



South Ayrshire Community Planning Partnership Board

Report by Community Planning Lead Officer, South Ayrshire Council
to Community Planning Board Meeting of 27th October 2022

Subject: Local Outcomes Improvement Plan Annual Progress Report (2022)

1 Purpose of Report

- 1.1 The purpose of this report is to ask the Community Planning Board to consider the Local Outcomes Annual Progress Report 2022 (appendix a) and approve its publication.

2 The Board is recommended to:

- 2.1 **approve the Local Outcomes Annual Progress Report 2022; and**
- 2.2 **note the extensive progress that has taken place within the five priority areas.**

3 Background

- 3.1 In October 2017 South Ayrshire Community Planning Partnership published the 'South Ayrshire Local Outcomes Improvement Plan' (LOIP) with two strategic themes of '**supporting older people to live in good health**' and '**closing the poverty-related outcomes gap for children and young people in South Ayrshire**'. This report was refreshed in 2019. The strategic themes are now supported by five priority areas

- **Support for people living with dementia and their carers;**
- **Reducing social isolation and loneliness;**
- **Improving outcomes for care experienced children and care leavers;**
- **Providing support for young people who are carers; and**
- **Employability and lifelong learning.**

4 Progress

- 4.1 The fifth annual progress report, which is required to be published by the Community Planning Partnership, is now in final draft form and is attached as appendix a.

- 4.2 The report recognises progress that has been made across all our priority areas, whilst acknowledging the ongoing impact of COVID-19 as restrictions were easing. Our community planning partners, third sector organisations and community groups have continued to work tirelessly supporting our communities, adapting service delivery as needed and very much focusing on bringing back face-to-face support. Extensive progress has been made within the priority area for young carers and this is highlighted in detail within the progress report.

5 Next Steps

- 5.1 The LOIP annual progress report will be published online. Progress on LOIP priority areas will also be highlighted at our forthcoming community planning 'webinar series event' to showcase the work of South Ayrshire Community Planning Partnership.

South Ayrshire
**COMMUNITY
PLANNING**
Partnership



LOCAL OUTCOMES IMPROVEMENT PLAN ANNUAL PROGRESS REPORT

October 2022



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FOREWORD

I am delighted to introduce this year's Local Outcome Improvement Plan (LOIP) annual progress report which again provides detail of all the great partnership working taking place across South Ayrshire and the collective progress being made by the Community Planning Partnership.

Improving outcomes and reducing inequalities is a key focus of this LOIP - supporting our older people to live in good health and closing the poverty-related outcomes gap. Case studies within this annual progress report allow you to see the positive impact many of our projects are having on people's lives, re-establishing those connections that were impacted upon because of the pandemic and very much focusing on bringing back face-to-face support.

We are committed to improving Community Planning Partnership working and our processes, making it much clearer where we are adding value to our residents' lives. We aim to listen to our communities and work together to make South Ayrshire a great place to live and work in.

My thanks once again to all the partners for the great contribution they have made to the Community Planning Partnership progressing our Local Outcomes Improvement Plan over the past year.



Councillor Peter Henderson

Chair of South Ayrshire Community Planning Partnership

INTRODUCTION

CONTEXT

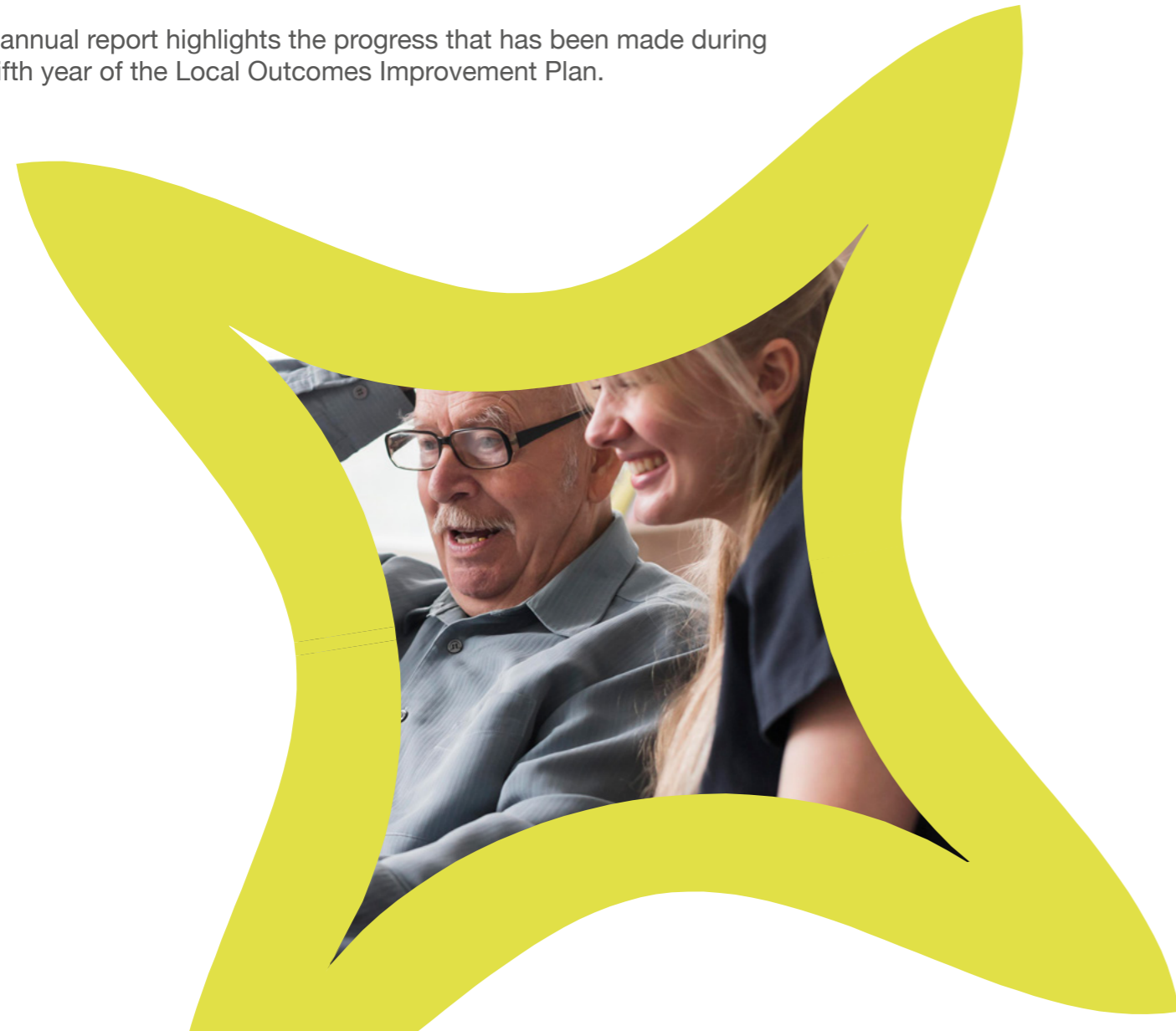
Reducing inequalities and improving outcomes for people in South Ayrshire is a key focus of South Ayrshire Community Planning Partnership (CPP).

The Community Empowerment (Scotland) Act 2015 has given CPPs a statutory purpose regarding public service reform at a local level. The Act requires CPPs to produce two types of plans which will provide information on how we can make improvements in our local areas – the Local Outcomes Improvement Plan (LOIP) and Locality Plan.

The LOIP sets out a vision and focus based on agreed local priorities where through collaborative working with our community planning partners and local communities, we can work to reduce inequalities and improve outcomes in South Ayrshire.

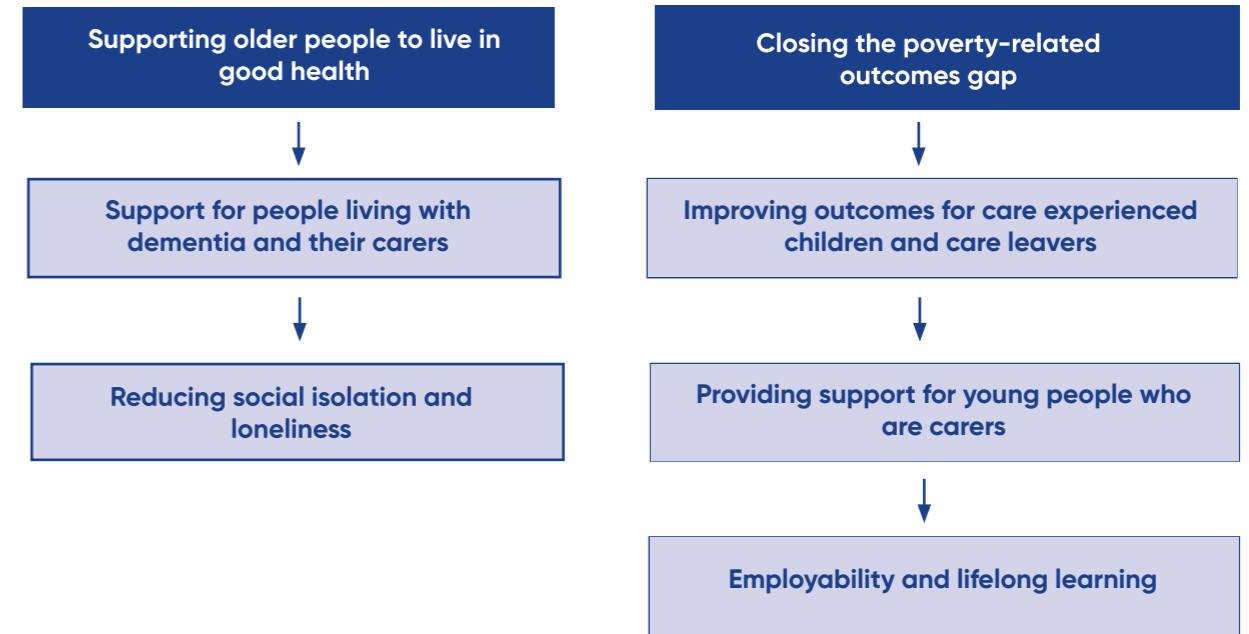
A locality plan is a plan to improve outcomes in that locality – in South Ayrshire locality plans will be referred to as ‘local place plans’.

This annual report highlights the progress that has been made during the fifth year of the Local Outcomes Improvement Plan.



WHAT HAVE WE ACHIEVED IN THE PAST YEAR?

This fifth annual report reflects the wide-ranging work that has taken place to continue to support our two strategic themes and supporting five priorities sitting within our Local Outcomes Improvement Plan:



The report recognises progress that has been made whilst still acknowledging the ongoing impact of COVID-19 even as restrictions were easing. Our community planning partners, third sector organisations and community groups have continued to work tirelessly supporting our communities, adapting service delivery as needed and very much focusing on bringing back face-to-face support.

In November 2021, we hosted a successful Webinar Series Event week. The purpose of the week was to give our partners an opportunity to showcase their commitment of supporting our LOIP strategic themes/priorities and wider community planning outcomes. There were 18 seminars with one hundred people attending the webinars over the five-day period (just over 400 individual registrations were made). Topics covered included:

Partnership working	Dementia Friendly Communities	Social Isolation and Loneliness
Primary Care and Pharmacy	Wellbeing Pledge	Champions Board
Young Carer	Food Insecurity	Employability and Lifelong Learning Partnership
Information and Advice Hub	Caring for Ayrshire	Introduction to Locality Planning Partnerships
Community Learning and Development Plan	South Ayrshire Lifeline and Supporting Older People	Home Energy Scotland
Power of Attorney Campaign	Sustainability Partnership	Whole Family Support/Team Around the Family

More detailed information can be found in appendix 1.



SUPPORTING OLDER PEOPLE TO LIVE IN GOOD HEALTH

Work on supporting older people to live in good health continues to be led through the social isolation and loneliness strategy and dementia strategy. Both these strategies are supported by implementation plans which are monitored through the Health and Social Care Partnership. Reporting on the LOIP priorities also takes place via the Communities and Population Health Strategic Delivery Partnership.

WHAT HAVE WE BEEN DOING

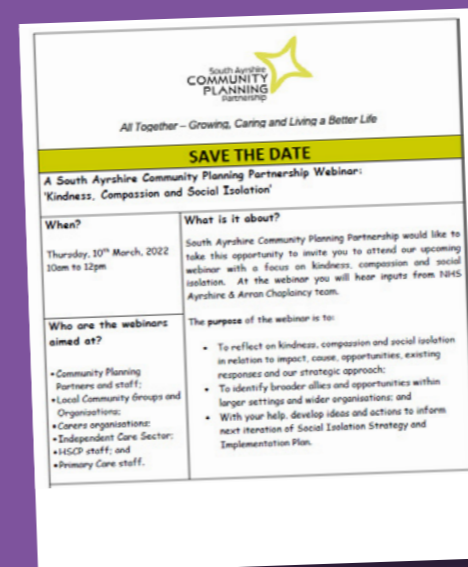
REDUCING SOCIAL ISOLATION AND LONELINESS

COMMUNITY PLANNING PARTNERSHIP OUTCOME:	OBJECTIVES:
<ol style="list-style-type: none"> 1. People are prevented from becoming chronically socially isolated or experiencing loneliness 2. Those who have experienced social isolation and loneliness following one of the known 'triggers' are responded to appropriately 3. Those who have experienced chronic isolation and loneliness have their connections restored in order to prevent poor social or health outcomes 	<ul style="list-style-type: none"> • Promote kindness and self-care, raise awareness and reduce the stigma associated with social isolation and loneliness • Develop and promote the values of kindness and consider the barriers to kindness within our organisations and communities • Promote asset-based and place-based approaches • Raise awareness of local activities and services • Address inequality • Work to provide transport options which are accessible and affordable • Work to provide technological solutions which are suitable for the needs of older people • Develop a pathway from identification to reconnection • Promote service co-design and peer-led support • Provide support and reconnection to those who are chronically lonely

SOCIAL ISOLATION AND LONELINESS STRATEGY 2018-2027

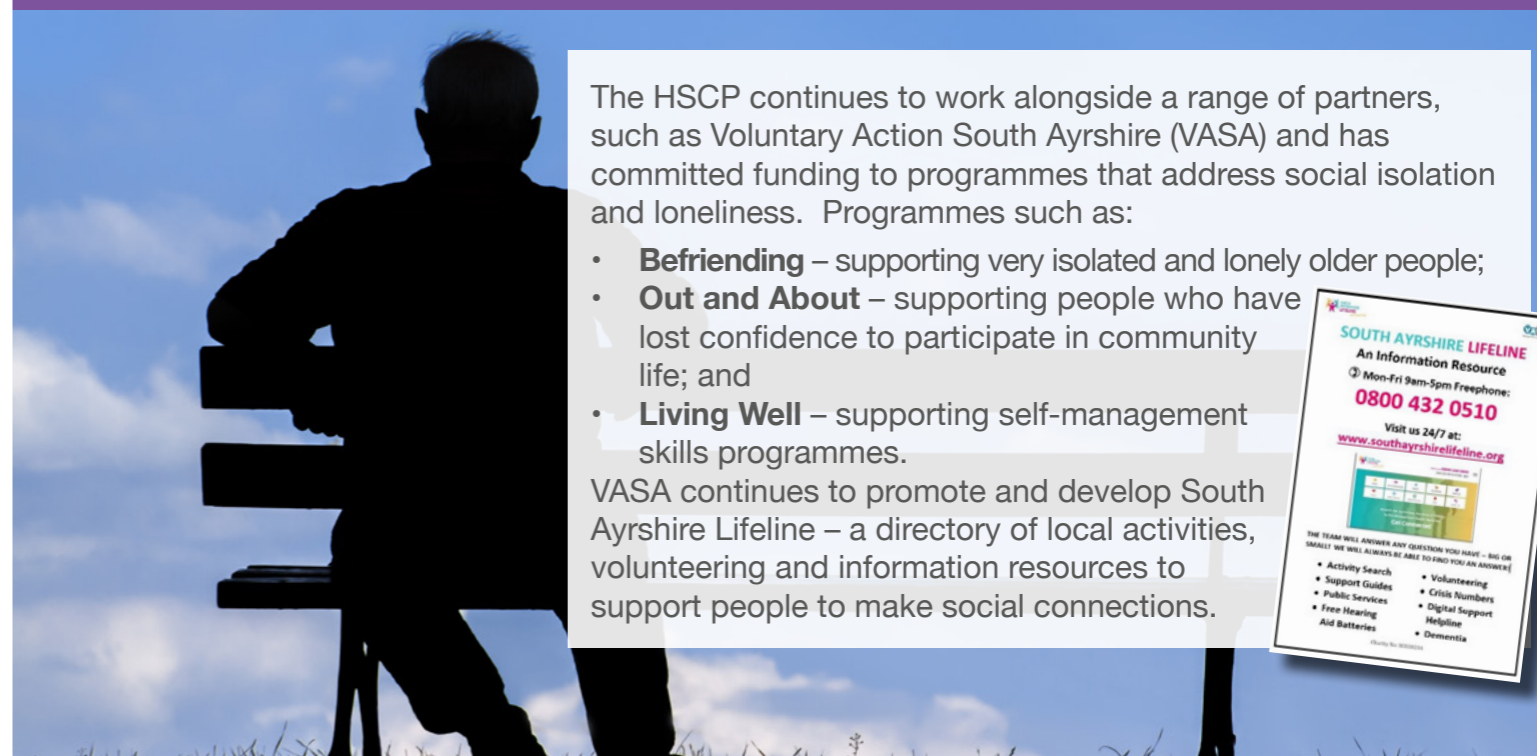
A Health & Social Care Partnership strategy and implementation plan has been developed by the South Ayrshire Social Isolation Subgroup informed by current literature and wide consultation with our local communities. This nine-year strategy focuses on older people, reflecting the LOIP priority.

Work has continued to support isolated and lonely older people across services and localities. As COVID impacted restrictions have eased more in situ support is beginning to be re-established – for example a range of library based services and supports and work through Sheltered Housing and Leisure services. There are many of these projects that address social isolation directly or indirectly. The Scottish Government has allocated over £440,000 to South Ayrshire to address community based mental wellbeing initiatives and VASA led the programme of allocation and support. There are many of these projects that address social isolation and loneliness directly or indirectly.



The Social Isolation and Loneliness Subgroup hosted a webinar in March 2022 with a focus on kindness, compassion and social isolation. The purpose of the webinar was to reflect on kindness, compassion and social isolation in relation to impact, cause, opportunities, existing responses and our strategic approach; and to identify broader allies and opportunities within larger settings and wider organisations. The purpose of the webinar was to:

- To reflect on kindness, compassion and social isolation in relation to impact, cause, opportunities, existing responses and our strategic approach;
- To identify broader allies and opportunities within larger settings and wider organisations; and
- develop ideas and actions to inform next iteration of Social Isolation Strategy and Implementation Plan.



The HSCP continues to work alongside a range of partners, such as Voluntary Action South Ayrshire (VASA) and has committed funding to programmes that address social isolation and loneliness. Programmes such as:

- **Befriending** – supporting very isolated and lonely older people;
- **Out and About** – supporting people who have lost confidence to participate in community life; and
- **Living Well** – supporting self-management skills programmes.

VASA continues to promote and develop South Ayrshire Lifeline – a directory of local activities, volunteering and information resources to support people to make social connections.



CASE STUDIES

LIVING WELL

Mrs C who was a carer for her husband, joined the Living Well Programme. She had been referred by the Community Link Practitioner due to depression and isolation. She related that she was still caring for her husband but due to depression she did not even open the curtains during the day. She had limited contact with people out with the household and had no interests. She joined the Programme and within a few weeks was contributing and interacting with other participants and facilitators. When the programme ended, she continued to stay in touch with one of the other participants as they got on so well. Her feedback of the programme was that she really enjoyed meeting other people and that she had started going out again and had joined a couple of online classes. She felt it had made a great difference to her life.

Mr S was referred to the programme by the befriending project due to health problems and isolation. He had been living with his grandmother who had recently died and was also dealing with the breakup of a long-term relationship. He stated his confidence was low. He had been volunteering at a local charity shop but was not confident enough to look for paid work. He initially was quiet at Living Well Programme, listening but letting others do the talking but after a few weeks he joined in and talked about his situation. Others in the group offered him their support and shared experiences. Mr X said he looked forward to the sessions and felt he got a lot out of them. After the Programme ended, he volunteered at another organisation and secured paid employment. His opinion was that VASA services had helped get him back on his feet and his confidence had greatly improved. He said the help was there at the right time.

OUT & ABOUT

Mrs H is a 71-year lady who suffers from anxiety, low mood, and confidence, she is physically well. A very unexpected and devastating breakdown of her marriage had affected her very badly and that of the relationships with her children. Financially she felt very vulnerable also. Mrs H's confidence had plummeted and had a fear of breaking down emotionally whenever she bumped into friends or ex-husband 'I am terrified of bursting into tears'. Mrs H felt more comfortable travelling to the next town to do shopping etc., so we hopped on the bus, whilst there she felt a bit more at ease, and thought it was a good solution as it was only a short bus journey. We also attended the walking group which she found welcoming and beneficial and hoped to continue. On another occasion we attended an exercise class at a local over 60s club, whilst there we met another couple of ladies who lived near Mrs H, she has continued to attend this and another social club on a Saturday with the same ladies. 'I feel more confident about talking to people, I realise that not everyone is being nosy and judgmental'. During our time together Mrs H has also re-engaged with a friend who she hadn't seen for some time and since then they have gone a little holiday. Mrs H felt that the support from the service was what she needed to push her 'over the door' and that signposting to other agencies for financial/ housing advice was much appreciated. Mrs H has also become more active within her building, helping to arrange jubilee celebrations and jumble sale.

Mr T is a 67-year-old gentleman with slight learning disabilities who lives alone with support for cooking and some personal care twice a day. He is extremely sociable but does lack company, as during lockdown people have since fallen away. Mr T is an avid letter writer and often would send into the local paper. I was able to find him a pen pal and he was very keen to start writing. We also went for shopping and coffee using the bus with his bus pass and ventured into neighbouring towns, he was very competent using public transport. Introducing him to the 'Honest Men' group was very beneficial as he was a big football fan and has since enjoyed the activities and guest speakers. Mr T has also started attending monthly get togethers, where he has been meeting in local venues, usually in the evening for food and conversation. I continue to keep Mr T informed of any activities/ groups which I think he may enjoy.

TELEPHONE BEFRIENDING

Mr C is in his mid-80's, he was referred to the Telephone Befriending Service in the Autumn of 2021 by an NHS Community Navigator. Mr C had cared for his wife for several years but sadly she passed away in the Spring of 2021. With no family close by and with the loss of his wife Mr C began to feel increasingly isolated. As covid restrictions lifted he felt he had lost confidence in attending activities he had previously enjoyed with his wife, and this too was having an impact on his general well-being. Mr C was matched with a very experienced telephone befriender and although they got on well both parties felt there wasn't much of a connection and a mutual decision was taken to bring the match to an end. Around about this time a gentleman volunteer of a similar age expressed an interest in taking on an additional person to call. The two elderly gents were duly matched and to their surprise and delight they discovered they shared many similarities. Both had studied engineering at university, had similarities in their professional lives and shared a variety of interests. The calls take place on a weekly basis and are a great source of enjoyment to both gentlemen. Both have used the phrase "getting on like a house on fire" to describe their befriending arrangement. Mr C has recently engaged with the Out and About service and is enjoying weekly outings with a view to re-establishing connections with former groups and activities.

Ms P is in her mid-50's, she was referred to the Telephone Befriending service by a Community Mental Health Team in Autumn 2020. Due to shielding for health reasons she had lost confidence in going out. With only limited family support she was experiencing feelings of loneliness and isolation, and this was having an effect on her mental health. Ms P was matched with a Telephone Befriender, they quickly developed a good connection and shared several interesting coincidences in common. Unfortunately, Ms P experienced a traumatic and upsetting incident within months of the befriending match. The Telephone Befriender was able to support Ms P during this difficult time, partly due to her professional background but also because of the relationship that had developed. Throughout 2021 the calls continued with occasional holiday breaks after which both parties were keen to catch up with each other's news. As her confidence returned Ms P gradually began to reconnect with her pre-covid life with additional input from our Out and About service. By Spring 2022 she decided that she no longer required befriending calls, the befriender had come to the same conclusion around about the same time. In recognition and appreciation of the invaluable support she received Ms P is currently considering applying to become a Telephone Befriending volunteer herself.



SUPPORT FOR PEOPLE LIVING WITH DEMENTIA AND THEIR CARERS

COMMUNITY PLANNING PARTNERSHIP OUTCOME:	OBJECTIVES:
People living with dementia and their carers live in a supported community.	<ol style="list-style-type: none"> 1. Promote good physical and mental health and wellbeing to delay the onset of dementia 2. Have access to appropriate and timely interventions for those with dementia and their carers 3. Design physical and social environments which support those with dementia 4. Protect vulnerable people from harm

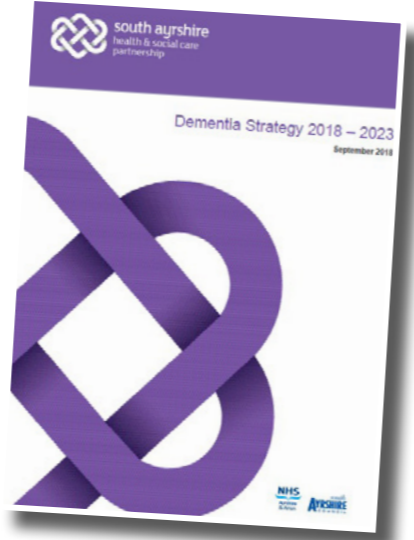
DEMENTIA STRATEGY 2018-2023

The [South Ayrshire Health and Social Care Partnership Dementia Strategy 2018- 2023](#). The strategy sets out:

- an ambitious program to support people living with dementia and their carers; and
- how the HSCP provides formal services for people who have been diagnosed with dementia and their carers (also in the Adult Carers Strategy).

In addition, a key section is concerned with developing South Ayrshire as a 'dementia friendly' place. This sets out activity within localities and related work carried out in a more thematic way which is a key priority within this LOIP. It also sets out activities supported by commissioned services such as Alzheimer Scotland, Crossroads, South Ayrshire Dementia Support Association and South Ayrshire Carers Centre.

Work has continued to take place to develop South Ayrshire Dementia Friendly (DF) initiatives. Much of this work is led through locality-based dementia friendly work led by our dementia friendly communities of Troon & Villages, Prestwick, Ayr, North Carrick and South Carrick.



PRESTWICK



Over the past twelve months, Dementia Friendly Prestwick (DFP) has been awarded funding from the Communities Renewal Fund, VASA's Community Mental Health and Wellbeing Fund, and from Life Changes Trust. Because of their ongoing work to support people in our local area, DFP were named as a Legacy Partner for Life Changes Trust - a huge honour. This funding enabled the opening of a 'Meeting Centre' this summer - a social club for people with early to moderate dementia, for their families and carers too. This is an established and successful model of care and support from Holland, researched and adapted to suit the UK by the University of Worcester, and they are beginning to pop up all over the UK. Prestwick's club is the first to open in South Ayrshire, the first on the west coast of Scotland.

DFP has employed trained and experienced staff (two have achieved Meeting Centre accreditation by the University). Most of their volunteers have been with DFP for years and are enthusiastic and empathetic. DFP are collaborating with South Ayrshire Carers Centre and the NHS Ayrshire & Arran's Older Adult Mental Health Services, to help facilitate outreach programmes within Prestwick. South Ayrshire Health and Social Care Partnership colleagues visit the meeting centre regularly and have helped to signpost members to useful sources of support. DFP has created a local hub which supports people living with dementia and their families, and they would welcome more groups and organisations to get in touch to they can signpost to a wider network.

The Meeting Centre is based based at the Royal Air Force Association's Prestwick branch - the RAFA Club on Ardayre Road and the venue is well suited to the needs of members. You can sometimes find members out in the garden, with music or with gardening trowels. The ballroom is where members all eat lunch together. Members can blether and have refreshments all day.



SOUTH CARRICK

In Girvan work has been continuing to support a DF promenade – activities affected previously by COVID are now re-starting and there is a new ‘Dementia Friendly Walk’. Dementia friendly benches have been positioned at Ainslie Park in Girvan with the intention of creating safe conversation spaces. Funding to support this was obtained by the Girvan Town Team via the Coastal Communities Fund.



TROON AND VILLAGES



In Troon there has been investment to the promenade to make it dementia friendly – this has included DF benches in the sunken gardens, an art display within the sunken gardens of pictures of the local vicinity including the beach, prom, old pool, which have been affixed to the walls to encourage people to come together and reminisce. It also provides information on how people can be more DF in their day-to-day lives.



DFP MEETING CENTRE: CASE STUDY 1

A couple came to one of our open days, one has dementia (S), and their partner (A) is the main carer. S immediately responded well to the familiar and cosy surroundings of our venue and was happy to join us. Our club is open from 10:30am until 3pm, three days a week, and family members are welcome to either stay with their cared-for person or leave. Members often come by themselves. On their first day with us, A realised that S was relaxed and having a great time socialising with new people, and after a short while, A asked a member of staff if it was OK to "slip out and go fishing". For the first time in a long while, A had a decent break from having immediate caring responsibilities and could relax too. S initially signed up to come two days a week, but by the second week, S wanted to come for all three days. Sometimes their grownup children come too, as they enjoy seeing S 'at their Club'. For this family, it doesn't matter terribly much the activities we do each day (music, arts and crafts, walks, cooking, gardening....) it's the feeling of friendship, peer support, and laughter that's important.

DFP MEETING CENTRE: CASE STUDY 2

C lives on their own, with no family close. A befriender provides great support, but more is needed, and so the befriender brought C to our club. C now comes once a week, using a local taxi service to get home. And while being out of their home is a source of anxiety, C now comes once a week, and is enjoying meeting new people. An amateur artist, C brought us some of the works of art made over the years to great acclaim. As well as providing C with a social life again, we can also help ensure C is eating and drinking well on the days with us.

PRESTWICK HOWIE BOWLING CLUB



Prestwick Howie Bowling Club has been working with Alzheimer Scotland began the journey of developing 'relaxed' bowling sessions. A series of meetings were held with Alzheimer Scotland Dementia Advisor, and a full audit of the clubhouse was carried out with all recommendations adopted to ensure that the bowling club is welcoming for all with support from Prestwick and Villages Locality Planning Partnership Funding. Some of the changes included replacing mats (they were dark and could be misread as being holes), coloured toilet seats bought, support railings made more visible by applying tape, and clearer signage put up. The coach at the club attended on-line training sessions on dementia run by Age Scotland and fellow coaches attended local Ayrshire Sportability training sessions on making sport as inclusive as possible.

With Alzheimer Scotland using their contact list to identify interested participants, the club and its new partner were ready to hold a series of pilot sessions for people living with dementia. There was a lot of learning going on. The club own a range of aids, like bowling arms, which allow the bowl to be delivered without having to bend, a "zimmer" like frame wide wheels which allow people with balance issues to hold on to a stable support when playing their shots, and these were employed to make everyone feel as comfortable as possible when learning their new skill and to help them get the most out of their time on the green. With the season now drawing to a close, the focus is now on looking at the feasibility of holding future weekly "relaxed" bowling sessions, open to the public at large, and bringing in other organisations like Dementia Friendly Prestwick, and Inspire South Ayrshire, by advertising more generally.

Comments from those who attended include:

"VERY WELL PLANNED AND SO MUCH FUN. MADE US FEEL SO INCLUDED. REAL COMRADERY AND FRIENDSHIP. REAL ENCOURAGEMENT FROM THE MEMBERS. IT'S WONDERFUL THE EFFORT THAT ALL MEMBERS MADE."

"I HAVE ONLY GOOD THINGS TO SAY ABOUT THE BOWLING SESSIONS. HE REALLY ENJOYED THEM AND HAS BEEN ASKING WHEN DO WE GO BACK? SECOND SESSION I'M SURE YOU'LL RECALL HE WAS NOT HAPPY AT COFFEE TIME AND DIDN'T WANT TO BE THERE BUT THAT CHANGED WHEN ON THE GREEN AND FINAL SESSION HE ENGAGED FROM THE BEGINNING. A DEFINITE MOOD LIFTER! IAN AND TEAM WERE SO HELPFUL, PATIENT AND UNDERSTANDING. ALL IN ALL FOR US A GOOD EXPERIENCE."

"HOWIE BOWLING IN MY OPINION WAS A GREAT SUCCESS. IT WAS MUCH APPRECIATED BY ALL THOSE THAT WE CARE FOR - I THINK THEY THOROUGHLY ENJOYED IT AS DID THE CARERS"



CLOSING THE POVERTY RELATED OUTCOMES GAP

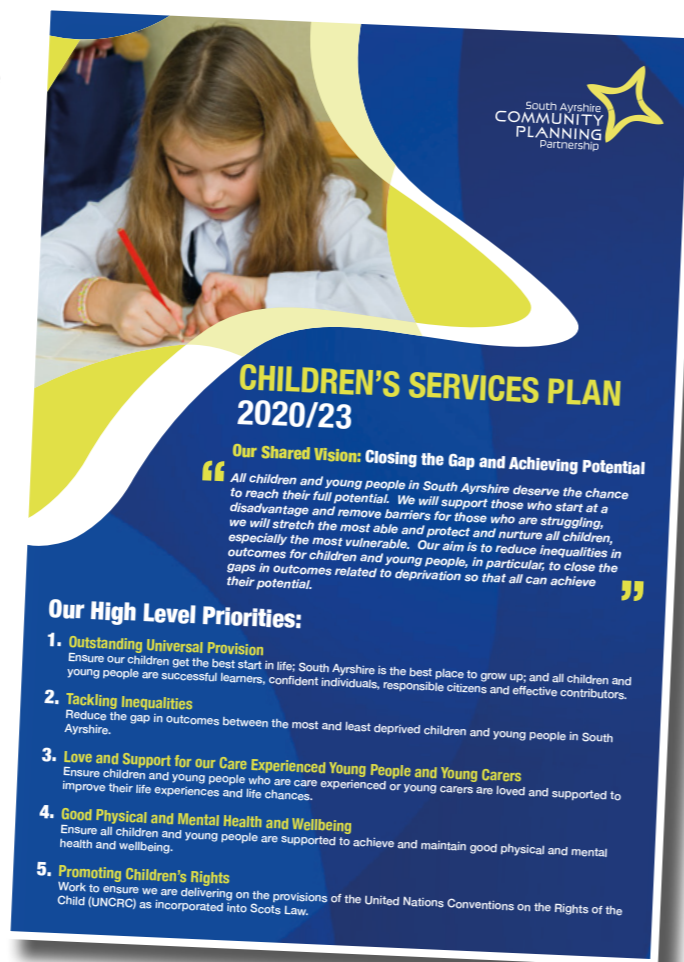
Action on improving outcomes for care experienced children and care leavers, and young people who are carers, continues to be led through the work of the South Ayrshire’s Corporate Parenting Executive Group, Champions Board, Young Carers Implementation Group, and the overarching Children’s Services plan – all of which report to the Children’s Services Strategic Delivery Partnership. Our priority of employability and lifelong learning is led through our Employability and Lifelong Learning Partnership which reports to our Financial Inclusion Strategic Delivery Partnership.

CHILDREN'S SERVICES PLAN 2020 TO 2023

The Children’s Services Plan is designed for young people –it shows how young people will be treated in South Ayrshire.

- What the plan means for a young person;
- Giving a young person the best start in life – making South Ayrshire the best place to grow up;
- A young person will be treated equally no matter their background;
- Children and young people who are looked after or leaving care will be supported to be the best they can be;
- Opportunities to be healthy... both mentally and physically; and
- A young person’s voice will be heard

Further information on the progress of the Children’s Services plan can be found by visiting [here](#)



WHAT HAVE WE BEEN DOING

IMPROVING OUTCOMES FOR CARE EXPERIENCED CHILDREN AND CARE LEAVERS

COMMUNITY PLANNING PARTNERSHIP OUTCOME:	OBJECTIVES:
We want to improve outcomes for young people who are care experienced and are care leavers	<ol style="list-style-type: none"> 1. Ensure that care experienced young people benefit from involvement in Champions Boards leading to improved outcomes 2. Work with our CPP partner organisations to strengthen their commitment, knowledge, skills and capacity and increase their understanding of their corporate parenting duties 3. Policy and practice will become more responsive to Care Experienced Young People 4. Ensure that public awareness and attitudes become increasing positive towards Care Experienced Young People 5. Ensure that care experienced young people are aware of their rights and entitlements: <ul style="list-style-type: none"> • Corporate Parenting Plan Strategic Outcome – Upholding and promoting children’s rights • Action 8 - Support care experienced young people to participate in local activities with other young people and peer groups. • Action 13 - Ensure that advocacy support is considered for young people in care and leaving care in the new Strategic Advocacy Plan.

ENSURE THAT CARE EXPERIENCED YOUNG PEOPLE BENEFIT FROM INVOLVEMENT IN CHAMPIONS BOARDS LEADING TO IMPROVED OUTCOMES



The Champions Board team continues to offer flexible employment opportunities for young people who have care experience. The team currently employs 8 people with care experience aged between 19 and 34 who use their lived experience to influence positive change in a range of different ways. We also support a modern apprenticeship experience which is ring-fenced for someone with care experience. In September 2021 three new Promise posts were appointed for 1 year from £50,000 funding secured from The Promise Partnership. All three posts were situated in South Ayrshires Champions Board team. Two posts were ringfenced for applicants with care experience. The posts have contributed to campaigns such as care day <https://www.facebook.com/southayrshirechamps/> and have worked with [each and every child](#) to develop a fresh new narrative and reframe the language used around care. A webinar for South Ayrshire employees and partners was delivered on 25 November 2021 and was attended by 64 participants.

PARTICIPATION

South Ayrshire champions Board has a well-established participation network of over 60 children and young people and young parents with care experience. Despite challenging circumstances across 2021, the Champions Board managed to offer 14 different summer activities. This activity was delivered in partnership with voluntary sector partners at who cares? Scotland and South Ayrshires Thriving Communities' teams. 56 young people with care experience aged 6-26 took part in the activities

South Ayrshire Champions board run 4 participation groups each week. This includes 3 school-based groups and one community-based group. The modern apprentice has also supported a bespoke Duke of Edinburgh group which celebrated young people with care experience achieving their bronze award and now working towards their silver.

Most of the Participation Assistants time is involved in developing the participation network. 98% of young people involved in the participation network take part regularly (attendance at 4 out of 6 sessions). The group also facilitated a residential for 19 young people at Dumfries House in April 2022



CREATIVITY AND VOICE

Many of our young people continue to link in with our creative workers as part of our partnership with the Gaiety Theatre. Young people continue to use drama and prose to tell their story and express themselves. We successfully held a 'picnic in the park' event at rozelle Park in September 2021 where we showcased our mouthful of monologues film by hosting an outdoor cinema screening. This public event was supported by local COVID funding and was attended by 103 young people and adults from across South Ayrshire.

<https://www.myairbridge.com/en/#!/folder/JSo7uWksIUxsmKehZfJwvulOKQzV8IM2>

VOICES OF FAMILIES

From our consultations with families, we found out that families saw good relationships with professionals as the bedrock of success. Voluntary sector partners were identified as most nurturing and patient and flexible in their approach. For many the connection to social work is viewed as a barrier for statutory family support services, as is the lack of choice of worker or opportunities that was associated with statutory provision. The need to operate beyond 5pm into evenings and weekends was identified as crucial for any family support service moving forward. The need to get alongside the family and offer support early before things get to crisis point was also identified as essential.

YOUNG PEOPLES VOICES



Young people with care experience continue to be supported to take part in local and national consultation activity including:

- Housing conversation in partnership with South Ayrshire Council (SAC) Housing Policy team;
- Life Changes Trust monitoring meeting;
- Children's Hearing Scotland Participation strategy consultation;
- Looked after reviews consultation in partnership with SAC Quality Assurance reviewing officers;
- Evaluation of South Ayrshire Champions Board in partnership with Social Value Lab;
- Scorecard Evaluation of Who Cares? Scotland and Barnardo's Advocacy Services in partnership with SAC Procurement;
- Refreshed GIRFEC materials (national consultation);
- Short breaks, local consultation with brothers and sisters to inform South Ayrshires commissioning framework; and
- Review of family support across South Ayrshire

The consultation activity has enabled young people to shape local and national practice. For example, we connected with 62 young people with care experience as part of the **Getting it Right for Every Child** (GIRFEC) national consultation and learned that:

- It wasn't clear to the young people who spoke to us was that GIRFEC is the national approach taken by across Scotland to improve the wellbeing of children and young people;
- Young people ranked the top 3 GIRFEC values as **Privacy, Fairness and Wellbeing**;
- However, they suggested alternative values which they felt were better suited and more relevant to GIRFEC and their experience of good support. These include **Relationships, Trust, Love and Care**; and
- Young people preferred **together** or **sharing** rather than **partnership** which they though sounded detached. **Wellbeing** was as a term which, while understood by young people still caused confusion due to its wide meaning.

CORPORATE PARENTS

Work with our CPP partner organisations to strengthen their commitment, knowledge, skills, and capacity and increase their understanding of their corporate parenting duties.

Members of South Ayrshires Champions Board have used their lived experience of care and desire to drive change to design and deliver 39 promise workshops to 664 colleagues including Elected Members, Community Planning Board, colleagues in Education, Health, Housing, Community groups, Voluntary Sector Health and Social Care.

In an independent evaluation commissioned by Life Changes Corporate Parents across south Ayrshire were asked about what their experience of the past year would have been like if they had not been involved in the Champions Board.

“I WOULDN'T HAVE SUCH IN-DEPTH VIEWS DIRECTLY FROM CARE EXPERIENCED YOUNG PEOPLE, I WOULDN'T HAVE AS MUCH UP-TO-DATE TRAINING/DATA, I WOULD BE PROVIDING THE CARE EXPERIENCED YOUNG PEOPLE THAT I WORK WITH THE SAME LEVEL OF KNOWLEDGE, UNDERSTANDING, OR OPPORTUNITIES TAILORED TO THEM.”

“MY ROLE WITHIN THE SCHOOL WOULD NOT HAVE BEEN AS EXCITING OR FULFILLING WITHOUT THE CHAMPIONS BOARD.”

“I WOULD HAVE A POORER UNDERSTANDING OF THE NEEDS OF CARED FOR YOUNG PEOPLE. I WOULD HAVE BEEN LESS ABLE TO PROMOTE AND PUSH FORWARD ADVOCATING FOR IMPROVEMENTS IN COUNCIL AND SOCIETY.”

Promise branding has been adopted across South Ayrshire and short films explaining our parenting Promise have been produced [South-Ayrshire-Parenting-Promise-overview/video/](https://www.southayrshire.gov.uk/parenting-promise-overview/)



POLICY AND PRACTICE WILL BECOME MORE RESPONSIVE TO CARE EXPERIENCED YOUNG PEOPLE ENSURE THAT PUBLIC AWARENESS AND ATTITUDES BECOME INCREASING POSITIVE TOWARDS CARE EXPERIENCED YOUNG PEOPLE

We chose to name our new Corporate Parenting plan 'South Ayrshire's Parenting Promise.' This reflects the plan's close alignment with 'The Promise' and in response to the challenge from children and young people to use language which is 'clear and relatable'

'The Promise' challenges us to deliver long term improvements across a range of services to bring about lasting change. We have identified 10 South Ayrshire Promise improvement areas with thirty-two associated actions (as outlined in appendix 1 embedded below). With the help of South Ayrshires Change Team we have been able to further identify fifty-three benefits (measurable improvements) for which baseline information has been established to allow us to measure the impact of our promise activity. The process of benefit tracking allows us to clearly identify how each benefit will be measured, as well as the data and collection method required to do so.



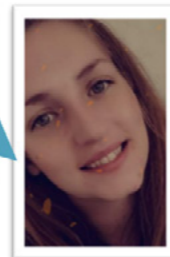
The creation of detailed project plans for each of our fifty-three benefits will allow us to run a report on impact rather than output alone. This is a significant change in our approach and one which has allowed us to begin to better understand the impact of implementing the promise in terms of measurable improvements. We are heading towards developing a narrative that will evidence impact by describing improvements that are qualitative, potentially cashable, with some benefits possibly leading to cost avoidance, which may enable us to re-invest resource to support young people and their families in a preventative context.

The voices of young people and their families remain at the very heart of all our work and our Champions Board ensure that these voices are heard whether through formal consultations and participation events or informal conversations they advocate that love is the value around which the care system operates.

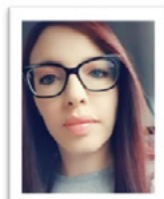


Corporate parents have been keen to join or champions on livestreams and have engaged fully, frankly and with humility <https://www.facebook.com/southayrshirechamps>

Tonie: Since November 2021 I have worked as Participation Assistant with South Ayrshire Champions Board. I believe I should use my lived experience of care to work with young people in the Champions Board, with unconditional understanding and acceptance. I should be their biggest cheerleader and be there to support and encourage them.



Taylor: I started as a Modern Apprentice in the Champions Board in January 2020. I have used my experience of foster care to talk to new foster carers. I also use my experience of permanency to help train social workers. I want to make care as good as it can be for young people, I care about making things better.



Kayleigh: I started working with the Champions Board in September 2021. I have used my experience of care to prepare and deliver 'Promise Presentations' and speak to groups like South Ayrshires Child Protection Committee. I have trusted South Ayrshire with **my story** to help make changes. I want to listen and fight young people's corner when they most need it, with kindness and compassion. We all have a story that if told can make a difference.



FAITH

I work as a Participation Assistant with the Champions Board. I care very deeply about the equality between human beings regardless of class, ability, age, skin colour, sexual orientation, faith, or gender.

I am very passionate about justice and doing the right thing. I care deeply that people are treated fairly, equally, and above all else, kindly in this world. I believe that I am a very smart and caring individual. I am good at tapping into people's emotions and recognising there is a problem and/or issue. I'm a real problem solver and try to think as logically as possible about how to reach the best outcome for whatever that scenario may be. I am also a very caring and compassionate person, and deeply want others to feel happy, fulfilled, and loved in their life.

I believe the best corporate parents are those who hold love at the front of their hearts. You must be a caring and kind individual, who is also determined to fight and make positive change for young people in this world. Most importantly you must be selfless and caring, and care for them as if they were your own child. The best corporate parent is a kind one.



South Ayrshire Corporate Parenting Executive have designed a new data set of over 40 measures based on the five foundations of the promise. From this a detailed performance report is generated and reviewed by the group every three months.

ENSURE THAT CARE EXPERIENCED YOUNG PEOPLE ARE AWARE OF THEIR RIGHTS AND ENTITLEMENTS



Advocacy matching meetings

The Corporate Parenting Lead Officer meets monthly with Barnardos and Who Cares? Scotland to ensure that all young people who are currently looked after are offered advocacy and representation.

Onwards and Upwards Individual Grants

Between October 2021 and March 2022 South Ayrshire Champions Board gave out over £25,000 to 102 young people with care experience across South Ayrshire. A range of partners from across services and our voluntary sector were invited to join our Champs' Team and take part in our small grants steering group activity which was run by our Participation Assistant Olivia with our Champions Board.



"GETTING A GRANT JUST FOR ME HAS MADE ME FEEL GREAT. I DON'T USUALLY HAVE THIS KIND OF MONEY TO SPEND ON SOMETHING FOR MYSELF I HAVE TO THINK ABOUT PAYING BILLS AND THERE'S NOT MUCH LEFT AFTER THAT"

(Onwards and Upwards Applicant: age 21)

"IT'S BEEN SO HARD OVER LOCKDOWN MY MENTAL HEALTH I'VE PUT ON WEIGHT AND HAVE FELT SO LONELY. I JUST FEEL RUBBISH ABOUT MYSELF, GETTING THIS MONEY IS THE BEGINNING OF SOMETHING BETTER"

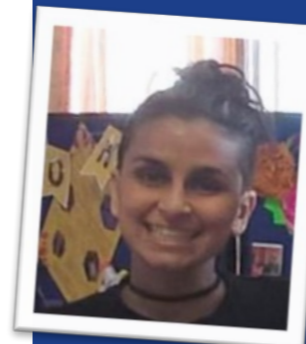
(Onwards and Upwards Applicant: age 21)

"I DIDN'T KNOW THIS OPPORTUNITY TO GET MONEY WAS THERE, OR THAT ANYONE CARED WHAT I'M GOING THROUGH SO GETTING THIS MONEY - IT'S KIND OF LIKE SAYING THAT I'M IMPORTANT"

(Onwards and Upwards Applicant: age 16)

"I'VE BEEN ABLE TO GET DRIVING LESSONS AND I HAVEN'T FELT LIKE A CHARITY CASE BUT LIKE I'VE BEEN RESPECTED AS A PERSON IN MY OWN RIGHT BUILDING THINGS TO MAKE A LIFE FOR MYSELF"

(Onwards and Upwards Applicant: age 18)



OLIVIA

I have led the small grants process 2021-22 [which distributed over £20,000 to over 100 young people across South Ayrshire] I ran the steering group and held the overview on who applied for what, if their bank details had been collected by one of the team and then if they were paid out. Having a good attention to detail made this task very satisfying for me. I could act and move forward. I learned both about the politics of asking for support from other teams and the practicalities involved in making payments in a robust and ethical way. I liked being able to connect with the team daily as being based in Berlin I often feel separate from activity. I will also be speaking at a conference in May about racism in social work. I am very excited about this and have been reading more about the experiences of other care experienced people of colour. I am looking forward to speaking about this and hearing from other leaders in this area.

I have applied to Creative Scotland's Open Fund for a project that the Champions Board are willing to host. The project will be a creative writing group that I will lead with another 5 care experienced writers. It is called Creative Kind. I am interested in activities, tasks and projects that give me flexibility and that I can run with on my own for the most part."



PROVIDING SUPPORT FOR YOUNG PEOPLE WHO ARE CARERS

COMMUNITY PLANNING PARTNERSHIP OUTCOME:	OBJECTIVES:
Young carers are living in a supported community.	<ol style="list-style-type: none"> 1. Work with education, health and social care and other CP partners to ensure that young carers are supported in line with GIRFEC and the Carers (Scotland) Act 2016 2. Ensure that our Young Carers are Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible & Included 3. Ensure that all our Young Carers are: <ul style="list-style-type: none"> • Recognised and identified • Valued and feel involved • Supported to manage their caring role • Provided with information, advice and training opportunities • Able to have a life alongside caring

The Young Carers Strategy covers the period 2021 to 2026. This Strategy sets out our local response to the statutory duties (responsibilities) of the Carers (Scotland) Act 2016 - which is a law that says what support must be given to carers, including young carers. South Ayrshire Health and Social Care Partnership has responsibility for delivering that support on behalf of South Ayrshire Council and NHS Ayrshire and Arran. In this Strategy, we explain what it means to be a young carer and outline our plans to raise awareness, recognise and support young carers over the next five years. We will show how we will maintain our progress and make improvements in areas where changes need to be made.

Our approach to supporting young carers is aligned to the Getting it Right for Every Child (GIRFEC) framework, which promote and protect young people’s health and wellbeing. We have developed our strategic themes around the eight GIRFEC well-being indicators – Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included (SHANARRI). As a working document, it is vital that young carers are fully involved in the implementation of this Strategy. Progress will be monitored and reported, and the strategy will be reviewed regularly during its lifetime.

The Young Carers Strategy Implementation Group is responsible for delivering and reporting on all the actions within the Strategy. Membership has been expanded to cover the breadth and scope of young carer involvement with other services and organisations. The Strategy is also endorsed through the South Ayrshire Community Planning Partnership. The Young Carers Strategy Lead Officer post was filled in April 2022.

SCHOOLS

A priority at the end of the last academic year was to engage with schools:

- 46 schools (7 secondary, 38 primaries and 1 ASN) were visited by the Young Carer Strategy Lead Officer and staff from the Carers Centre to establish relationships, discuss current processes and collate feedback.
- 793 education staff (357 from primary and 436 from secondary) completed an online survey to provide a baseline of knowledge and understanding of young carers and an evidence base for staff training development.

All schools will identify a Young Carers Champion. This will be a member of the school staff who acts as a consistent point of contact for all young carers in each school for any concerns, signposting or general advice. Some of the supports a Young Carer Champion may offer are:

- be the main point of contact in the school for Young Carer Strategy Lead Officer and Carers Centre staff.
- liaise with Young Carer Strategy Lead Officer and Carers Centre to receive support, policy updates and any other relevant information.
- understand the role of the Young Carers Statement and know how to complete this when appropriate.
- work alongside Young Carer Strategy Lead Officer and Carers Centre staff to raise awareness of Young Carers.
- attend Young Carer Champion Network meeting every quarter to share best practice, information and networking.

Notice boards in all schools (where applicable) will be used to share information on young carers to provide information and advice, increase visibility, increase self-identification, improve peer understanding and breakdown stigma. Furthermore, schools will be asked to share information regularly via apps, social media and websites. In addition to this, Young Carers Strategy Lead Officer and Carers Centre staff will attend parents’ evenings, PTA meetings, school open days etc. to raise awareness with parents, and to begin removing barriers and stigma.

Young Carers will now be tracked from 3rd year in secondary schools (where applicable) by More Choices More Chance (MCMC) Coordinators so additional support can be provided at the earliest opportunity to help young carers achieve a positive destination when leaving school.

South Ayrshire have been invited by Carers Trust Scotland to pilot a national carer friendly school award (similar to Carers Tick in England) within schools in South Ayrshire with two other local authorities. Results from this pilot will go on to inform a national carer friendly school award hosted by Scottish Government and Education Scotland.

We have requested a change to SEEMiS configuration to include a specific, bespoke tab for young carer information. This will allow more robust reporting and will record the additional carer information as required by Scottish Government.

A recent survey of S1 to S6 pupils, which had a 60% response rate, revealed 747 young people believe they have caring responsibilities. This is in line with our estimate that there are around 3,000 young carers within South Ayrshire (based on Carers Trust Scotland statistic that one in five children in each class have caring responsibilities). It should be noted that not all of these young people will require support.

AWARENESS RAISING & TRAINING

Following the results from the Education staff survey and consultations with Social Work staff, an online COAST training module has been developed. The aim of this module is to increase knowledge and understanding of what constitutes being a young carer, improve understanding of the impact of unpaid care on a young carer's life and education, develop policy and legislation context knowledge relevant to carers/young carers, and increase staff confidence on identifying and supporting young carers. This module will be supplemented with online interactive sessions four times per year. In addition, schools have been offered in-person twilight or in-service day sessions. In-person training and awareness raising sessions will be held for all Social Work teams to improve identification and support for young carers. The first session will take place in August 2022.

We are working with colleagues in East and North Ayrshire to facilitate staff training and awareness raising for support services staff in Ayrshire College. In addition, we are developing resources for students (posters and leaflets) to signpost young carers to support which will be displayed and available to staff on all three Ayrshire College campuses.

A pan Ayrshire training session, 'Lunch and Learn' has been arranged for pharmacy workers and will be facilitated by Young Carers Strategy Lead Officer. This session will be repeated regularly to allow information on young carers to be disseminated to a wide range of staff.

Strong links are being established across 3rd sector organisations to improve identification and support for young carers and increase partnership working. This has already added value, with referrals for complementary support completed alongside referrals to the Carers Centre.

Following discussions with the Young Carers Strategy Lead Officer, the Information & Advice Hub have amended their internal processes to help identify young carers and signpost them to support. Furthermore, Information and Advice Hub staff now offer to help complete applications for funding and training for young carers.



WORKING WITH YOUNG CARERS

Prior to Covid restrictions, Carer Centre staff attended S1 PSE classes to raise awareness of young carers and help young carers to self-identify. In a bid to increase the target population of this initiative and allow earlier intervention and support for young carers, we are working with Thriving Communities and The Iris to create two documentary-style videos (one for primary schools and one for secondary schools) made by young carers about their lives. Young carers will learn how to write the scripts, operate the filming and sound equipment, and act. Work on the first video took place over the summer holidays with a group of young carers from secondary schools across South Ayrshire.



"THIS HAS BEEN AN AWESOME EXPERIENCE FOR [MY DAUGHTER]...SHE HAS COME AWAY EACH DAY WITH NEW EXPERIENCES AND HER CONFIDENCE IS GLOWING! THANK YOU SO MUCH AND LOOK FORWARD TO SEEING THE END RESULT OF THIS PROJECT VIDEO."

Feedback from a parent of one of the young carers

Work with the group of primary aged children will begin on completion of the secondary video. The videos will be shown in schools to help young people self-identify as a young carer, develop staff understanding, improve peer understanding, address associated stigmas (mental health, substance use) and celebrate young carers and all that they do. It is planned to have two premiere events in a local cinema to celebrate the young people's achievements and share the videos with the elected members, key decision makers, staff, young people, and their friends and families. All young carers who participate in these video groups will also have the opportunity to complete an accredited certification, Dynamic Youth Award, to recognise their commitment and development throughout the projects.

We have held several focus groups and consultations with young carers to inform and influence our work over the past year. The feedback received has been invaluable and will ensure our processes, paperwork, actions and decisions have young carers at their heart

WIDER ENGAGEMENT & DEVELOPMENT

The Young Carer Strategy Lead Officer has:

- established a regular, informal meeting group with counterparts in six other local authorities. The purpose of this group is to share best practice, discuss any challenges and work together to find a solution, and share experiences and knowledge. This group has already proven to be invaluable for all members and membership is expected to grow.
- joined a number of national and international groups, including Scottish Young Carers Services Alliance (including Education and Young Adult Carers subgroups), Young Carers Alliance, Carers UK, Carer Voices, and Carers Worldwide.
- attended an event hosted by Carers Trust Scotland and Scottish Young Carers Services Alliance. This was a fantastic event which had very informative presentations and group work and provided an opportunity to network with other organisations from across Scotland.

PATHWAYS, PROCESSES & DOCUMENTATION

We have reviewed and revised the processes, paperwork and pathways for young carers in Education and Social Work, in conjunction with young carers and practitioners. As part of this, we have developed two new Young Carers Statements based on age and stage of child or young person. The content and design of these documents were created by young carers and practitioners, while ensuring all required information, as per the Carers Scotland (Act) 2016, was included. A guidance document will accompany the new Young Carers Statements and staff training sessions will be held regularly to ensure quality information and outcomes are recorded for each young carer.



ACTION ON NATIONAL FEEDBACK

National surveys of young carers revealed an increase in smoking and a reduction in the age of young carers who smoke. In addition, the data revealed more young carers are living in a home with smokers and are subject to second-hand smoke. ASH Scotland developed training with Carers Trust Scotland for practitioners who are working with young carers and their families to explore ways to protect young carers from second-hand smoke, support young people to stay smoke-free, ensure staff feel confident in having non-judgemental conversations about smoking, and help improve the health and wellbeing of young carers and their families. This course includes information on vaping which was highlighted by staff as a local issue. Training sessions have been offered to all Education staff and this offer will be extended to Social Work staff and Youth Workers.

National surveys by Carers Trust Scotland, University of the West of Scotland and Oxfam highlighted mental health of young carers as a concern. We are working with young carers from Girvan Academy, Public Health Scotland and Thriving Communities Health and Wellbeing team to develop resources specifically for young carers' mental and physical health and wellbeing.

DRIVING SUPPORT

Feedback received from our young carers has highlighted the importance of having a driving licence to assist them in their caring role (e.g., taking the cared for person to hospital appointments, doing shopping), improve their employment and education opportunities, increase their independence, and allow them more free time outwith their caring responsibilities.



★ CASE STUDY 1

Young adult carer, 19-year-old female, who cares for her mother with physical disability and additional support needs for learning. The young adult carer has a younger sister, aged 10. The young adult carer worries about continuing to support her younger sibling who will be attending secondary school as young adult carer will be attending college. The young adult carer feels that having secured a driving licence she will be better prepared to fulfil her caring role for both her mother and younger sibling. The young adult carer has previously received support with funding for driving lessons through the South Ayrshire Carers Centre short breaks fund, however, has been unable to continue lessons to date due to costs involved. The young carer shares worry around losing the skill she has previously gained.

★ CASE STUDY 2

Young carer, 17-year-old female, who cares for mother who struggles with substance abuse. The young carer has responsibilities for significant financial and domestic running of the home. Young carer has both financial and domestic responsibilities within the home. The young carer works, however, would like to improve her working-life balance and plans to include further education in the future. Young carer highlights that a driving licence would help tackle challenges to time constraints of her caring role, work life and broaden opportunities for further education, while also supporting her in freedom of movement, personal space, support her independence.

★ CASE STUDY 3

Young carer, 16-year-old male, who cares for his father who is registered disabled, undergoing surgery and faces challenges with his mental health. The young carer is planning for the future and what his future will look like including his caring role. The young carer has taken up a laborious part time after-school job at a local farm to help support the family. This young carer is currently struggling with school. With worries of what his future will look like, the young carer is working with support to create a plan to include his goals for work-life balance which will include his caring role, employment, and pursuing hobbies of interest such as fishing. Currently, the young carer shares excitement regarding driving with hopes this driving will help him achieve his goals.

Assisting young carers with this opportunity would allow them to continue with their unpaid caring responsibilities, while developing their independence and education/employment opportunities, therefore, we have applied for funding from South Ayrshire Charitable Trust in the hope we can facilitate this. This funding would help to improve outcomes for this group of young people and allow them to have the same opportunities as their peers who do not have the responsibilities of unpaid care. To date, we have arranged online theory study support sessions for young carers with Employability and Skills and are hopeful that we are awarded funding to provide support for driving lessons and test costs.

FURTHER EDUCATION AND EMPLOYABILITY

South Ayrshire Council has ringfenced Modern Apprenticeships for young carers in eleven different areas. To apply for these posts, young carers will complete one day of work experience. As we are a Carer Positive employer, these young carers will be supported throughout their employment and development.

We are working with Ayrshire College to track young carers via a multi-agency meeting who are attending college. This means any potential issues can be identified at the earliest opportunity and support can be provided, if required, to ensure the young person can continue to thrive within the college and maintain their caring responsibilities.



CHAMPIONS BOARD



We are working with the Champions Board to identify opportunities for young carers and care experienced young people to come together. Along with the Champions Board and Community, Learning and Development, we are working to implement accredited awards (Dynamic Youth Award and Participatory Democracy Awards) for young carers within the new Young Carers Voice Group (YCVG), video groups and other activities.

We are planning a young carer and care experienced event at Ayrshire College in October 2022 in collaboration with the Champions Board, Employability and Skills, and Ayrshire College. The aim is to improve access to further education for young carers and care experienced young people by removing barriers, discussing support and introducing them to the opportunities available to them within Ayrshire College.

CARERS CENTRE

The following is a summary of some of the support carried out by our Carers Centre to support young carers:

- In March, 41 young carers enjoyed participating in various activities such as - Bounce Station, Escape Rooms, Edinburgh Zoo, Pictionary Day;
- In April, 8 young carers attended Abernethy Outward Bound centre for a 2-night break supported by the staff at the carers centre;
- Easter activities were held at the Carers Centre and we supported 76 young carers with access to arts & craft activities and Easter egg design making;
- In May, the Carers Centre held a young carers voice group and young carers statement group - 22 young carers attended;
- Summer activities we had various events on in the centre and the local community such as escape room, horse riding, bowling, rage room, axe throwing, movie nights, picnic paints, trampoline, mini golf, milkshake day and 133 young carers attended; and
- 9 young carers attended young carers festival in Dunfermline.



★ CASE STUDY 1

Carer 1 is a young carer of 12 years old, caring for his father who has undergone surgery to remove one of his lungs. Due to the cared for's condition, Carer 1 takes on responsibilities around the house and practical care. Carer 1 is the primary carer and lives with their father. Carer 1 also periodically takes on a caring role for his Mother due to substance abuse and mental health challenges. Carer 1 engages with extra-curricular activities, is undergoing a transition at school, is facing challenges in social situations and disclosed of the stress surrounding loss of a pet, lacks personal time, worries for cared for's health, and has a list of daily responsibilities. Prior to Covid, Carer 1 would access alternative methods of support to manage stress, however, has been unable to access these due to a change in the family's financial situation and restriction that have been in place due to the pandemic. Carer 1 applied for funding for a caravan holiday which would provide a break away and opportunity for stress relief. This opportunity would provide Carer 1 time away from daily responsibilities and the space for family bonding away from current stresses. Carer 1 highlighted that this would support positive mental health, enjoying life outside of caring role and help with feeling better able to cope and continue with caring role for longer.

★ CASE STUDY 2

Two female sibling Young Carers ages 9 and 12 who care for their Mother who has a neurological condition and multiple sclerosis. Mum is paralyzed on one side and is often tired, dizzy and sore. This results in the sibling young carer taking on responsibilities in the home such as general chores, house upkeep, cooking, shopping and supporting Mum at bedtime or when her movement is restricted. The Young Carers attend school and are otherwise at home, due to the family's financial restrictions they are unable to attend groups and peer event outside of Young Carers Support Groups and trips. The Young Carers Support Team, among other methods, emailed Young Carers and their parents regarding the funds which Mum thought would benefit the Young Carers. Following this the application form was emailed to the family and completed with support over the phone and then returned to the centre. The Young Carers, Mum and Dad attended a caravan holiday which from both the young carers and their mums feedback helped "raise spirits following covid in the home", "let me have memories to tell that my friends get to have but I don't always get to do" and "just had fun, because the grass and music and pool."



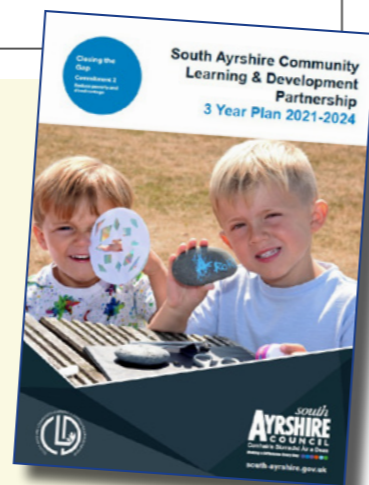
EMPLOYABILITY AND LIFELONG LEARNING

COMMUNITY PLANNING PARTNERSHIP OUTCOME:

OBJECTIVES:

Provide support for young people and adults to progress to positive destinations and sustainable employment.

1. To coordinate and monitor adult learning and literacy provision across South Ayrshire in line with the CLD Plan.
2. To contribute to the coordination of Volunteering across South Ayrshire
3. To drive forward the shared ambitions and actions of No One Left Behind and the response to Covid -19 to ensure the right support is available in the right way at the right time.
4. To use the [Scottish Approach to Service Design](#) to co-produce an all age employability support service that is person centred, more joined up, flexible and responsive to individual needs.
5. To utilise labour market statistics and available data to inform decisions, identify priorities and support an effective partnership response.



EMPLOYABILITY AND LIFELONG LEARNING PARTNERSHIP

The Employability and Lifelong Learning Partnership has the strategic responsibility for coordinating employability and lifelong learning opportunities across South Ayrshire. The partnership includes South Ayrshire Council – Thriving Communities, DWP, Voluntary Action South Ayrshire, NHS, Chamber of Commerce and Skills Development Scotland who have a shared commitment to provide a more aligned approach to delivering Lifelong Learning & Employability support across South Ayrshire.

In September 2021 a refreshed Community Learning and Development Plan 2021-24 [CLD Plan 2021-24](#) was approved at South Ayrshire Council Leadership Panel. The plan was developed following extensive consultation with learners, communities and practitioners. The new plan sets out the key priorities for the next three years that include:

- Improving outcomes for young people
- Improving people’s mental health and wellbeing
- Employability and Volunteering
- Improved outcomes through adults and family learning programmes.
- Community Empowerment and Engagement

ADULT LEARNING

During 2021/22 the Scottish Government provided funding to support the recovery of community-based adult learning (CBAL). VASA and South Ayrshire Council worked in partnership to distribute funding through the local learning community partnerships ensuring local needs were met.

Funding was used to deliver community-based cooking, REHIS, first aid, personal license and mental health and wellbeing programmes across South Ayrshire.



VOLUNTEERING

The Volunteering Strategy was published in November 2021. Voluntary Action South Ayrshire (VASA) were the key lead for developing the plan supported by other lifelong learning and CPP partners. The strategy recognises the importance of volunteering in South Ayrshire and sets out the commitment from partners to work in collaboration to support volunteering locally.

https://issuu.com/voluntaryactionsouthayrshire/docs/volunteer_strategy

EMPLOYABILITY: NO ONE LEFT BEHIND

South Ayrshire’s Local Employability Partnership (LEP) published our No One Left Behind Delivery Plan. The plan sets out the key priorities and actions for employability in South Ayrshire. Employability outcomes in South Ayrshire continue to be among the highest in Scotland with school leaver destinations (SLDR) remaining the highest overall. **98.3%** progressed to an initial positive destination compared to the national average of 95.5%.

The follow up data for sustained destinations published in June 2022 for all young people was the highest in Scotland once again **97.6%**.

Data for care experienced young people was also **97.60%** compared to the national average of 79.70% demonstrating our commitment to improving outcomes for young people who are care experienced.

- **94.8%** of South Ayrshire young people compared to 89.1% nation average progressed had a disability
- **95.2%** South Ayrshire compared to national average 89% lived in 20% most deprived data zones



SOUTH AYRSHIRE COUNCIL MODERN APPRENTICESHIP PROGRAMME

South Ayrshire Council's Modern Apprenticeship programme remains an example of good practice demonstrating excellent outcomes while ensuring opportunities for young people are inclusive.

During 2021/22 SAC recruited 68 Modern Apprentices with **87%** progressing to a positive destination after completing their Modern Apprenticeship.

Between April 2021- March 22 – South Ayrshire Council recruited:

- **9.4%** of young people who were care experienced compared to the national average of 2%
- **37.5%** of young people had an additional support need compared to the national average 12.8%



HEADLINE EMPLOYABILITY DATA FOR SOUTH AYRSHIRE

South Ayrshire | Skills Development Scotland

- From 1 April 2021 to 31 March 2022 Skills Development Scotland supported 8 employers and 245 individuals dealing with redundancy;
- As of 31 March 2022 there were 784 Modern Apprentices in training;
- From 1 April 2021 to 31 March 2022 SDS delivered 1,212 Career Information, Advice and Guidance engagements for 562 post-school customers through a mix of group and one-to-one sessions; and
- The 2021 Annual Participation Measure showed that of the 4,360 16-19 year olds in South Ayrshire 91.8% were in education, employment or training and personal development.

The 2022 Annual Participation measure published in September 2022 shows further improvements in 16-19 year olds in a positive destination with 93.7% compared to the national average of 92.4%.

South Ayrshire had the largest decrease in unconfirmed destinations of young people aged 16-19 year olds, decreasing from 6.5% in 2021 to 3.4% in 2022. South Ayrshire also recorded the second highest in participation between 2021-2022.



Annual Participation Measure for 16 – 19 year olds in Scotland 2022

The 8th annual statistical publication reporting on learning, training, and work activity of 16-19 year olds in Scotland
 Annual Participation Measure Contact: Conor McGarvey
 Job Title: Performance Analyst Team Leader
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 Published on 30 August 2022

PLACE PLANNING

Following the publication of the Ayr North and Girvan place plans in 2021 work has been progressing to deliver Place Plans for communities across South Ayrshire. The communities for which Place Plans are currently being prepared are: Annbank, Ballantrae, Colmonell, Coylton, Craigie village, Dundonald, Heathfield and Northfield, Loans, Monkton, Mossblown, Pinwherry and Pinmore, Prestwick, Symington and Tarbolton.

The initial round of engagement utilising the Place Standard tool was undertaken in late 2021 and early 2022. Engagement outcome reports were published during the summer of 2022 for each of the communities, setting out the priorities and comments from the early engagements. A second round of engagement concluded in September 2022 that sought to develop actions that will form



the core of the Place Plans. We will now take this information and develop finalised Place Plans for each of the communities with a view to publishing these for a series of confirmatory engagements in late 2022 and early 2023.

For more information on the emerging Place Plans or to view the completed plans for Ayr North and Girvan please click [here](#)

WHAT HAVE WE LEARNED?

Learning from the pandemic continues to play a key role in our future planning within the Community Planning Partnership and LOIP, particularly around:

- action needed to improve health and well-being and reduce health inequalities;
- reducing inequalities in our communities that have been impacted further; and
- the impact of the cost-of-living crisis.

These will be considered by our Strategic Delivery Partnerships (SDPs), Sustainability Partnership, Third Sector Interface and our LOIP priority areas. Some specific areas of work have already started including:

- Communities and Population Health SDP has established a Green Health Subgroup and one of the first actions completed by this group has been the development of a green health app. The app is a working directory of all the green health opportunities listing what they are, where they are in South Ayrshire and how you can get involved.

- The development, by Voluntary Action South Ayrshire and the Community Food Network in partnership with The Carrick Centre and Children 1st, with support from the South Ayrshire Council, of three food pantries to support the impact of food insecurity. At the time of writing this report 727 members have signed up to the Ayr Food Pantry (Book and Bun), 371 members have signed up to the Maybole Food Pantry (Carrick Centre) and 277 members have signed up to the Girvan Food Pantry (Girvan Primary School).
- A co-ordinated approach to the cost-of-living crisis which will be led by our Financial Inclusion SDP for the upcoming winter period.

The next section of this report provides information on areas of focus for each of the priority areas over the next 12months. Further information on our wider community planning partnership outcomes can be found on our 'plan on a page' (appendix 2).

NEXT STEPS FOR SOUTH AYRSHIRE LOCAL OUTCOMES IMPROVEMENT PLAN



This section provides information on the main areas of focus the next 12 months:

REDUCING SOCIAL ISOLATION AND LONELINESS

- Link social isolation work to Cost of Living response eg. 'Cosy Spaces';
- Link social isolation work to third sector Mental Health and wellbeing investment programme;
- Support greater focus on social isolation at a locality level;
- Connect social isolation response better to statutory services such as GP and Social Work;
- Identify opportunities to widen focus beyond older people; and
- Reinstate training programme with Health Improvement staff.

SUPPORT FOR PEOPLE LIVING WITH DEMENTIA AND THEIR CARERS

- Continue to build local capacity and activity within Girvan, Maybole, Ayr, Prestwick and Troon;
- Support for new Prestwick Meeting Centre with view to further roll out in other localities;
- Continue to work with a range of Council and CPP partners at strategic and operational level to address dementia related issues;
- To ensure dementia friendly principles underpin any new planning; and
- Linking any Place Planning to dementia friendly principles.

IMPROVING OUTCOMES FOR CARE EXPERIENCED CHILDREN AND CARE LEAVERS

Over the next 12 months we will focus on

- Progressing our 10 promise improvement areas and associated actions and reporting on impact;
- Maintaining a robust participation network for young people with care experienced that influences service and policy design;
- Ensuring our data includes what is important to young people and their families; and
- Develop and publicise our South Ayrshire offer for young people with care experience.

PROVIDING SUPPORT FOR YOUNG PEOPLE WHO ARE CARERS

Over the next 12 months we will focus on:

- Training and awareness sessions as highlighted previously in the report and expand this:
 - Sessions will be held with all Thriving Communities teams with youth work staff making a pledge of how they can support young carers through their work over the coming year.
 - Sessional Youth Work training sessions will be expanded to include a section on young carers.
 - We are working with the Information and Advice Hub and Champions Board on training package for young carers and care experienced young people which will include financial advice, benefits advice and advice on housing issues;
- Establishment of a Young Carers Voice Group which will influence everything that we do. Four young people have already been identified and agreed to participate and this will be expanded as we engage with more young people. We are working with Community, Learning and Development to offer accredited certification;
- Participation in a family pilot project with Muirhead Primary School and Barnardos;
- Working with Community, Learning and Development, young carers and adult carers to:
 - develop a mode of identification. This has been requested by young and adult carers for use in schools, pharmacies, hospitals and doctors. Education and NHS Ayrshire and Arran will be engaged to ensure information is disseminated and is recognised and supported. It is hoped the scope of this work can be expanded in the future to include a package of local discounts.
 - improve awareness and sign up of the young carer Young Scot package;

In partnership with Ayrshire Cancer Support and MacMillan, the development of a clear pathway for young carers linked to palliative care and life-limiting illness, including bereavement support; and

- Working with Thriving Communities Health & Wellbeing team (South Ayrshire Council) to organise events and activities for young carers and their families, including days and residentials at Dolphin House, rowing on the River Ayr and much more. These activities will provide an opportunity for young carers to have fun, experience new things, and enjoy a break from their caring role.

EMPLOYABILITY AND LIFELONG LEARNING

Over the next 12 months the Employability and Lifelong Learning Partnership (ELLP) will continue to:

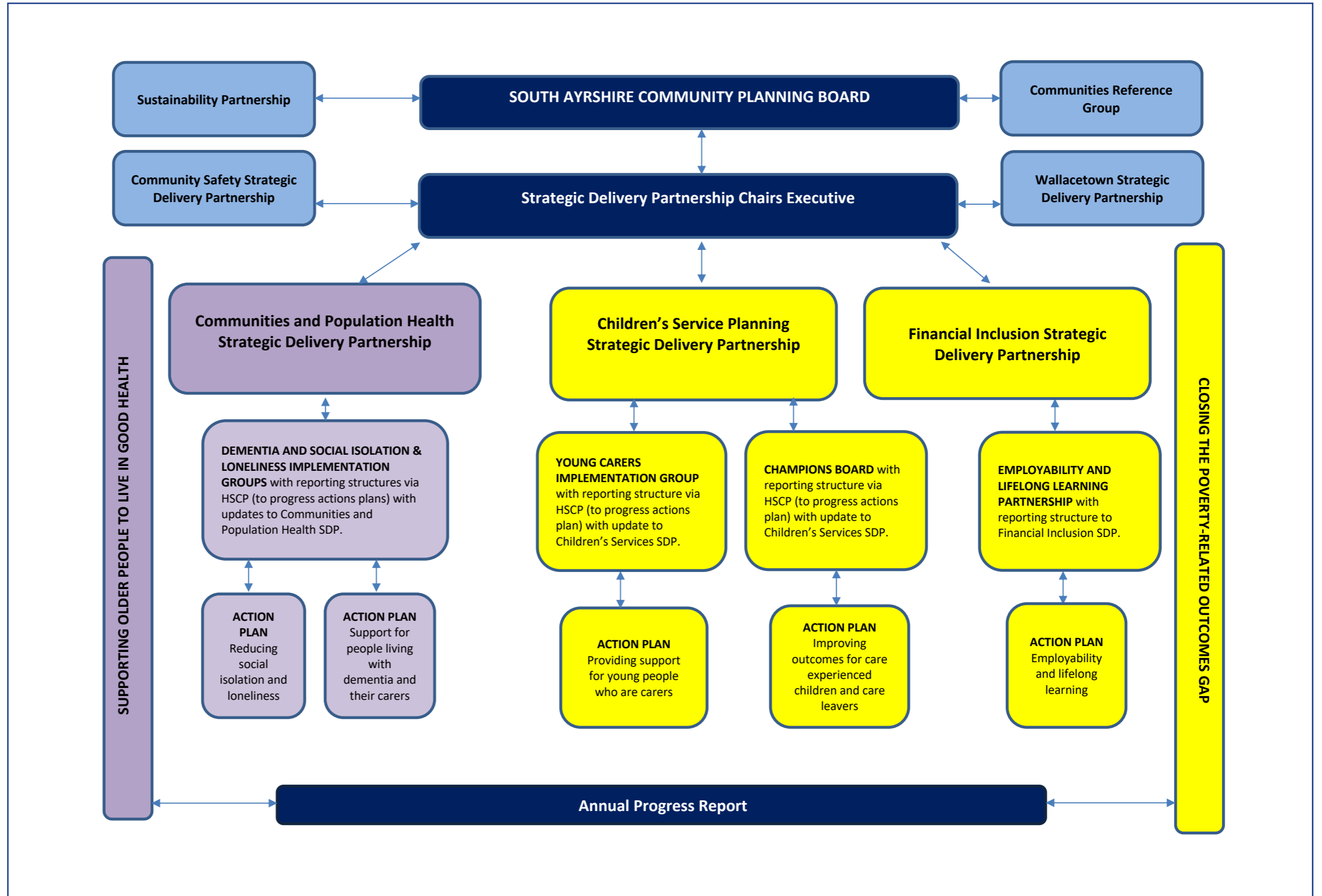
- Develop new employability initiatives while enhancing existing programmes through the No One Left Behind employability programme; and
- Review local needs and opportunities that can support young people and adults into employment, including commissioned sector-based work academies that will assist local labour demands, to support sectors such as health and social care and support for the aerospace sector.
- It is anticipated that UK Shared Prosperity funding will provide opportunities to develop new initiatives with a particular focus on support adult numeracy through Multiply programme.
- VASA will continue to lead the implementation of the volunteering strategy supported by employability and community learning and development partners.

MONITORING AND REVIEW

The following flowchart outlines the delivery plan which is in place to support the implementation of the LOIP and the mechanism to deliver the 5 priority areas of:

- reducing social isolation and loneliness;
- supporting people living with dementia and their carers;
- improving outcomes for care experienced children and care leavers;
- providing support for young people who are carers; and
- employability and lifelong learning.

Actions are overseen by implementation groups/partnerships that lead on activity as well as performance management. These strategic themes are taken forward by our Integrated Children's Services Strategic Delivery Partnership, South Ayrshire Health and Social Care Partnership and Financial Inclusion Strategic Delivery Partnership. Performance is monitored through Pentana. Delivery plan is as follows:



Appendix 1

Monday 15th November: Partnership Working

1.30pm to 3pm Introduction to South Ayrshire Community Planning Partnership and Partnership working in action	This webinar will introduce South Ayrshire Community Planning Partnership and will set out some of the work that has taken place to develop the 'team around the community' model which is bringing services and agencies together to reduce inequalities and improve outcomes for those living in Wallacetown
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Tuesday 16th November: Supporting Older People to Live in Good Health

10am to 11am: Dementia Friendly Communities	In this webinar, members of the Dementia Friendly South Ayrshire Steering Group will set out some of the local work to make sure our local communities have supportive environments for people living with Ayrshire and their carers
11.30am to 12.30pm: Social Isolation and Loneliness	The Webinar will showcase some of the local work supporting older people who are lonely and isolated linked to the SA Social Isolation Strategy and also the work that is in place to support those living with Learning Disabilities and Sensory Impairment.
1.30pm to 2.30pm: Wellbeing Pledge	South Ayrshire Health and Social Care Partnership will present an overview of the Wellbeing Pledge which aims to put power into the hands of communities to improve their wellbeing. Some early deliverables of this work will be discussed and attendees will be asked to think about how they can contribute.

Tuesday 16th November: Primary and Pharmacy Care for our local Communities

3pm to 4pm: Primary Care/ Pharmacy	This webinar will explore the different arrangements and opportunities within GP Practices and Community Pharmacies to provide more flexible support for local people.
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Wednesday 17th November: Closing the Poverty Related Outcomes Gap

10am to 11am: Champions Board	In this webinar members of South Ayrshire Champions Board will deliver a presentation on The Promise and what it means for young people with care experience and communities across South Ayrshire.
11.30am to 12.30pm: Young carers	South Ayrshire is committed to providing support to Young Carers to allow them to reach their full potential. In this webinar we will cover the following : <ul style="list-style-type: none"> • Our Statutory Duties to Young Carers. • Considering the impact of the Caring Role on Young People's Lives. • Identifying Young Carers • Supporting Young Carers • The Role of Team Around the Child • Young Carers Statements • What have done and how do we get better?
1.30pm to 2.30pm: Food Insecurity	This session will be about the Community Food Network Forum and the work they are doing to reduce food insecurity across South Ayrshire. The session will also include discussion on the new South Ayrshire Food Pantries and the hopes to bring a Good Food Plan to South Ayrshire.
3pm to 4pm: Employability and Lifelong Learning Partnership	This Webinar will give an overview of Employability and Adult Learning Opportunities across South Ayrshire. <ul style="list-style-type: none"> • The role of the Employability and Lifelong Learning Partnership. • Update on local and national employability initiatives. • Adult Learning and Literacy support across South Ayrshir
4pm to 5pm: Information and Advice Hub	This webinar will provide information on: <ul style="list-style-type: none"> • Maximising Income through Welfare benefits; • Managing outgoings through effective budget planning; • Addressing Fuel Poverty; and • Our council commitment to closing the gap and reducing poverty and disadvantage by providing a full circle approach to advice and information.

Thursday 18th November: Showcasing Wider Community Planning Activity	
10am to 11am: Caring for Ayrshire	Caring for Ayrshire is an exciting and ambitious programme that will transform health and care services across Ayrshire and Arran. Come along to this webinar hear about our vision.
11.30am to 12.30pm: Sustainability Partnership	Climate change – reflections on COP26 and what all this means for us in Ayrshire. The Sustainability Partnership will give a short presentation reflecting on recent events in Glasgow and some inspiring examples of positive action taking place now in Ayrshire. The presentation will end with a call to action – what is it you can do in your daily life to change things for the better?
1.30pm to 2.30pm: Introduction to Locality Planning Partnerships in South Ayrshire	The Webinar will explore Locality Planning Partnerships within South Ayrshire – looking at their purpose, their composition and how they work in Practice. It will also highlight the process for re-launching the Partnerships in the New Year.
3pm to 4pm: Community Learning and Development Plan	This Webinar will provide an overview of the recently approved Community Learning and Development Plan. <ul style="list-style-type: none"> • What is CLD? • National and Local Priorities • Explore opportunities to contribute to CLD across South Ayrshire.

Friday 19th November: Showcasing Wider Community Planning Activity	
10am to 11am: South Ayrshire Lifeline and Supporting Older People (Voluntary Action South Ayrshire)	An information webinar on what South Ayrshire Lifeline website and helpdesk can offer on activities, services, support and signposting to the community of South Ayrshire. Information on the Out and About Service and Telephone Befriending will also be part of this session.
11.30am to 12.30pm: Home Energy Scotland	Whether you are a customer, organisation, community group or partner, there are lots of ways that Home Energy Scotland can provide help and support. We are the free and impartial energy saving advice service funded by the Scottish Government. With fuel poverty rising this is a huge worry for many people; we can work with you to help reduce energy bills, provide advice on funding and refer vulnerable customers to our Energycarer service. Join us to find out lots more about what we do and how we can help.
1.30pm to 2.30pm: Power of Attorney Campaign	This webinar will set out what Power of Attorney is, how it might help you and your family and set out the work at local and national level.
3pm to 4pm: Whole Family Support/ Team Around the Family	Sharing examples of how collaboration between families and services for children, young people and adults, creating a Team Around the Family, can enable families facing disadvantage to recognise and build on their strengths and find sustainable solutions to deep rooted problems.



An Introduction to South Ayrshire Community Planning Partnership



OUR COMMUNITY PLANNING PARTNERSHIP OUTCOMES ARE:

› Reducing Inequalities and Improving Outcomes › Improving Outcomes for Children and Young People › Safer communities	› Healthier Communities/improving population health › Tackling Financial Inequality › Developing a 'Team Around the Community' approach	› Responding to the climate and ecological emergency › Strengthening Community Engagement
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WE WILL ACHIEVE THESE OUTCOMES THROUGH OUR:

Local Outcome Improvement Plan (LOIP) (Reducing inequalities and improving outcomes)	Our Local Outcome Improvement Plan sets out a vision and focus based on agreed local priorities where through collaborative working with our partners and local communities, we can work to reduce inequalities and improve outcomes. We have two strategic themes within our LOIP: supporting older people to live in good health and closing the poverty related outcomes gap.	Our priority areas are: <ul style="list-style-type: none"> Supporting people living with dementia and their carers; Reducing social isolation and loneliness; Improving outcomes for care experienced children and care leavers; and Providing support for young people who are carers Employability and lifelong learning
Children's Services Planning Strategic Delivery Partnership (Improving outcomes for children and young people)	The Children's Services Plan 2020-2023 sets out our joint vision, our priorities and the outcomes we will strive to achieve for South Ayrshire's children and young people over the next three years. It has been developed collaboratively with partners involved in the delivery of services to children and young people across South Ayrshire and has been informed by input from the most important partners to our plan, our young people.	Our priority areas are: <ul style="list-style-type: none"> Outstanding universal provision; Tackling inequalities; Love and support for our care experienced young people and young carers; Good physical and mental health and wellbeing; and Promoting children's rights.
South Ayrshire Community Safety Strategic Delivery Partnership (Safer communities)	The Community Safety Partnership's current strategic approach focusses on ensuring joined up action around community safety partnership priorities. The partnership brings together relevant agencies, and using a targeted approach, ensures effective information sharing and agreement on areas for joint action. The strategic plan sets out our shared vision for improving community safety outcomes across South Ayrshire which acknowledges the added value of joint working and a commitment to working with communities to improve outcomes at a local level.	Our priority areas are: <ul style="list-style-type: none"> Reduce the level of violence and antisocial behaviour in our communities; Reduce the number of serious accidents at home and on our roads; Increase positive community engagement to tackle ASB and community issues within communities; and Work with partners to deliver CPP priorities.
Communities and Population Health Strategic Delivery Partnership (Healthier communities/improving population health)	The Communities and Population Health Strategic Delivery Partnership will provide the main community planning context for developing leadership and strategic planning for the Public Health Priorities for Scotland. Our strategic action plan will help support leadership, planning approaches, and initiate or enable the development of supportive activities in relation to wider South Ayrshire health improvement and community activity.	Our priority areas are aligned to the 6 public health priorities for Scotland where we: <ul style="list-style-type: none"> live in vibrant, healthy and safe places and communities. flourish in our early years. have good mental wellbeing. reduce the use of and harm from alcohol, tobacco and other drugs. have a sustainable, inclusive economy with equality of outcomes for all. eat well, have a healthy weight and are physically active.
Financial Inclusion Strategic Delivery Partnership (Tackling Financial Inequality)	The Financial Inclusion Strategic Delivery Partnership has the main strategic focus of tackling financial inequality, and with our partners, our key areas of focus include employability, maximising income, child poverty, looking ahead in preparation of the Ayrshire Growth Deal and supporting the community wide distribution of free access to sanitary products.	Our priority areas are: <ul style="list-style-type: none"> Supporting the development of the Local Outcomes Improvement Plan (LOIP) key strategic theme of 'closing the poverty related outcomes gap'; Child Poverty Action Plan; Awareness raising; Free access to sanitary products; and Ayrshire Growth Deal.
Wallacetown Strategic Delivery Partnership (Developing a team around the community approach)	The Wallacetown Strategic Delivery Partnership Strategic Delivery Partnership will provide the main community planning context in relation to the development of the 'team around the community model' providing leadership and agreeing to the development and implementation of new ways of service delivery to support the model going forward.	Our priority areas are: <ul style="list-style-type: none"> the implementation of a 'team around the community' to reduce inequalities and improve outcomes for people living in Wallacetown which encompasses a public health and trauma informed approach.
Sustainability Partnership (Responding to the climate and ecological emergency)	The Sustainability Partnership is working to respond to the climate and ecological emergency locally, by bringing partners together to share information and collaborate on projects. The partnership draws on the skills and knowledge of its wide membership base to promote best practice and the range of co-benefits facilitated through joined up action.	Our priority areas are: <ul style="list-style-type: none"> Connecting people with nature Supporting biodiversity Food Sustainable and active travel Sustainable design and construction Fairtrade
Communities Reference Group (Strengthening community engagement)	The 'Communities Reference Group' will inform the process of widening community engagement within our community planning structures. The group will also be used as a formal engagement process to discuss, for example the Local Outcomes Improvement Plan, CLD Partnership plan, Child Poverty Local Action Plan Report and wider community planning issues such as place planning.	Our priority areas are: <ul style="list-style-type: none"> Annual community planning conference providing local communities with an update of progress in relation to the LOIP and to provide information on wider community planning initiatives (local and national) and; To assist in the engagement process of reviewing our LOIP priority areas.

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

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

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸਣਨ ਵਾਲੇ ਰਪ ਵਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਵੱਲੀ ਗਈ ਹੈ।

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

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

South Ayrshire Council
Customer Contact Centre
03001230900