Council received **928** enquiries, **235** of these required a response from multiple Council services meaning that in total services processed **1,163** requests.

There has been a decrease in the Council's response rate within the statutory 20 working day timescale across all Directorates, from **85%** in 2020/21 to **72%** in 2021/22. The reduction is consistent across all Council departments.

All **319** late FOISA requests were due to services failing to provide the information on time, however it is recognised that services did not at times have access to paper records due to office closures in response to the national lock-down restrictions. The IG Team continue to support services in how to manage information electronically, to reduce the reliance upon paper records and improve access to information.

By Subject					
Type of Enquiry	Total		Type of Enquiry	Total	
	2021/22	2020/21		2021/22	2020/21
Administration	152	206	ICT	27	22
Adult Care	35	34	Insurance	1	6
Building Control	1	9	Leisure	39	27
Child Care	40	33	Licensing	15	21
Civic	0	1	Multi	46	43
Community Care/ Planning	2	1	Neighbourhood Services	17	9
Community Safety	2	0	Planning	8	7
Corporate	1	1	Procurement	22	28
Criminal Justice	4	5	Property and Design	0	0
Elections	1	1	Pupils	0	8
Environmental	17	24	Registration Services	1	1
Estates	30	11	Roads	8	14
Events	2	1	Schools	99	65
Ex Curr	0	0	Sustainable Development	2	0
Finance	145	120	Teachers	6	15
Fleet Management	8	4	Trading Standards	0	0
Grants	0	8	Transport	1	3
Health	1	2	Waste Management	8	7
Health And Safety	4	3			
Housing	100	65			
HR	83	67			
Total				928▲	872

By Requester		
Type of Requester	Total	
	2021/22	2020/21
Charity/Vol Org	21	26
Company	148	152
General Public	521	454
Local Authority	6	5
MSP/MP	99	112
Other	0	11
Press	111	79
Solicitor	3	15
Union	14	11
Uni/College	5	7
Total	928▲	872

Environmental Information (Scotland) Regulations 2004
Enquiries – 1 July 2021 to 30 June 2022

	<i>Chief Executive</i>		<i>Place</i>		<i>Health and Social Care Partnership</i>		<i>People</i>		<i>Total</i>	
	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>	<i>2021/22</i>	<i>2020/21</i>
Number of Enquiries	76	58	304	219	1	1	13	0	394	278
Closed, information provided within the 20 day timescale	55	52	220	186	0	1	6	0	281	239
Awaiting clarification	0	0	0	0	0	0	0	0	0	0
Closed, information provided outwith the 20 day timescale	21	5	81	31	1	0	7	0	110	36
Open	0	1	3	2	0	0	0	0	3	3
Turnaround Percentage	72% ▼	90%	72% ▼	85%	0% ▼	100%	46% ▼	0	71% ▼	86%

While the Council received **357** enquiries **37** of these required a response from multiple Council services meaning that services processed **394** requests in total.

The Council responded within the statutory 20 working day timescale across all Directorates in **71%** of all cases in 2020/21 which is a decrease from the **86%** response rate reported in 2020/21. As with FOISA response times, responses under the EIRs are consistently decreased across all Directorates.

EIR requests are often relating to high-profile projects and developments within the Council, requiring multiple service input into responses.

EIR Enquiries – 1 July 2021 to 30 June 2022
Analysis by subject and by requester (*Further Analysis is available in [Appendix 5](#))

By Subject					
Type of Enquiry	Total		Type of Enquiry	Total	
	2021/22	2020/21		2021/22	2020/21
Administration	29	30	ICT	1	0
Adult Care	0	0	Insurance	0	0
Building Control	9	4	Leisure	7	0
Child Care	0	0	Licensing	0	0
Civic	0	0	Multi	14	2
Community Care/ Planning	0	0	Neighbourhood Services	20	4
Community Safety	0	0	Planning	37	50
Corporate	0	0	Procurement	1	2
Criminal Justice	0	0	Property And Design	0	0
Elections	0	0	Pupils	0	0
Environmental	49	43	Registration Services	0	0
Estates	15	0	Roads	113	76
Events	0	0	Schools	0	0
Finance	4	0	Sustainable Development	8	1
Fleet Management	2	0	Teachers	0	1
Grants	0	0	Trading Standards	0	1
Health	0	0	Transport	0	0
Health And Safety	4	1	Waste Management	31	30
Housing	13	3			
HR	0	0			
Total				357▲	248

By category of requester		
Category	Total	
	2021/22	2020/21
Charity/Vol Org	3	5
Claims Company	0	1
Company	92	81
Public	197	110
MSP/MP	23	19
Other	0	2
Press	29	13
Solicitor	13	16
Trades Union	0	0
Uni/College	0	1
Total	357▲	248

FOISA enquiries 1 July 2021 to 30 June 2022

Analysis of requests by category of requester

Each request for information is logged and categorised using pre-defined categories within the IG FOISA logging system. The following provides further analysis of the category of requesters and subject matter (as outlined in [Appendix 2](#)).

Public

521 requests were identified as having been made by the public, representing 56% of all FOISA requests. This is 4% higher than the percentage received in 2020/21. Applications will be categorised as being from the public where the request clearly shows a personal email address or residential property address, as well as when the request has no further contextual information to indicate the request is from a company, MSP, Journalist etc.

	2021/22	2020/21
Total received in year	928	872
Public	521	454
Percentage %	56% ▲	52%

In 2021/22 the following categories were allocated as public requests the majority (18%) relating to Council Administration information:

Type of Enquiry	Total for Period
ADMINISTRATION*	96
ADULT CARE	11
CHILD CARE	23
COMMUNITY CARE/PLANNING	2
COMMUNITY SAFETY	1
CORPORATE	1
CRIMINAL JUSTICE	1
ENVIRONMENTAL	10
ESTATES	21
EVENTS	1
FINANCE	84
FLEET MANAGEMENT	3
HEALTH AND SAFETY	1
HOUSING	52
HR	40
ICT	18
INSURANCE	1

Type of Enquiry	Total for Period
LEISURE	31
LICENSING	5
MULTI**	27
NEIGHBOURHOOD SERVICES	13
PLANNING	4
PROCUREMENT	18
ROADS	5
SCHOOLS	44
SUSTAINABLE DEVELOPMENT	2
WASTE MANAGEMENT	6
TOTAL	521

*information relating to, for example Complaints, Elected Members, Council Policies and Council contact details

**Multi = information requests covering multiple categories

Solicitor

3 FOISA requests were made by a solicitor representing 0.3% of all requests. This is a decrease of 1.7% from 2020/21 when 2% of requests were received from solicitors. When a request is categorised as being from a solicitor, this is clearly established from the correspondence issued by the relevant legal representative. (e.g. incorporates a letter with official letter head, official footer to an email).

	2021/22	2020/21
Total Received In Year	928	872
Solicitor	3	15
Percentage %	0.3% ▼	2%

The three requests were split evenly across all enquiry types.

Type of Enquiry	Total for Period
CHILD CARE	1
ESTATES	1
HOUSING	1
TOTAL	3

Company

148 were made by a Company representing 16% of all FOISA requests. This is a 1% decrease from 2020/21. Requests that are categorised as being from a company will be private companies seeking information from the Council, e.g. BT, Millar and Bryce. (e.g. incorporates a letter with official letter head, official footer to an email).

	2021/22	2020/21
Total Received In Year	928	872
Company	148	152
Percentage %	16%▼	17%

In 2021/22 the following categories were allocated to the Company FOISA requests, with the majority (18%) relating to Finance.

Type of Enquiry	Total for Period
ADMINISTRATION	21
ADULT CARE	9
CHILD CARE	3
COMMUNITY SAFETY	1
ENVIRONMENTAL	5
ESTATES	3
FINANCE	27
FLEET MANAGEMENT	4
HEALTH AND SAFETY	2
HOUSING	14
HR	15
ICT	8
LEISURE	1
LICENSING	9
MULTI	8
PLANNING	1
PROCUREMENT	2
REGISTRATION SERVICES	1
SCHOOLS	12
TRANSPORT	1
WASTE MANAGEMENT	1
TOTAL	148

MSP/MP

99 requests were made by an MSP/MP representing 11% of all FOISA requests. This is a 2% decrease to the percentage received in 2020/21. Requests categorised here will be clearly established as being from an MSP/MP from the correspondence received by the Council. (e.g. incorporates a letter with official letter head, official footer to an email).

	2021/22	2020/21
Total Received In Year	928	872
MSP/MP	99	112

Percentage %	11%▼	13%
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In 2021/22 the following categories were allocated to the MSP/MP FOISA requests, with the majority (21%) relating to Housing.

Type of Enquiry	Total for Period
ADMINISTRATION	7
ADULT CARE	6
CHILD CARE	2
CRIMINAL JUSTICE	2
ELECTIONS	1
ESTATES	4
EVENTS	1
FINANCE	9
FLEET MANAGEMENT	1
HOUSING	21
HR	13
ICT	1
LEISURE	4
MULTI	2
NEIGHBOURHOOD SERVICES	2
PLANNING	3
ROADS	1
SCHOOLS	17
TEACHERS	2
TOTAL	99

Press

111 were made by the Press in 2020/21 representing 12% of all FOISA requests. This is a 3% increase in the number of requests made by the Press in 2020/21. Requests categorised as being from the Press/Journalist will be clearly defined based on the correspondence received. (e.g. incorporates an official footer to an email).

	2021/22	2020/21
Total Received In Year	928	872
Press	111	79
Percentage %	12%▲	9%

In 2021/22 the following categories were allocated to the Press FOISA requests, with the majority relating to schools information

Type of Enquiry	Total for Period
ADMINISTRATION	18
ADULT CARE	7
BUILDING CONTROL	1
CHILD CARE	7
CRIMINAL JUSTICE	1
ESTATES	1
FINANCE	20
HEALTH AND SAFETY	1
HOUSING	10
HR	8
LEISURE	3
MULTI	6
ROADS	1
SCHOOLS	22
TEACHERS	4
WASTE MANAGEMENT	1
TOTAL	111

Charity/Voluntary Organisation

21 requests were made by a Charity or Voluntary Organisation representing 2% of all FOISA requests. This is a decrease of 1% from the same reporting period of 2020/21. Applications from Charities and Voluntary organisations will be categorised based on the correspondence received (e.g. incorporates a letter with official letter head, official footer to an email).

	2021/22	2020/21
Total Received In Year	928	872
Charity / Vol Org	21	26
Percentage %	2% ▼	3%

In 2021/22 the following categories were allocated to the Charity/Voluntary Organisation FOISA requests with Council Administration receiving the most at 28%

Type of Enquiry	Total for Period
ADMINISTRATION	6
ADULT CARE	1
CHILD CARE	3
ENVIRONMENTAL	2
HOUSING	2
MULTI	2
NEIGHBOURHOOD SERVICES	1
ROADS	1
SCHOOLS	3
TOTAL	21

Claims Company

No requests were identified as being made by claims companies in 2021/22

	2021/22	2020/21
Total Received In Year	928	872
Claims Company	0	0
Percentage %	0% ◀▶	0%

Trades Unions

14 requests were made by Trades Unions representing 1.5% of all FOISA requests. This shows an increase from the same reporting period in 2020/21, where 1.2% of requests were made by Trades Unions.

	2021/22	2020/21
Total Received In Year	928	872
Union	14	11
Percentage %	1.5% ▲	1.2%

Unsurprisingly most requests related to the HR information:

Type of Enquiry	Total for Period
ADMINISTRATION	1
FINANCE	4
HEALTH	1
HR	7
PROCUREMENT	1
TOTAL	14

University/College

Five requests were made by a university or colleges representing 0.5% of all FOISA requests. This is a decrease of 0.5% from this reporting period in 2020/21.

	2021/22	2020/21
Total Received In Year	928	872
University/College	5	7
Percentage %	0.5% ▼	1%

The five requests were split evenly across all enquiry types.

Type of Enquiry	Total for Period
ADMINISTRATION	1
FINANCE	1
MULTI	1
NEIGHBOURHOOD SERVICES	1
SCHOOLS	1
TOTAL	5

Local Authority

Six FOISA requests were made by a Local Authority representing 0.6% of all FOISA requests. This matches this time period in 2020/21.

	2021/22	2020/21
Total Received In Year	928	872
Local Authority	6	5
Percentage %	0.6% ◀▶	0.6%

In 2021/22 the following categories were allocated to Local Authority FOISASA requests.

Type of Enquiry	Total for Period
ADMINISTRATION	2
ADULT CARE	1
CHILD CARE	1
LICENSING	1
PROCUREMENT	1
TOTAL	6

Other

No requests were categorised as 'other' in 2021/22

	2021/22	2020/21
Total Received In Year	928	872
Other	0	11
Percentage %	0% ▼	1.2% ▲

EIR Enquiries 1 June 2020 to 30 June 2021

Analysis of requests by category of requester

Each enquiry is logged and categorised using pre-defined broad categories within the EIR logging system. The following provides further analysis of the category of requester and subject matter of the requested information (as outlined in [Appendix 3](#)).

Public

197 requests were identified as having been made the public, representing 55% of all EIR requests. This is an increase of 11% from 2020/21 where 44% of EIR requests were received from the General Public:

	2021/22	2020/21
Total received in year	357	248
Public	197	110
Percentage %	55% ▲	44%

In 2021/22 the following categories were allocated to the public EIR requests, with the majority (29%) relating to Roads information:

Type of Enquiry	Total for Period
ADMINISTRATION	13
BUILDING CONTROL	3
ENVIRONMENTAL*	26
ESTATES	11
FINANCE	4
FLEET MANAGEMENT	1
HOUSING	8
LEISURE	6
MULTI	8
NEIGHBOURHOOD SERVICES	15
PLANNING	17
PROCUREMENT	1
ROADS	58
SUSTAINABLE DEVELOPMENT	7
WASTE MANAGEMENT	19
TOTAL	197

*Information relating to, for example complaints relating to environmental information, general enforcement and Council Policies.

Solicitor

13 requests were made by a Solicitor, representing 6% of all EIR requests. This is a decrease of 2% from the previous reporting period.

	2021/22	2020/21
Total Received In Year	357	248
Solicitor	13	16
Percentage %	4% ▼	6%

In 2021/22 the following categories were allocated to the Solicitor EIR requests, with the majority (56%) relating Roads:

Type of Enquiry	Total for Period
ADMINISTRATION	2
BUILDING CONTROL	1
HEALTH AND SAFETY	1
NEIGHBOURHOOD SERVICES	1
ROADS	8
TOTAL	13

Company

92 requests were made by a Company representing 26% of all EIR requests. This is a decrease of 7% from 2020/21 where 33% of EIR requests were received from a Company:

	2021/22	2020/21
Total Received In Year	357	248
Company	92	81
Percentage %	26% ▼	33%

The following categories were allocated to Company EIR requests, with the majority (38%) relating to Roads information:

Type of Enquiry	Total for Period
ADMINISTRATION	9
BUILDING CONTROL	5
ENVIRONMENTAL	13
FLEET MANAEMENT	1
HEALTH AND SAFETY	1
HOUSING	2
ICT	1
MULTI	4
NEIGHBOURHOOD SERVICES	1
PLANNING	15
ROADS	35

Type of Enquiry	Total for Period
WASTE MANAGEMENT	5
TOTAL	92

MSP/MP

23 requests were attributed to being from an MSP/MP, representing 6% of all EIR requests. This is a decrease of 2% from 2020/21.

	2021/22	2020/21
Total Received In Year	357	248
MSP/MP	23	19
Percentage %	6% ▼	8%

In 2021/22 the following categories were allocated to the MSP/MP EIR requests, with Roads and Waste Management sharing the majority with 22% each:

Type of Enquiry	Total for Period
ADMINISTRATION	1
ENVIRONMENTAL	1
ESTATES	1
HOUSING	2
LEISURE	1
MULTI	1
NEIGHBOURHOOD SERVICES	1
PLANNING	4
ROADS	5
SUSTAINABLE DEVELOPMENT	1
WASTE MANAGEMENT	5
TOTAL	23

Press

29 requests were made by the Press representing 8% of all EIR requests. This is an increase of 3% from 2020/21:

	2021/22	2020/21
Total Received In Year	357	248
Press	29	13
Percentage %	8% ▲	5%

In 2021/22 the following categories were allocated to the Press EIR requests, with Roads and Waste Management both receiving 14% of the total:

Type of enquiry	Total for period
ENVIRONMENTAL	2
MULTI	1
PLANNING	2
ROADS	4
WASTE MANAGEMENT	4
TOTAL	13

Charity/Voluntary Organisation

3 requests were made by a Charity/Voluntary Organisation, representing 0.8% of all EIR requests. This is decrease of 1.2% from 2020/21.

	2021/22	2020/21
Total Received In Year	357	248
Charity/Vol. Org	3	5
Percentage %	0.8% ▼	2%

In 2021/22 the following categories were allocated to Charity/Voluntary Organisations EIR requests.

Type of Enquiry	Total for Period
ENVIRONMENTAL	3
TOTAL	3

Claims Company

No requests were made by claims companies in 2021/22.

	2021/22	2020/21
Total Received In Year	357	248
Claims Company	0	1
Percentage %	0% ▼	0.4%

Local Authority

No requests were made from Local Authorities in 2021/22.

	2021/22	2020/21
Total Received In Year	357	248
Local Authority	0	0
Percentage %	0% ◀▶	0%

University/College

No requests were made from Universities/Colleges in 2021/22.

	2021/22	2020/21
Total Received In Year	357	248
University/College	0	1
Percentage %	0% ▼	0.4%

Trades Unions

No requests were made from Trade Unions.

	2021/22	2020/21
Total Received In Year	357	248
Trades Unions	0	0
Percentage %	0% ◀▶	0%

Other

No requests were made by requestors categorised as 'Other'.

	2021/22	2020/21
Total Received In Year	357	248
Other	0	2
Percentage %	0% ▼	1%

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

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

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

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

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

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

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

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

5. Summary Assessment

Is a full Equality Impact Assessment required? (A full Equality Impact Assessment must be carried out if impacts identified as Medium and/or High)	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
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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 : Wynne Carlaw

Service Lead

Date: 22 August 2022

South Ayrshire Council

**Report by Head of Legal, HR and Regulatory Services
to Service and Performance Panel
of 20 September 2022**

Subject: Employee Absence 2021/2022

1. Purpose

- 1.1 The purpose of this report is to provide the Panel with detailed information and analysis of sickness absence across Council services for the period 1 April 2021 to 31 March 2022.

2. Recommendation

- 2.1 **It is recommended that the Panel scrutinises this information in the context of the Local Government Benchmarking Information previously reported.**

3. Background

- 3.1 A report entitled 'Local Government Benchmarking Framework 2014/15' was considered by the Service and Performance Panel on 23 February 2016, and Panel requested that more detailed absence data be made available at future meetings to allow more meaningful scrutiny. Reports have been submitted annually since then.
- 3.2 The National Statutory Performance Indicators require Councils to provide statistics for employee absence based on the 'total number of workdays lost' together with the 'average number of days lost per employee' categorised separately for Teachers and Local Government Employees ('LGE').
- 3.3 The Framework for Maximising Attendance was introduced in July 2010 but, as the expected overall improvements were not realised, a revised Framework was developed and approved on 21 January 2014 which applies to all LGE; It does not apply to Teachers, who continue to operate under the 2010 policy framework.
- 3.4 As part of the ongoing implementation and refinement of the Oracle HR system, considerable work has been undertaken to improve absence recording arrangements and refine analysis and reporting capacity. Further developments in this area are currently being considered as part of the Oracle Fusion project.

4. Proposals

- 4.1 It is proposed that the Panel scrutinises the analysis below and in the Appendices. It should be noted that rules for absence reporting have changed since the start of the pandemic. All absences due to Covid-19 and Self-Isolation have been recorded on Oracle as 'special leave' and indicating the appropriate category (this depends

on whether employees are displaying symptoms, they are self-isolating because they have been contacted by Track and Trace or they live with someone displaying symptoms). The only Covid related absences which are recorded on Oracle as 'sickness absence' are those classed as long Covid and only if the absence extends further than the 10 days isolation period. These rules were put in place at the start of the pandemic to ensure employees' sick pay was not affected by Covid related absences. A report on 'special leave' absences is issued every Wednesday so officers can properly monitor covid related absences. For the purpose of this annual report, only sickness absences have been considered so that it can be used as a fair comparison with previous 'pre-pandemic' reporting. The arrangement for processing Covid absences as 'special leave' ended on 1st July 2022.

4.1.1 Overall Absence Levels

- (i) [Appendix 1](#) provides a summary of the days lost by service area and directorate and the average days lost per employee for each.
- (ii) [Appendix 1a](#) provides the same summary as Appendix 1 but showing a split of Teaching and LGE within the People department.
- (ii) [Appendix 2](#) shows the number of days lost per employee for each of the years between 2010/11 and 2020/21, split by LGE and Teachers and showing a comparison with the overall national position across Local Government.

4.1.2 Breakdown of Absence - All Employees

- (i) A total of 45687 days has been lost because of sickness absence for the period 1 April 2021 to 31 March 2022 which comprises 35707 days (78%) long term absence and 9980 days (22%) short term absence.
- (ii) Across Directorates the position is as follows:

<i>Directorate</i>	<i>Number of Days Lost 2021/22</i>	<i>Number of Days Lost 2020/21</i>	<i>Absence as % of Council's total absence</i>	<i>Workforce as a % of total Council Workforce</i>	<i>Average Days lost per employee (2021/22)</i>	<i>Average Days lost per employee (2020/21)</i>
CEO	2,131	1,633	5%	7.6%	5.86	4.68
People - Teachers	6,557	3,670	14%	25.2%	5.46	3.19
People - LGE	11,053	6,800	24%	27.3%	8.49	5.22
Place	14,586	11,633	32%	24%	12.77	10.31
H&SC P	11,360	10,511	25%	15.9%	15.02	15.24
Total	45,687	34,247	100%	100%	9.59	7.41

- (iii) The average days lost per employee for the year is 9.59. This is a 13% increase on 2020/21 (7.41 days).

- (iv) The main reasons for absence are:
- Psychological (33%)
 - Musculoskeletal (21.7%)
 - Gastrointestinal (6.2%)
- (v) Psychological and Musculoskeletal were also the main reasons for absence in 2020/21. Gastrointestinal has replaced the third main reason which in 2020/21 was Hospitalisation.

4.1.3 **Breakdown of Absence - Local Government Employees**

- (i) The total days lost for LGE for the period 1 April 2021 to 31 March 2022 is 39129.81, comprising 8110.53 days (21%) short term absence and 31019.28 days (79%) long term absence. These figures equate to an annual level of 10.98 days lost per employee, which represents a 24% increase from 2020/21 (8.86 days lost).

LGE	Annual Level	Short Term %	Long Term %
2019/20	9.3	32%	68%
2020/21	8.86	17%	83%
2021/22	10.98	21%	79%

- (ii) LGE account for 85.65% of the total days lost due to absence and 74.79% of the Council's workforce.
- (iii) The main reasons for absence are:
- Psychological (28.5%)
 - Musculoskeletal (20.3%)
 - Cardiovascular (6.2%)
- (iv) The direct 'cost of absence' in 2021/22 is £3,851,547 (50% more than 2020/21 when the cost of absence was £2,550,800).
- (v) This figure reflects the payroll costs paid to the employees as part of their contractual salary payments. It is not an additional cost, but the proportion of the payroll which is being paid to employees not at work due to sickness absence.
- (vi) This direct cost does not take into account any costs in providing cover, i.e. - overtime or temporary staffing.

4.1.4 **Breakdown of Absence - Teachers**

- (i) The total days lost for Teachers for the period 1 April 2021 to 31 March 2022 is 6557.31, comprising 1869.94 days (28%) short term absence and 4687.37 days (72%) long term absence. These figures equate to an annual level of 5.46 days lost per employee which represents 71% increase from 2020/2021 (3.19 days lost).

Teachers	Annual Level	Short Term %	Long Term %
2019/20	5.1	44%	56%
2020/21	3.1	24%	76%
2021/22	5.46	28%	72%

Teachers account for 14.35% of the total Council absence and 25.21% of the Council's workforce.

- (ii) The main reasons for absence are:
- Respiratory (28.7%)
 - Gastrointestinal (23%)
 - Psychological (11.5%)
- (iii) The direct 'cost of absence' in 2020/21 is £1,224,774 (71% more than 2021/22 when absence cost was £714,310).
- (iv) This figure reflects the payroll costs paid to the employees as part of their contractual salary payments. It is not an additional cost, but the proportion of the payroll which is being paid to employees not at work due to sickness absence.
- (v) This direct cost does not take into account any costs in providing cover i.e. overtime or temporary staffing.

4.1.5 **National Comparison of Absence**

- (i) Appendix 2 provides the comparison between the Council's sickness absence levels and the national average for each complete year between April 2010 and March 2022. These tables show a gradual and consistent improvement in the council's performance, both overall and relative to other Councils.
- (ii) In 2020/21 the Council was ranked 5 for Teachers and 12 for LGE.

4.2 **Framework for Maximising Attendance**

4.2.1 **Discretion**

A key aspect of managing absence is the ability of managers to apply discretion when an employee reaches a particular absence level, so that the action which is otherwise required by the terms of the Framework, is not applied. Such discretion should only be applied where the employee:

- has a good attendance record over a number of years i.e. at least 3 years, and whose attendance has not previously been a cause of concern to management; or
- is absent due to a chronic illness/disease; or
- has to undergo a surgical procedure/requires hospitalisation which has a specified/expected date of recovery; or

- has a disability or an underlying medical condition which affects their attendance intermittently over a set period of time. For short term absence, this may include varying the attendance targets; or
- has been absent for pregnancy related reasons; or
- has been absent due to bereavement; or
- has been absent due to an accident or injury at work.

Details of the use of Discretion are as follows:

Applications	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number	98	128	252	263	323	247	153	180
Approved	93	122	247	260	318	245	152	172
Percentage	95%	95%	98%	99%	98%	99%	99%	95.5%

4.2.2 Monitoring Attendance

- (i) Members will recall that, prior to the 2014 revision of the Maximising Attendance Framework, in situations where an employee's absence was at an unacceptable level, the matter was dealt with through the Council's Disciplinary Policy. The revised Framework recognises that, while an employer can, and should, monitor absence; establish required levels of attendance; and take action where absence levels fall below the standards which can be sustained by the business, unacceptable levels of authorised sickness absence (i.e. covered by a self or medical certificate) is not an issue of conduct (which are dealt with through the disciplinary process) and, therefore, issuing disciplinary warnings is not necessarily the most appropriate action. Instead, the revised Framework introduced a separate stream of escalating actions (stages), which advises the employee that his or her attendance level is unsatisfactory and warns that if the necessary improvement is not achieved, further action will be applied, including, ultimately, dismissal.

- (ii) The number of formal meetings in each of the last 7 years is as follows:

Stage	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Stage 1 Meeting	126	356	235	438	388	392	280	211
Stage 2 Meeting	44	108	49	109	141	98	67	60
Stage 3 Meeting	10	16	26	32	31	23	12	8

- (iii) The 10 cases dealt with at Stage 3 in 2014/15 comprised 9 long term absentees and 1 short term. All employees were dismissed.

- (iv) The 16 cases dealt with at Stage 3 in 2015/16 comprised 15 long term absentees and 1 short term. All employees were dismissed.
- (v) The 26 cases dealt with at Stage 3 in 2016/17 comprised 12 long term absentees and 14 short term. Of these 10 were dismissed.
- (vi) The 32 cases dealt with at Stage 3 in 2017/18 comprised 13 long term absentees and 19 short term. Of these 8 were dismissed.
- (vii) The 31 cases dealt with at Stage 3 in 2018/19 comprised 17 long term absentees and 14 short term. Of these 11 were dismissed.
- (viii) The 23 cases dealt with at Stage 3 in 2019/20 comprised 19 long term absentees and 4 short term. Of these 13 were dismissed.
- (ix) The 12 cases dealt with at Stage 3 in 2020/21 comprised 9 long term absentees and 3 short term. Of these 7 were dismissed.
- (x) The 8 cases dealt with at Stage 3 in 2021/22 comprised 3 long term absentees and 5 short term. Of these 1 was dismissed.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 There are no risks associated with rejecting the recommendations.

9. Equalities

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

10. Sustainable Development Implications

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

11. Options Appraisal

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

12. Link to Council Plan

- 12.1 The matters referred to in this report contribute to 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 Ian Davis, Portfolio Holder for Finance, HR and ICT, and the contents of this report reflect any feedback provided.

Background Papers **None**

Person to Contact **Wendy Wesson, Service Lead – HR and Payroll**
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Phone 01292 612696
E-mail wendy.wesson@south-ayrshire.gov.uk

Date: 28 July 2022

Days Lost Per Employee

	Service	FTE	Total Days Lost	Annual Day Lost per Employee
Chief Executives	Directorate Support	6.00	3	0.57
	Finance and ICT	210.12	1400	6.66
	Legal, HR and Regulatory Services	147.34	728	4.94
Sub Total		363.46	2131	5.86
People	Children's Services, Planning and Child Poverty	2.60	0	0.00
	Community Services and Facilities	188.56	1292	6.85
	Early Years Centres	114.52	1941	16.95
	Education - Early Years	51.78	343	6.62
	Education - Primary and Additional Support	63.70	109	1.71
	Education - Secondary	74.24	816	10.99
	Education Support Services	53.38	165	3.09
	Internal Audit and Corporate Fraud	5.00	91	18.20
	OD and Customer Service	69.04	718	10.40
	Performance Policy and Community Planning	26.86	70	2.61
	Primary Schools	1013.59	6305	6.22
	Secondary Schools	636.36	4358	6.85
	Special Schools	70.34	834	11.86
	Thriving Communities	129.34	568	4.39
	Directorate Support	4.00	0	0.00
Sub Total		2503.31	17610	7.03
HSCP	Children's' Health, Care and Criminal Justice	185.63	2411	12.99
	Community Health and Care Services	463.69	8476	18.28
	Directorate Support	107.01	473	4.42
Sub Total		756.33	11360	15.02
Place	Asset Management and Community Asset Transfer	24.61	161	6.53
	Economy and Regeneration	25.18	385	15.27
	Facilities Management (ADD .7 FTE)	379.84	3274	8.62
	Housing Services	164.98	2404	14.57
	Neighbourhood Services (Add 1 FTE)	317.22	5853	18.45
	Planning and Building Standards	39.11	260	6.64
	Procurement	18.63	61	3.27
	Professional Design Services	16.97	0	0.00
	Property Maintenance	145.00	2176	15.01
	Special Property Projects	5.00	0	0.00
	Directorate Support	6.00	13	2.17
Sub Total		1142.54	14586	12.77

Council		4765.64	45687	9.59
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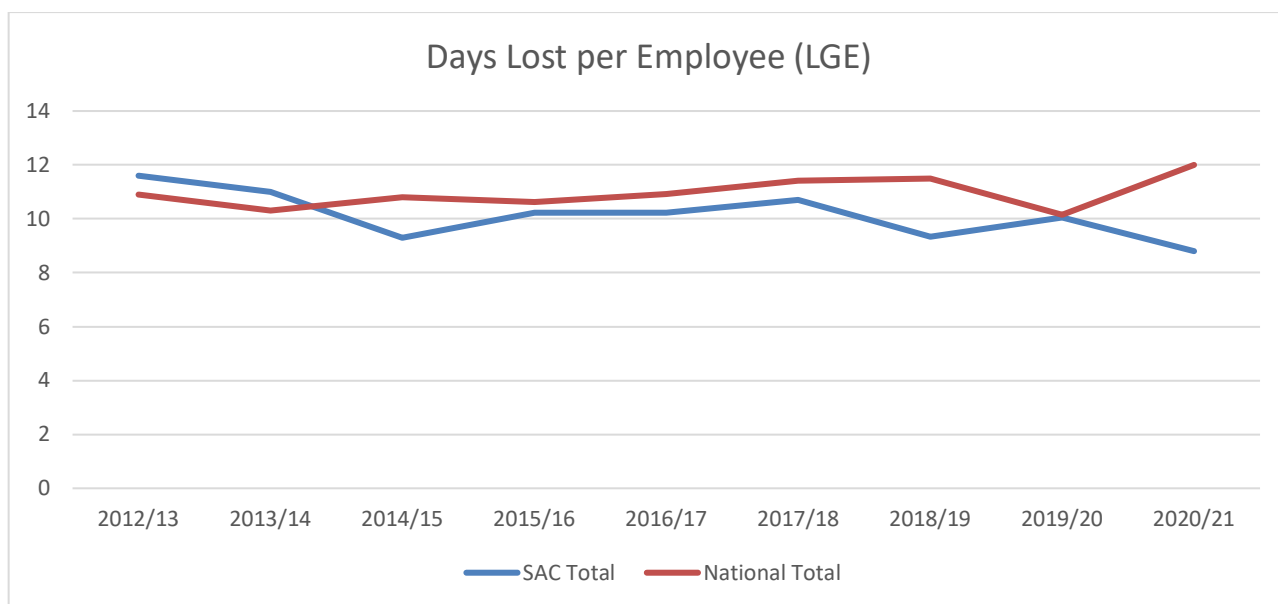
Appendix 1a

Days Lost Per Employee (with Teaching and Non-Teaching split within People)

	Service	FTE	Total Days Lost	Annual Day Lost per Employee
Chief Executives	Directorate Support	6.00	3	0.57
	Finance and ICT	210.12	1400	6.66
	Legal, HR and Regulatory Services	147.34	728	4.94
Sub Total		363.46	2131	5.86
People	LGE/Non Teaching Staff	1302.04	11053	8.49
	Teacher	1201.27	6557	5.46
Sub Total		2503.31	17610	7.03
HSCP	Children's' Health, Care and Criminal Justice	185.63	2411	12.99
	Community Health and Care Services	463.69	8476	18.28
	Directorate Support	107.01	473	4.42
Sub Total		756.33	11360	15.02
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	Professional Design Services	16.97	0	0.00
	Property Maintenance	145.00	2176	15.01
	Special Property Projects	5.00	0	0.00
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Sub Total		1142.54	14586	12.77
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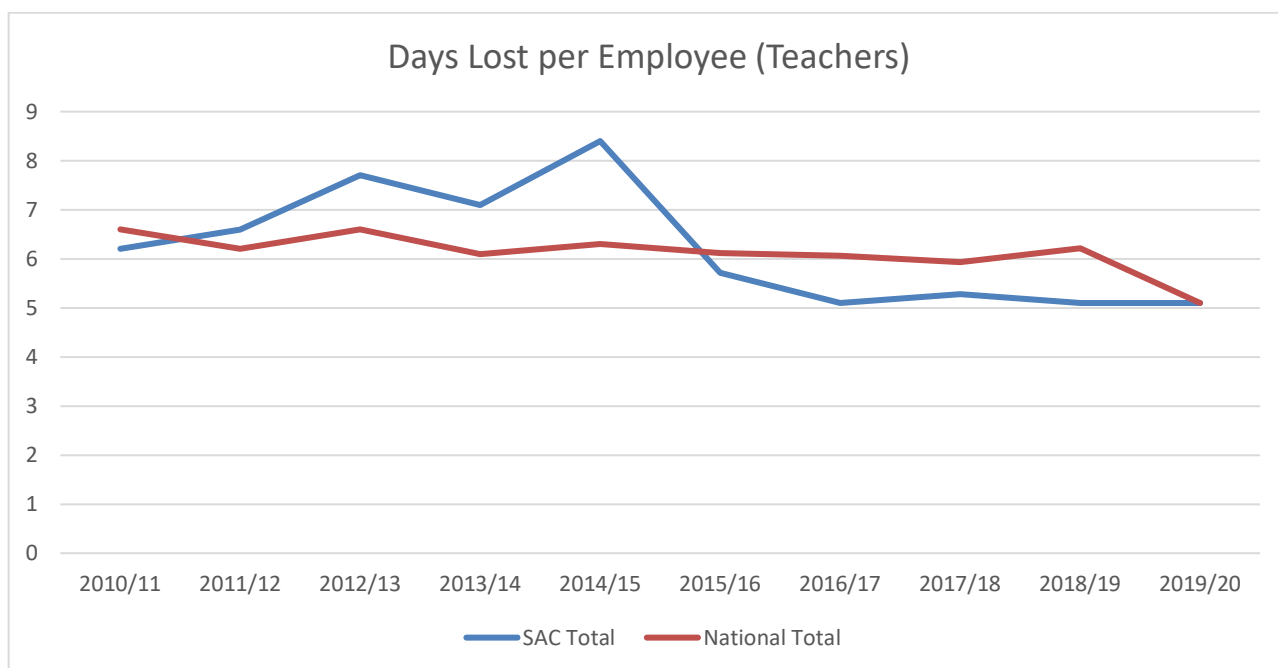
Days Lost per Employee (National Comparison)

1) LGE



	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
SAC Total	11.6	11	9.3	10.23	10.23	10.7	9.34	10.05	8.8
National Total	10.9	10.3	10.8	10.63	10.92	11.41	11.49	10.1	12

2) Teachers



	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
SAC Total	7.7	7.1	8.4	5.71	5.1	5.28	5.1	5.1	3.2
National Total	6.6	6.1	6.3	6.12	6.06	5.93	6.21	5.1	5