

South Ayrshire Council

**Report by Director of Strategic Change and Communities
to South Ayrshire Council
of 15 December 2022**

**Subject: South Ayrshire Council's Annual Performance Report
2021/22**

1. Purpose

- 1.1 The purpose of this report is to provide Elected Members with 'South Ayrshire Council's - Annual Performance Report 2021/22'.

2. Recommendation

- 2.1 **It is recommended that the Council considers and approves the content of the 'Annual Performance Report 2021/22, attached as Appendix 1.**

3. Background

- 3.1 The [South Ayrshire Performance Management Framework \(refreshed 2022\)](#) set a commitment for providing an annual report on performance. It was agreed that the annual report should contain qualitative and quantitative information incorporating wider service delivery than that normally associated with Council Plan reporting.

4. Proposals

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

1. Fair and effective leadership;
2. Closing the gap;
3. Grow well, live well, age well;
4. South Ayrshire works;
5. Stand up for South Ayrshire; and
6. A better place to live.

- 4.2 The data has been refreshed to bring it up to date as far as is currently available for this Panel, reflecting the latest information as accessible to Members through [Pentana](#).

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

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

9. Equalities

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

10. Sustainable Development Implications

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

11. Options Appraisal

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

12. Link to Council Plan

12.1 The matters referred to in this report contribute to delivery of all of the Council's strategic objectives and all of the strategic outcomes.

13. Results of Consultation

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

13.2 Consultation has taken place with Councillor Martin Dowey, Portfolio Holder for Corporate and Strategic, and the contents of this report reflect any feedback provided.

14. Next Steps for Decision Tracking Purposes

14.1 If the recommendations above are approved by Members, the Director of Strategic Change and Communities will ensure that all necessary steps are taken to ensure full implementation of the decision within the following timescales, with the completion status reported to the Cabinet in the 'Council and Cabinet Decision Log' at each of its meetings until such time as the decision is fully implemented:

Implementation	Due date	Managed by
Publish report on the Council's website	20 December 2022	Service Lead – Policy, Performance and Community Planning

Background Papers [South Ayrshire Council's Annual Performance Report 2020/21](#)
[Council Plan 2018-22 \(Mid-Term Refresh 2020 – Extended\)](#)
[Audit Scotland Best Value Assurance Report – South Ayrshire Council – October 2021](#)

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Date: 5 December 2022

Annual Performance Report

1 April 2021 - 31 March 2022





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Foreword

This annual report outlines the progress the Council continues to make towards achieving our objectives and commitments to the communities we serve, but it also recognises the impact the Covid-19 pandemic still had during 2021.



The impact of the pandemic has influenced some of the reduced performance measures, but the Council is now fully focussed on post-pandemic recovery and there are already clear signs of improvements.

In common with most other local authorities, the Council has continued to deliver essential services to the people and communities of South Ayrshire during a period of tight financial challenges, and unfortunately these challenges are likely to remain for some considerable period of time.

The additional funding received during our response to the pandemic whilst welcomed, will not help the Council to maintain services at the current level. The worrying economic climate will require the Council to consider very carefully what service areas need to be supported, and tough decisions will need to be made to ensure the Council continues to deliver a balanced budget.

In terms of performance, one pleasing example contained within this report is that the Council's Modern Apprenticeship Programme continues to make a difference and provides some of our young people with an opportunity to secure a start in employment.

Moving forward the Council will continue to explore ways to improve the services we offer as the transformational programme progresses.

I would like to take this opportunity to thank our employees and partners as they continue to strive to make a difference every day with a clear drive and focus on making every effort to improve the quality of life for the people of South Ayrshire.

Councillor Martin Dowey, Leader of South Ayrshire Council

Introduction

This annual report reflects on the Council's performance in 2021/22. Noticeably, the Covid-19 pandemic impacted significantly on the work of the Council, particularly in relation to the services we were able to deliver.



During 2021 and at the height of the pandemic, services were often required to operate in different ways and had to adapt and respond to changing demands and needs on a frequent basis. Throughout this period, and the challenges it presented, our working arrangements with our partners strengthened, as collectively we focussed on the needs of our customers, our communities and our businesses to ensure the best possible outcomes were achieved.

This report highlights that the Council performed well over the period, albeit with some service areas being more affected by the pandemic than others. But the experiences gained and gathered throughout the worst of the pandemic in 2021 will help us to shape Council services for the future.

Moving forward the Council will continue to place the customer at the heart of what we do, we will design our services such that they are fit for purpose and sustainable, we will maximise the use of our assets and improve our connectivity offering so that we, our customers, our communities and businesses are digitally confident.

I would like to recognise the endeavours and commitment of Council employees in their continuing drive to deliver high quality, essential public services within our communities.

Finally, the developing Corporate Workforce Plan will support the future training and development needs of our employees so that we can establish a workforce that will deliver the key priorities for the Council and our communities, and contribute to making a difference every day.

Eileen Howat, Chief Executive, Leader of South Ayrshire Council

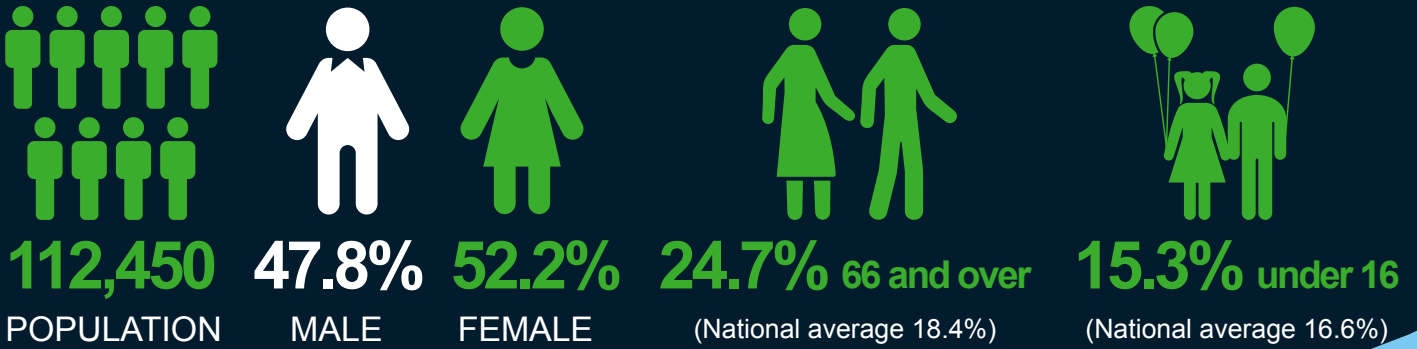
About South Ayrshire

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

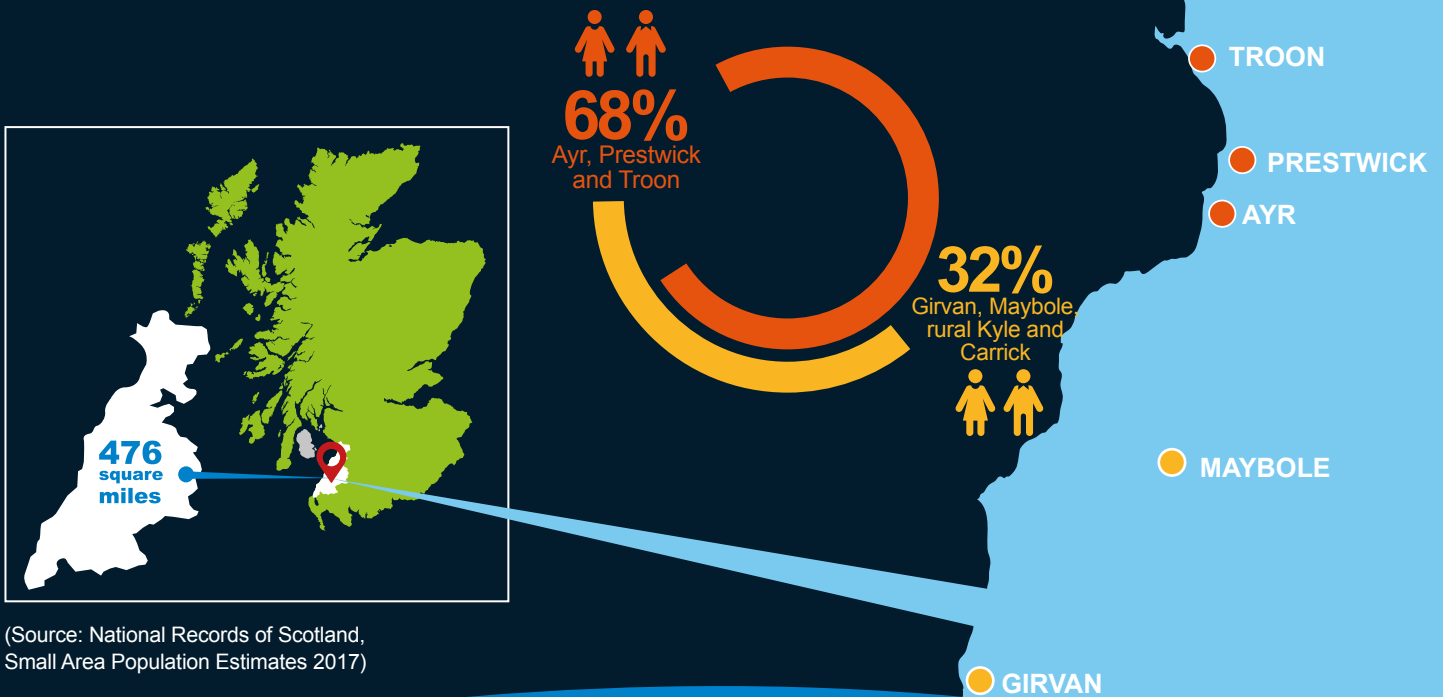
The projected change in South Ayrshire is not evenly spread across the different age groups. The number of children aged 0-15 years is projected to decrease by 17% and our working age population by 14%. The

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

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



(Source: National Records of Scotland, 2021 Mid-Year Population Estimates & 2018 Based Population Projections)



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

About The Council

Elected Members

CONSERVATIVE 10
 SNP 9
 LABOUR 5
 INDEPENDENT 4



Staff

4,723 full-time equivalent
 (as at 31 March 2022)

**Fair and Effective
Leadership**
Commitment 1
Leadership that promotes
fairness

Council Tax Income



95% of income due to council tax was received before the end of the financial year compared with **94.1%** the previous year

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

Customer Services

The Customer Service Team continues to provide a professional frontline service both by phone and digitally and the team play a key role in administering the Liberty telephony system, which has become a more important tool than ever as staff continue to work from home.

Handled approximately

198,233 calls

from 1 April 2021 -
31 March 2022



The team have worked on the efficiency and expansion of the Liberty telephony system in several areas including Housing, HR and Payroll and Thriving Communities.



Our telephone appointments system supports some of our most complex and lengthy enquires and our advisors handled on average



52 telephone appointments

per month for blue badge applications and council tax enquires in the period 1st April 2021 to 31st March 2022



Modern Apprentices (MAs)

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 we recruited 68 Modern Apprentices with 87% progressing to a positive destination after completing their apprenticeship.

We are committed to providing opportunities for all, closing the equality gap and ensuring young people who previously may have struggled to get into an apprenticeship are given the opportunity. Thriving Communities was commended by Skills Development Scotland in their Quality Assurance Review for the strategies and resources put in place to support individuals from specific equality groups to optimise their chances of success.

Between April 2021- March 22 – South Ayrshire Council Modern Apprenticeship recruitment:

- 9.4% of young people were care experienced compared to the national average of 2%.
- 37.5% of young people had additional support needs compared to the national average 12.8%.

Modern Apprentices were based within 11 different vocational areas, including Business and Administration, Social Services and Health Care, Youth Work, Craft Trade and Sport and Leisure. To support workforce planning we are working with departments to create new apprenticeship opportunities in Communications, Sustainability, Outdoor Learning and Adult Craft.

Organisational Development

Organisational Development (OD) provides a workforce, organisational change and development service. They work with Service Leads at a corporate level to take a planned and strategic approach to organisational effectiveness and to support culture change. Recent examples include key involvement in the Future Operating Model, development of the Health and Social Care Partnership (HSCP) and Council 2022-25 workforce plans, progression of digital skills for work, and deployment of over 100 COAST training modules.

OD has played a significant role in the Council's response to Ukraine with several officers dedicated to the Ukraine support team and undertaking activities such as matching hosts with Ukrainian guests, Client Relationship Management (CRM) configuration and set-up, case management, and submitting data returns to the Scottish Government.

OD organise and administer employee reward and recognition initiatives including –

- The 2021 Outstanding People Awards, where winners were announced at a virtual ceremony on December 2021 with 400 members of staff viewing the awards video online.
- Administering nominations from across council services for external awards delivered by the Association for Public Service Excellence (APSE), the Scottish Public Service Awards (SPSA), and COSLA.



In December 2021, OD co-ordinated the largest Giving Tree project to date raising a total of £14,000 resulting in 700 gift cards for children and young people across South Ayrshire.

Registration

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



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

**2nd
top**

local authority
registration service in
Scotland





Tenants Participation

2021/22 saw the tenant participation team continue to support and assist tenants to participate in the housing service in relation to communications, scrutiny and performance, and service monitoring. The team has successfully introduced hybrid meetings in order to establish a style which suit all tenants wishing to be involved. The tenant participation team have actively ensured that they are working in partnership with other services to increase engagement and participation across communities within South Ayrshire.

Tenant Participation in South Ayrshire had great success at the Tenant Participatory Advice Service (TPAS) National Good Practice Awards. They were nominated across four categories and were successful in achieving awards in three of them. The team were recognised for the fantastic work they have done in reaching out to people in our communities who have faced challenges accessing services and continue to provide support and information in innovative ways. Their dedication to adapting engagement to ensure no one has been left behind or unable to participate has been recognised at a national level.

Trauma

South Ayrshire Council passed a motion acknowledging that it is critical that the Council and our partners have a sound understanding of trauma, our policies reflect our commitments to reducing trauma, and all customers receive trauma-informed services. South Ayrshire Council tasked officers to develop proposals which deliver on the following objectives:

- To become a fully trauma-informed organisation that recognises the impact trauma can have on people's lives;
- To deliver services in a way that responds to individuals' needs by creating nurturing and supportive environments where people feel valued; and
- To support our partner organisations in adopting a trauma-informed approach as part of a Trauma Informed South Ayrshire.

South Ayrshire Council has continued to develop an integrated approach to Trauma informed Practice in partnership with Community Planning Partners. A strategic action plan which sets out 9 high level domains will be governed, monitored and reviewed by a Member officer Working Group. Following a recruitment process a Trauma Informed Practice Officer came into post in January 2022. The officer has successfully progressed the co-ordination and managing of implementation of the strategic action plan. South Ayrshire Council has been pro-active in adopting a Trauma informed approach to service delivery and design and has been recognised nationally as an area of good practice with officers continuing to develop good relationships and networks.

Staff absence

5.2 teacher days lost
in 2021/22 compared with
3.2 days in 2020/21
(excluding COVID)



11 non teacher days lost
in 2021/22 compared
with 8.86 days in 2020/21



Thriving Communities

The Thriving Communities service was established in June 2021. The new service brings together the Council's community based services, Health and Wellbeing, Employability and Skills, Community Learning and Development, Community Safety and Community Engagement.

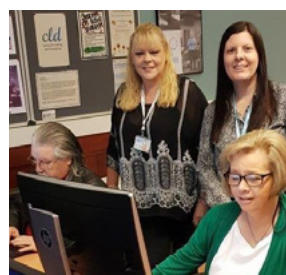


Staff were involved in the development of a new branding for the service - Thriving Communities - which they felt best represented their ambition to support people and communities to thrive.

The new service builds on the humanitarian response during the COVID pandemic where officers demonstrated a huge amount of resilience and commitment to our communities. Their work, prior to and after the lockdowns, involved establishing area-based teams delivering a 'Team Around' approach to support individuals, schools and communities. This included the coordination of free school meals, providing support to people who were shielding, and working alongside the 3rd sector to provide direct funding to support communities, voluntary groups and organisations.

Thriving Communities has established four locality-based teams in Troon/Prestwick, North/South Carrick, Ayr North and Ayr South/Villages (Coylton, Annbank, Mossblown and Tarbolton). The new area teams are responsible for coordinating community learning and development, community safety, employability and health and wellbeing provision at a local level.

During summer 2021 Thriving Communities officers coordinated the 'Get In To Summer' holiday programme. This programme aimed to support young people, parents and families to reconnect with their communities while addressing food insecurity across our most deprived communities. The summer programme benefited over 2000 participants and promoted community wealth building by providing £71,000 of funding to local groups and organisations to deliver activities across South Ayrshire.



Closing the Gap

Commitment 2

Reduce poverty and disadvantage



Community Learning and Development

The Community Learning and Development Plan sets out the priorities over the next three years that include employability and volunteering, health and wellbeing while placing community engagement/empowerment at the heart of the plan.

These priorities were set following consultation with communities and practitioners and reinforce the Thriving Communities collaborative approach to improving outcomes for young people and adults.

Despite the challenges delivering youth work and adult learning programmes due to restrictions, Thriving Communities continued to deliver youth work, adult learning, and literacy programmes across South Ayrshire both in school and in the community.

In 2021 officers secured external funding to support adult learners gain qualifications. Over 190 adult learners benefited from this input and 28% achieved a recognised qualification which helped them progress into employment, volunteering and/or further education. These learners took part in 7,598 learning hours which included 3,720 in the SWAP programme and 2,268 hours in adult literacies and ESOL provision. There were also five family learning programmes involving 21 parents.

Detached youth work and diversionary activities helped address youth disorder in communities in partnership with Police Scotland. One example is the project in Maybole where detached youth work has been used as a method of youth engagement throughout the pandemic and remains an excellent mechanism when engaging with young people on their own terms in their communities.

Throughout the COVID recovery phase the Thriving Communities team in partnership with the Carrick Centre have been engaging with young people every Friday evening on the streets of Maybole and continue to engage with over 100 young people each month. Special Operations in partnership with Police Scotland took place over the school holiday Easter weekends that linked with youth work activities including bubble football, silent disco, barbeque, and drop-in sessions.

Following on from the project, Friday night football sessions at Carrick Academy pitches have been developed in partnership with the health and wellbeing team. Furthermore, an afterschool drop-in on a Friday from 3pm was developed where young people can come together and plan their own activities and events enabling young people to take the lead in their town. As a result of our engagement, there was a significant reduction in calls to Police Scotland in relation to youth disorder with only 5 calls received over a 14 day period in April 2022.

Educational Services

Schools across the local authority are committed to working with children, young people and their families to close the poverty related attainment gap. The impact of the pandemic is still evident and has impacted on outcomes for all children and young people.

- Literacy/Numeracy – In session 2021-22, more young people from our most deprived areas achieved Level 5 literacy and numeracy awards than we have seen previously
- Achievement of Curriculum for Excellence levels – The percentage of children from our most deprived areas achieving expected in levels in reading increased in session 2021-22. The gap between the percentage of children in our most/least deprived areas achieving literacy at the end of P1 is at its narrowest point in the last 4 years.
- Care experienced data show the number of care experienced young people achieving literacy and numeracy at Level 5 is above anything seen previously. Similarly, the percentage of care experienced young people achieving 5 or more National 5 awards at the end of S4 has improved and is in line with the previous highest figure.
- The percentage of school leavers moving into a positive destination has improved steadily over the last 4 years. In 2018-19 there was a gap of 10% between the percentage of leavers in our most deprived areas entering a positive destination compared to young people in our most affluent areas. This has reduced significantly with only a 1% gap in each of the last 2 years.
- More information on the progress in Educational Services is available in the annual Standards and Quality Report 2021/22 which is available [here](#).



Finance

Ensuring that all benefit claims are processed accurately and within appropriate timescales remains a priority. Our processing figures increased substantially during 2020/21 due to the COVID pandemic and have remained almost at that same level during 2021/22. Despite this level of demand remaining constant we have been able to maintain our performance targets in processing claims for Housing Benefit and Council Tax Reduction for the second year in a row.

Benefit Services also process applications for Education Benefits (Clothing Grants and Free School Meals) which moved entirely to an online application during the COVID pandemic. During 2020/21 we saw an increase in application volumes of 80% this level of applications has remained constant during 2021/22.



New Housing Benefit claims processed in an average of 13 days in 2021/22 which was the same as 2020/21 and compared favourably with the national average figure of 20 days;



New claims for Council Tax reduction processed in 15 days in 2021/22 which was also the same as 2020/21;



Average time taken to process change of circumstances in all benefits claims during 2021/22 was 3 days which is the same as previous year and national figure; and



4,241 clothing grants were paid totalling £562,710, which is comparable with 2020/21 figures of 4,239 grants totalling £562,440.

Scottish Welfare Fund

COVID resulted in an 18% increase in applications for Crisis Grants during 2020/21 and during 2021/22 this increased again by 8%. Despite this we are performing better than the national average. Community Care grant numbers remain constant and we continue to perform better than the national average. The team have also processed Self Isolation Support Grant (SISG) applications for customers who lost earnings because they had to self-isolate to limit the spread of COVID. The scheme started in October 2020 with 247 applications processed during 2020/21, however during 2021/22 this figure increased dramatically to 2,713 applications processed.

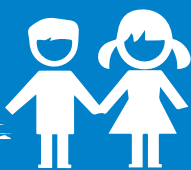
- 95% of Crisis Grants are processed by the next working day (Scottish Average is 93%);
- 88% of Community Care Grants are processed within 15 working days (Scottish Average is 86%); and
- 2,713 applications processed for Self-Isolation Support Grants with £740,500 paid to low income households.



Low Income Pandemic Payment

During 2021/22 staff in the Revenues and Benefits Teams administered 11,402 Low Income Pandemic Payments (LIPP) of £130 to customers in receipt of Council Tax reduction or where customers had no liability for Council Tax (qualifying criteria applied).

Tackling Inequalities



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

South Ayrshire's child poverty levels are reducing. The 2020/21 figure published by the End Child Poverty Alliance is 20.6% as compared with 24.8% estimated in 2019/20. This does however mean that 1 in 5 of South Ayrshire's Children are living in poverty and the looming cost of living crisis is a real concern in terms of its impact on children living in households experiencing poverty.

- Employability and Inclusive Growth initiatives to support as many people into employment as practicable and to maximise the inclusive growth opportunities offered by the Ayrshire Growth Deal and the South Ayrshire approach to Fair Work;
- Providing volunteering opportunities to provide people with work experiences and improved chances of securing employment;
- Tackling food insecurity through further development of the South Ayrshire Community Food Network and the Food Pantries and trying to ensure that people can access low cost food so that children don't go hungry;
- A focus on income maximisation ensuring that people are accessing all benefits and grants that they are entitled to. This work includes a programme of awareness raising sessions within the NHS and HSCP to highlight financial inclusion pathways that people can be referred on. The Information and Advice Hub providing the single point of contact for the Financial Inclusion Referrals Pathways in partnership with the NHS;
- Tackling fuel poverty with both the Information and Advice Hub and Home Energy Scotland providing support to local communities through access to fuel poverty grants and information about funding along with the Energy Agency who have been promoting energy efficiency measures;
- The delivery of holiday meals and activities to South Ayrshire's most vulnerable children during school holiday periods;
- Free access to period products in both educational and community settings and the development of the Council's approach to legislation on the provision of period products which respects dignity; and
- Free access to Council leisure facilities for young carers and reduced cost access for those on lower incomes.



Care Experienced



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 the Council's Thriving Communities' teams. 56 young people with care experience aged 6-26 took part in the activities.

South Ayrshire Champions board run four participation groups each week. This includes three school-based groups and one community-based group. The Champions Board 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 attending at 4 out of 6 sessions.



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.





Improvements and supports to raise attainment in literacy have been successfully implemented during the 2021/22 session. The most notable is the creation of a detailed Literacy Action Plan that feeds into the newly refreshed South Ayrshire Council's Literacy Strategy.

There is improved engagement and attainment in writing at all levels in the primary sector with the use of Talk for Writing in 23 of our primary schools. Learners and teachers have shown great enthusiasm for this way of working and the impact it is having in their classrooms.

To raise attainment in reading and to support our vision of being "an Authority that promotes and values reading and its benefits", we have introduced Giglets into 11 of our primary schools. Giglets is a fully inclusive digital resource designed to develop comprehension skills and foster a love of reading in children.

Over 50% of our schools have registered for Reading Schools accreditation in 2022-2023 which will highlight the excellent practice and commitment to promoting and developing reading for pleasure across our centres.

Within SAC, our Literacy team have made connections with the Virtual School Team, Active Schools, Thriving Communities and Adult Literacies to identify opportunities for collaboration in our aim to close the language and literacy gap between the most and least disadvantaged children.

Economy and Regeneration

Creating more high quality jobs for the people of South Ayrshire by attracting inward investors, enabling growth in incumbent businesses and ensuring that opportunities are created for our people, especially young people, to gain the necessary skills. By doing so, addressing the inequalities of income and outcome across the people of South Ayrshire, and reducing downstream SAC costs.



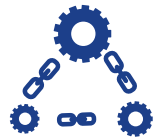
Skypath Aero Training Centre

Launched in collaboration with University of Strathclyde and Chevron Aviation to upskill and reskill local people for careers in aerospace and space. The Training Centre has developed 3 courses and trained 55 people for entry into the aerospace sector.



Advancing Manufacturing Challenge Fund (AMCF) Projects

Multiple events held (including an Aerospace Conference in August 2021) with 400+ attendees.



Supply Chain Project

Working with 50 businesses one-to-one providing 1000 hours of support, enabling 10 improvement projects.



Aerospace Digital Visualisation (ADV) Suite

Working with 46 businesses one-to-one enabling 36 live projects.

- Local Wealth Building (LWB) team in place
- Ongoing socialisation of LWB pillars with the Council's Service Leads to inform service plans, establish a LWB champions network and encourage cross service collaboration.
- Reimagining our towns commissioned.
- Over 100 places to spend the South Ayrshire gift card.
- Secured £800k from SUSTRANS, fully funding the current stage of our project.
- Delivered £787k to 282 businesses through the Shopfront Improvement Scheme:
 - o Providing innovative support to businesses through our AMCF projects;
 - o Adding value by making the connections our small/medium enterprises (SME's) need to enter aerospace and space supply chains;
 - o Utilising cutting edge technology to help our SME's boost their productivity and compete in challenging international markets;
 - o Finding funding for and providing state of the art equipment in our ADV Suite;
 - o Building an effective team in a relatively short time
 - o Effective balancing of key performance indicators (KPI) driven approaches with a desire to make meaningful and long-lasting impacts that will leave a legacy;
 - o Our approach to local economic development and our socialisation programme.

School Modernisation Programme

The Council's modernisation agenda for schools continued to make excellent progress in the 2021/22 academic session, with an acceleration of projects completed and commenced following the impact that the COVID pandemic had on new construction works over the past two years. Included in the number of school refurbishment projects completed in 2021/22:

Forehill Primary School Nursery

Following the opening of the new Forehill Early Years Centre in 2021 the conversion of the old nursery was completed in March 2022. This involved the creation a new mainstream classroom, multi-purpose room, and support room for pupils, which is much needed additional accommodation for this busy school.

Holmston Primary School

Alteration of four older classrooms in August 2021 to form a single open-plan classroom which is much better suited to the modern needs of the school.

Straiton Primary School

The previously vacant school-house building has been re-purposed for use as a staff base and changing places accessible toilet, which can be accessed by the whole community and any visitors to the village.

Dundonald Primary School

The introduction of an acoustic solution, with works undertaken to mitigate excessive noise in the open-plan teaching environment. The impact of this project has been extremely well received by teaching staff and pupils alike and will inform similar works planned for Heathfield and Barrhill Primary Schools over the next year.

Works have progressed well on several school construction projects with a focus on three major new build education facilities.

Many innovative and exciting projects continued beyond the reporting period of this report, for example Sacred Heart Primary School, Kyle Academy beach volleyball court, Girvan Academy Multi Use Games Area and adaptations to Wallacetown and Braehead Early Years Centres.

The Council's commitment to invest in the Education learning estate included the completion of some fantastic construction projects in 2020/21 with a focus on inclusion, support and wellbeing.



The new Kyle Academy Beach Volleyball Courts

At Southcraig School, following other recent refurbishment works to extend the campus with a link corridor and new reception, further phases of transformative work have been completed during 2021/22. This includes a classroom extension with life skills room and quiet room, creation of a new STEM facility, woodwork room and staff base. The school's gym hall has been refurbished to make it more modern and include the formation of a new rebound room. A sensory garden has also been built to improve facilities for pupils in the grounds of the school.



The new sensory garden at Southcraig School

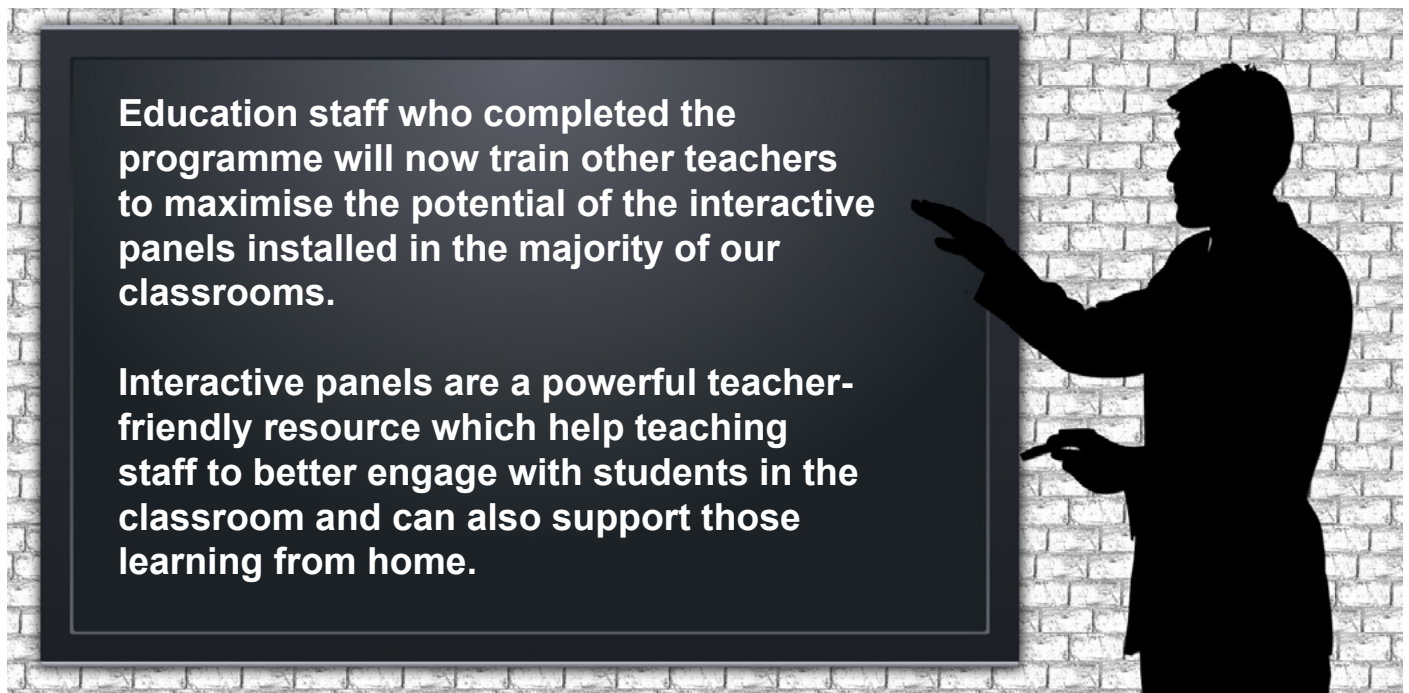
A project at Girvan Academy to create a support and wellbeing wing was also completed in October 2021. Alterations included the formation of five new classrooms, a flexible multi-purpose room, life skills kitchen and two calm rooms. The refurbishments have created a modern and much needed facility which will benefit the school and pupils for many years to come.

Support and wellbeing facilities at Doonfoot Primary School are also set to benefit from improvement work, with designs completed in 2021/22 for the refurbishment of the lower school support base. Expansion of the base, to include three modern classrooms and a sensory room was completed in August 2022, prior to designs progressing for additional works to the upper-school support base in the near future.

Designs have been completed for similar works on support and wellbeing facilities to be carried out in 2022/23 within Coynton, Girvan and Dalmilling Primary Schools. This demonstrates the Council's ongoing commitment to the modernisation of the education estate and the provision of engaging places for all of our young people to learn in.

Education and ICT

Education Support Services ICT Projects Coordinator assisted 12 of our teaching staff to become the first in the UK to complete a 'train the trainer' programme established by one of the Council's education technology providers, Promethean.



Creating a bank of local experts will make our schools more self-sufficient in using the education technology available. It also gives all teachers ongoing access to training and support, whether they are new to their role and the technology, or simply require a refresher.

The 'train the trainer' programme is one element of the Council's drive to equip teachers with the skills and confidence to make the most of their digital resources. Teachers can tap into on-demand training sessions through the programme and online virtual professional learning is available. Education have also created a digital support hub where teachers and trainers across the school estate can ask questions and share their knowledge.

The Council's twelve certified trainers have already been involved in the delivery of a series of practical webinars across Scotland and sharing best practice for teaching with other local authorities on use of their interactive panels.

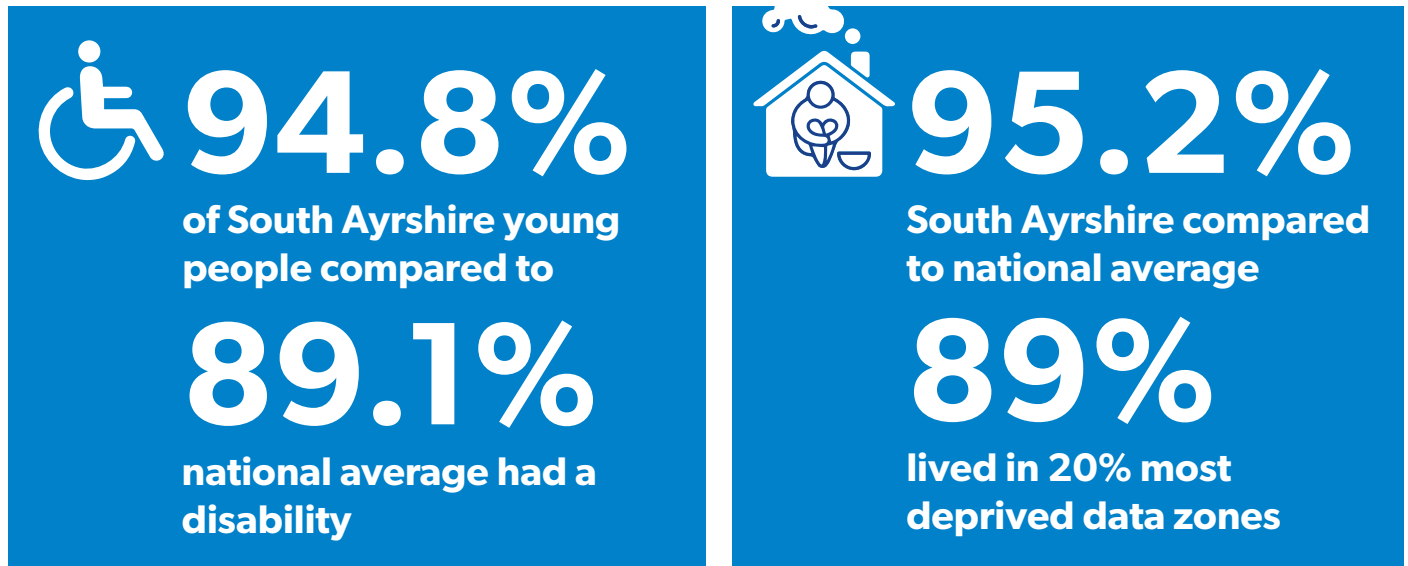
This recent achievement is part of the Council's long term digital strategy on making a positive impact and delivering outstanding education through technology.

Leavers Destinations

Employability outcomes in South Ayrshire continue to be among the highest in Scotland with school leaver destinations (SLDR) remaining the highest overall. 98.3% of school leavers 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 once again the highest in Scotland at 97.6%

Data for care experienced young people was also 97.6% compared to the national average of 79.7% demonstrating our commitment to improving outcomes for young people who are care experienced.



South Ayrshire Fair Pay Agenda



Unison South Ayrshire welcomed the progress made by the Council through joint working on the consolidation of the Living Wage. This work has made South Ayrshire Council a more attractive employer with an entry level salary of 3 spinal column points above the Scottish Living Wage. Unison South Ayrshire appreciate the Council's foresight and commitment to this issue.

In addition, the Council continued to work with Trade Unions to develop proposals aimed at paying the Scottish Social Services Council (SSSC) registration fees where it is recognised that this expense may be a barrier to recruitment and/or retention of Social Services employees.

Housing First

The Housing First service was established in South Ayrshire in 2018, initially as a pilot project, to provide a specific approach to better meet the needs of those presenting as homeless with complex needs. The service aims to break cycles of homelessness and address support needs by providing a secure tenancy within proximity of support networks. They also promote independence and tenancy sustainment through flexible, open ended, trauma informed and person-centred housing support.

A multi-agency group is involved in the selection of people for Housing First and the ongoing monitoring of support needs. The group includes representatives from services such as mental health, addictions, alcohol and drugs, justice and housing.

The service is also supported by many other partners who do not form part of the multi-agency core group detailed above.



Housing First support has assisted with broader improvements in people's lives including improved health and wellbeing, reductions in the use of alcohol/drugs, reduction in interactions with justice services, improved capacity to manage a tenancy and building positive relationships.

Information and Advice Hub



The Information and Advice Hub provides a comprehensive, impartial and confidential information and advice service in areas such as benefits, debt, employment and home energy from a range of locations across South Ayrshire.



Demand for the Hub's services, including benefits advice, money and debt advice, employment and assistance with home energy continues to climb significantly as the cost-of-living crisis continues. In total the team managed 29, 288 enquires during 2021/22 which is a 53% increase on the previous year.



Income totalling £6,379,548

of verified financial gain for residents of South Ayrshire through benefit uptake and emergency grant provision.



20,134 benefit checks carried out to ensure residents are receiving all welfare benefits they are entitled to.



752 residents of South Ayrshire assisted to claim a self-isolation support grant.



854 residents that had a cancer diagnosis assisted to claim benefits and or additional grants.



373 emergency fuel grants and **295** emergency support grants issued.

- Achieved full accreditation against the rigorous standards set out by the Scottish Legal Aid Board under the Scottish National Standards for information providers.
- Expanded targeted community support across South Ayrshire by employing three additional Senior Community Advisors. These advisors target harder to reach groups by working closely with community groups, NHS, HSCP, internal services and the third sector to ensure they are targeting the most vulnerable residents of South Ayrshire.
- Commenced community outreach advice sessions in all Trussell Trust foodbank locations.
- Introduced weekly advice sessions in Newton and Girvan Primary schools' food pantries.
- Secured the commitment that all HSCP staff will undertake mandatory welfare rights sessions delivered by the Hub, to help them spot the signs of debt and ensure they are aware of and can refer to the information and advice that the service offers
- Built community links through delivering engagement sessions with 42 local GPs to encourage them to refer patients for support as required.
- Launched two emergency support funds in September 2021 to assist people struggling with the cost of living crisis.



CASE STUDY

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 Local Outcomes Improvement Plan (LOIP) which 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.



We have two strategic themes as an agreed area of focus for our LOIP – these are: **‘Supporting older people to live in good health’** and **‘Closing the poverty-related outcomes gap’**.

Under our strategic themes we have five supporting improvement priorities:

- reducing social isolation and loneliness;
- support for 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.

Progress on our Local Outcomes Improvement Plan is set out in our LOIP Annual Progress Reports. Our [fourth annual report](#), published in October 2021, demonstrates the continued commitment by partners, third sector and community groups to support our local communities including:

- Approximately 110 digital devices delivered to households across South Ayrshire during the period April to September 2021 as part of the Digital Community Connector Programme. This included a bespoke package of support for each referral;
- An ‘Out & About’ service for people who were feeling anxious about getting back out and about after COVID;
- Continued development of Dementia Friendly Communities;
- Continued growth by South Ayrshire Champions Board and the team continue to develop the co-production model of participation supporting care experienced young people;
- The development and endorsement of a South Ayrshire Young Carers Strategy;
- Continued development of the Employability and Lifelong Learning Partnership which has focused on supporting young people and adults who have been impacted by COVID in line with our ‘No One Left Behind’ delivery plan

Grow Well, Live Well, Age Well

Commitment 3

Health and care systems that meet people's needs

Children's Services

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

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

Progress on children's services will be set out in the [Children's Services Annual Report 2021/22](#) :

- Ongoing implementation of the Whole Systems Approach in South Ayrshire with a strong focus on early intervention and prevention.
- Raising awareness and understanding of young carers and how to support them effectively.
- Implementation of The Promise and the 55 Calls to Action within South Ayrshire has provided a clear structure to developing a new future for how we work with families and care for children and young people who can't live at home.
- Continued to develop our approach to Whole Family Wellbeing.
- South Ayrshire's Virtual School supports care experienced young people and their families, with specific focus on those who are looked after at home and in transition from primary to secondary school.
- Supporting young people towards positive destinations is a key element of improving their wellbeing.
- Development work linked to the implementation of new Child Protection Guidance is being taken forward on a pan-Ayrshire basis to ensure a common approach is taken across the partnership. The focus is on identifying issues at the earliest point to ensure the right supports are put in place to protect children from harm.
- Delivering mental health provision for our young people and ensuring that this responds to emergent need following the pandemic.
- The Family Nurse Practitioner programme which supports young mums and their babies get the best start in life.
- Opportunities for young people to take part in sport, physical activity and outdoor learning.
- Addressing inequality for LGBTi young people.
- Promoting children's rights and the voices of young people informing service development and delivery, and preparing for the enactment of legislation to enshrine the United Nations Convention on the Rights of the Child into Scots law.



DYW | AYRSHIRE

Developing the
Young Workforce

The new DYW Leadership Academy provides young people with the opportunity to become young leaders in sport and physical activity. South Ayrshire Active Schools Leadership Academy incorporates coach education, employability skills, marketing and event planning by providing young people with training, mentoring and qualifications. Participants are supported to gain valuable experiences in a variety of areas such as; sport and dance leadership, becoming a decision maker, competition organiser and technical official. These experiences will help boost participants CV's as well as developing key transferable skills such as confidence, communication, responsibility and organisation as well as supporting the Duke of Edinburgh Award.

The Active Schools Leadership Academy had over 200 applications to eight programmes in Feb/March 2022. Following a number of selection days 88 young people were then selected into the silver and gold coaching and dance leadership programmes with an additional 62 accepted into Transition Leadership, Gymnastics and Cycle Leadership and the Young Peoples Sport Panel.

In addition to this, an existing 48 young leaders from previous years are still engaged and leading extra-curricular and community sessions.

Sixteen S5 Young Ambassadors representing each of the eight secondary schools have been selected and taken part in the SportScotland Young Ambassador Conference at Hampden Park.

All of the young people selected for this years Leadership Academy took part in a development day at the Citadel Leisure Centre coming together to work with the Health and Wellbeing team.



Educational Psychology Service (EPS) – Community Mental Health



South Ayrshire's EPS links with partners to implement the principles of the Scottish Government's community mental health framework, using associated funding to expand the mental health and wellbeing support available to children and young people age 5-25 and their families/carers.

- 886 (69%) of children and young people who had completed all sessions/inputs with non-anonymous services had improved mental health and wellbeing outcomes.
- 578 children and young people accessed services which provide support around emotional distress (e.g. trauma, self-harm, bereavement etc.).
- 1,388 children and young people accessed services which provide support around positive mental health and wellbeing (e.g. building resilience, self-esteem, coping strategies/emotional regulation etc.).
- 938 parents, carers, family members and staff also accessed support through community mental health services.
- The top three mental health and wellbeing needs reported by children and young people in 2021/22 were anxiety, self-harm and emotional/behavioural difficulties.
 - 1,966 children and young people age 5-25 accessed support for their mental health and wellbeing through community mental health services in 2021-2022.
 - 554 of those children and young people accessed between July 2021 and December 2021, with a significant increase to 1,412 between January 2022 and June 2022.
- Children, young people and families can access support through 13 additional services which were not available prior to implementation of the community mental health funding within South Ayrshire.
- Community mental health website developed to promote a single point of information/access, and to support children, young people and families to be able to access psycho-education and resources which help them support their own wellbeing.

Educational Psychology Service – Counselling in Schools Project

The Scottish Government has provided access to funding for secondary schools to implement a school-based counselling service which support children and young people age 10 and over. This aims to increase the ease of access to mental health and wellbeing support for young people, as they do not need to refer to an external agency.

- 213 children and young people concluded their sessions with the counsellor in 2021/22 and had an improved outcome.
- 196 young people self-referred to the counselling in schools service.
- The most prevalent mental health and wellbeing needs disclosed by young people attending school counselling were anxiety, stress and low mood.
- 13 counsellors in post provided an average of 148 hours of counselling per week.
- 97% of children and young people accessing school counselling do so in person and the remainder access this support virtually.
 - All secondary schools in South Ayrshire now have at least one school counsellor in post.
 - 871 children and young people age 10-18 accessed support through school counselling in 2021/22.

Physical Activity & Sport Strategy

The new Strategy was approved in January 2021 and shares an ambitious and collaborative approach to encouraging the population of South Ayrshire to Grow Well Live Well Age Well. Thriving Communities officers have worked alongside strategic partners and local sport clubs to provide sport and physical activity opportunities across South Ayrshire.

- Secured approximately £7.6 million funding to develop facilities at Craigue Campus, Kyle Beach Volleyball, River Ayr Pontoon and a new Multi Use Games Area at Craigue Park adjacent to St. John's Primary School.



- Strengthened the partnership agreements with Ayr United FC, Ayrshire Sportsability and local rugby clubs including Ayr, Carrick and Marr.



- Launch of the Club Ready and Changing Lives through Sport programmes to support local sports clubs and organisations to return following COVID and to develop the use of sport as tool to bring about increased participation and impact on wider social outcomes.



- Return to club sport has been supported via the five community sports Hubs across South Ayrshire with a total of 54 sports clubs engaging and supporting 4,258 club members (3,302 youth and 956 adult members), and a coaching workforce of 389 to support delivery across the community.
- Return to support local athletics via the Talented Athlete programme and grant funding for national and international athletes and competitors.



Participation (school/club/community)

- Continued development of the Active Schools programme offering free opportunities for young people to access sport and physical activity before school, after school and during lunchtimes.
- From August 21 – June 22 the Active Schools network resumed a programme of free extra-curricular provision across South Ayrshire schools. This programme is supported by close to 200 volunteers including parents, teachers, school staff, senior pupils, teachers and students from University of the West of Scotland (UWS) and Ayrshire College as well as coaches and volunteers from our local sports clubs and organisations. A targeted approach within this programme works to support young people who are at risk of missing out including those living in Scottish Index of Multiple Deprivation (SIMD) areas, young carers, young people with care experience and those with physical and learning disabilities.
- The Active Communities programme was launched in mid-February 2022 with up to 50 weekly sessions of sport and physical activity opportunities running across South Ayrshire and nearly 900 young people and adults engaging in these opportunities. This programme is heavily subsidised and includes the early years programme (Active Minis), primary, secondary and diversionary sport opportunities in addition to 10 weekly health walks for adults.
- Support for young people and families who are care experienced to participate in a range of sport, physical activity and outdoor learning opportunities across South Ayrshire and at our Outdoor Centre Dolphin House. In partnership with the Education Welfare team over 40 care experienced young people and family members took part in a residential programme at Inverclyde National Sports Centre. The trip allowed young people to build relationships with fellow young people and their families, and to build confidence when meeting new people and being in a new environment. Families were provided quality time and the opportunity to build social networks with other families encountering similar challenges.
- Continued development of the Inspire (Disability Sport programme) which reduces the barriers for young people and adults with a disability to access sport and physical activity opportunities within their schools and communities. In addition to our school and community programme we also hosted a range of new activities for people with disabilities over the summer holidays. Working with partners Prestwick Howie Bowling Club and our Outdoor Learning team we were able to introduce lawn bowls and canoeing for adults and young people with disabilities, upskilling local club coaches and promote ongoing local opportunities.
- Competitive School Sport via the Health and Wellbeing Team made a welcome come back in April 2022. After an enforced absence during COVID five events were organised for the final term of the year. Over 950 pupils represented their schools at the following events; Sportshall Athletics, Gymnastics, Tennis, Cross Country and Netball. This programme is supported and enhanced through strong relationships with local clubs including Dundonald Gymnastics Club, Ayr Seaforth Athletics Club, Coylton Tennis Club and Prestwick Tennis Centre.

Outdoor Learning

560 young people have enrolled with the Duke of Edinburgh's Award with 325 gaining an award. The young people taking part in the award have faced significant barriers to accessing the Duke of Edinburgh's Award in school and in the community over the course of the past year. COVID recovery funding of £35,653 has allowed us to work with schools to reduce the barriers to taking part in an expedition to ensure young people can complete the award.

Collaborative working across the Thriving Communities team within the Domain Youth Centre has supported a group of eight young people with care experience to complete their bronze Duke of Edinburgh's Award. The group are continuing to engage and are currently working towards their silver award.

Dolphin House has welcomed 37 schools (29 primary and 8 secondary schools) and 1232 pupils across the school year to enjoy a residential outdoor learning experience. COVID recovery funding has also supported the development of outreach outdoor learning/activities to targeted groups in S1/S2 who have missed out on residential outdoor learning over the lockdown period.

Dolphin House has supported care experienced families to take part in a day visit or a two-day residential programme. Twenty care experienced young people took part in day visits whilst eight families engaged in our residential programme. The residential experience gave families the opportunity to spend quality time together in new surroundings whilst experiencing a range of outdoor activities, for some this was the first 'holiday' they had ever been on. This programme was such a success that it will now be delivered within each school holiday programme.



Golf

Golf South Ayrshire members and visitors, have continued to enjoy playing golf throughout the year across our eight courses, with an amazing

218,617

recorded rounds of golf



- Season ticket rounds up 83% since 2019
- Non-member rounds increased by 1,003 rounds from 2020/21 season
- Season ticket sales increased by over 1,400 from 2019
 - A new Golf South Ayrshire Golf Club was launched at Belleisle Park in June 2021. The CEO of Scottish Golf, Karin Sharp, said the new Club offers more flexibility and will make the game more accessible and inclusive.
 - In December 2021 a Golf Strategy 2022-32 paper was approved at a full Council meeting and sets the vision for developing golf over the coming years and attracting more golf tourism to South Ayrshire.



Trading Standards and Environment Health

Trading Standards and Environmental Health re-prioritised work streams to provide capacity to respond to the pandemic. The role of the service, using the national agreed 4E's principle, was to support first and enforce the legislation as a last resort.

799

Service requests
responded to

During the hot, dry summer of 2021, over 80 householders reported to Environmental Health that their private water supplies had dried up. In conjunction with Scottish Government, Scottish Water and colleagues in Facilities Management they were able to provide emergency supplies of bottled drinking water to tide them over until such times as rainfall recharged their private supplies.

786

interventions to
businesses

Trading Standards Officers, as part of a Scotland wide project, seized 895 disposable nicotine vapes from South Ayrshire shops which were counterfeit or which contained excess nicotine. A further 400 devices with incorrect safety labelling were also removed from sale. The value of these vapes was approximately £6,500. Officers will continue to monitor premises selling these products and issue regular safety advice by social media on these matters.





Employability

In line with the Scottish Government's No-One Left Behind and the European Social Fund priorities, 1,492 adults and young people were supported during 2021/22 through a wide range of employability programmes and initiatives. In addition, 90 individuals facing redundancy were supported to secure alternative employment and supported 75 local employers through our Employer Recruitment Incentive.

Tailored Jobs



To enhance the existing Supported Employment programme, we created tailored part-time jobs. The purpose is to provide individuals with additional support needs the opportunity to progress into the world of work and we work with colleague across the council to create job opportunities specifically designed to suit each individual young person's circumstances. The jobs are designed around the skills, interests and capabilities of the young person. To date 11 young people have been supported on a tailored job, seven have completed the programme and progressed to permanent employment.

Town Centre Programme



The Town Centre programme was re-established December 2021. The programme is aimed at supporting young people, furthest from the labour market, to build a wide range of core and employability skills by carrying out duties connected with the general upkeep of Ayr Town Centre. 35 trainees have engaged in the programme to date with six progressing to a positive destination.

Long-term unemployment Job Creation Programme – Evolve



Evolve is committed to creating 40 temporary, new and additional positions within the South Ayrshire. The aim is to create jobs in occupational sectors where there are skills shortages, existing labour demands or emerging sectors. Jobs will provide access to certificated and accredited training which will provide individuals with the ability to demonstrate skills and recent experience, to boost their chances to secure sustainable jobs as the wider economy recovers.

The programme start date was delayed from November 2021 to February 2022, from February to end March 2022 nine people started on the programme, six in the local authority and three in the 3rd sector.

Economy and Regeneration (E&R)

Ayrshire Growth Deal (AGD) infrastructure projects and regional economic development make South Ayrshire a more attractive place for inward and secondary investment. Business growth and skills advice, innovation support and supply chain development enable growth and resilience building in local businesses. E&R also supports businesses with skills development, regulatory matters, climate action, access to finance, sourcing commercial and coworking space, community wealth building, and place-based local economic development.



Performance data:

- Ayrshire Growth Deal: Submission of AGD business cases for approval;
- Memorandum of Understanding signed with launch provider and airport;
- Public consultation on Spaceport planning process underway;
- Networking event held with Houston Spaceport;
- Options appraisal underway for AGD Digital project
- Partnered with University of Strathclyde on Low Carbon Challenge Fund project;
- Facilitated relationship building between University of Strathclyde and Ayrshire College;
- Business support: Successfully delivered 18 individual Scottish Government COVID support grant schemes with five ongoing. So far distributed £29,511,560;
- Designed and delivered two extremely successful SAC business support grants (RABS and SEP) delivering £967,111 to South Ayrshire businesses;
- Provided advice to businesses during extremely challenging
- Provided support and consultancy for businesses affected by Brexit;
- Delivered an online edition of Skypath magazine to encourage STEM careers in secondary pupils;
- Supported growing businesses and inward investors with facility sourcing, converting leads into real projects;
- Delivered over £30m in COVID grants to South Ayrshire businesses

Licensing



Our Licensing Team processed Scottish Government COVID Business Recovery Grants to taxi and private hire drivers and operators during the first half of 2022, resulting in payments to the trade of over £400,000.



340 taxi and private hire drivers received the further grant payments in 2022 from the COVID support fund, and 108 taxi and private hire operators.



448 COVID recovery business grants processed for payment at short notice for members of the licensed trade, to assist eligible businesses during the pandemic period.

Procurement

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

299 procurement exercises were completed in 2021/22. All were carried out in accordance with the Council's Procurement Strategy.



Community benefits

were included in a total of 103 procurements awarded in 2021/22 compared to 89 in 2020/21.



16%

of contracts awarded in 2021/22 were to South Ayrshire based businesses compared to 11% in 2020/21.



78%

of Council contracts awarded during the year were actively influenced by procurement professional compared to 84% in 2020/21.



In 2021/22, 95%

of invoices submitted to the Council by suppliers were paid within 30 days compared with 94.5% the previous year.

Economy and Regeneration Case Study 2022

Precision Tooling Services Limited provides high quality precision manufacturing services from their modern facility in Prestwick. Employing a workforce of more than 80 people, their advanced equipment and highly skilled engineers manufacture complex components across a broad spectrum of technically demanding markets.

Peter Currie, Managing Director

“ We’ve worked closely with our South Ayrshire Council Business Support team to create a plan that moves at a pace we can handle without compromising day-to-day business. The team has supported our project plans and listened to our priorities, helping us tackle the most pressing areas first. There’s a broad range of support available in Scotland and the team has saved us a lot of guesswork by introducing us to relevant contacts and projects. Working with them also gives us a voice to influence local investments like the Ayrshire Growth Deal, particularly through the Prestwick Aerospace Operations Group and, recently, by arranging a meeting with the Council Leader and Chief Executive. ”

No two businesses are the same, that’s why we provide wide-ranging, bespoke support to our partners. We understand that businesses need to focus on day-to-day activities, so we prioritise building relationships and long-term support.



For Precision Tooling Services Limited, an Advancing Manufacturing Challenge Fund* (AMCF) Aerospace & Space Supply Chain expert and a Growth and Skills Adviser have developed and co-ordinated a bespoke support plan including:

- Specialist support to enable entry to a new sector. This included developing a business action plan and carrying out market research and feasibility studies for the business.
- Introduction to growth sector opportunities industrial supply chain events.
- Skills and training opportunities delivered by colleagues at Skypath Aero Training Centre. For example, ready to work hand skills course graduates and upskilling assembly courses.
- Introductions to National Manufacturing Institute Scotland and University of Strathclyde projects that provided business capability mapping and evaluated strategic development options.
- Plans include engagement with the EXTEND Low Carbon Challenge Fund and the South Ayrshire Towards a Net Zero Economy programme, to explore fuel cost reduction options and opportunities to increase sustainability.
- Specialist support via the Scottish Enterprise account management team with future development plans.
- Also, an opportunity to engage with Leadership Essentials, a pan-Ayrshire authority / SE development programme.

Growth and Skills Adviser

Working in-depth with a business to understand their priorities and identify appropriate support is beneficial for the business and satisfying for us.

AMCF Aerospace & Space Supply Chain Project

No matter how strong the business, there are always opportunities for continuous improvement as technologies and regulations change. Encompassing new technologies and processes ensures the development, growth, competitiveness and resilience of the organisation. The opportunity to support a business's development and help ensure the future of Ayrshire's place in manufacturing is a real privilege.

*This Aerospace & Supply Chain Project (SCA) is part funded by the Advancing Manufacturing Challenge Fund ("AMCF") being delivered in partnership with the European Structural and Investment Funds Programme 2014-2020, specifically, the European Regional Development Fund, as part of SPRITE. Precision Tooling Services Limited did not directly receive funding from ERDF.



Stand up for South Ayrshire

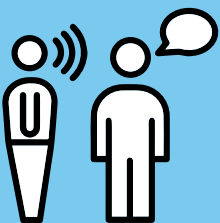
Commitment 5
Increase the profile and reputation of South Ayrshire and the Council



Communication

The Communications team support services to get the Council's messages across to their target audience using a range of modern, effective communication tools.

- Increased our reach across our non-digital audience by further expanding the outlets SAC Magazine is available from such as, Tesco superstore in Ayr and ASDA's Ayr and Girvan stores.
- Worked with schools to provide ongoing work experience for S5 pupils within the School Media Team.
- Maintained our presence on the local radio with 21 pieces of coverage including interviews and advertisements since September 2021.
- Worked with services across the Council to deliver around 80 targeted campaigns to keep the public informed.
- Produced 41 animated videos with subtitles and voiceover to ensure our online content is fully accessible.
- Created a range of guidance documents to make it easier for employees, Elected Members and the media to work with the Communications team such as Social Media Guidance; Guidance for Communicating in a Civil Emergency; Media Relations Guidance; and several tailored guides on Working with the Communications Team.
- Placed a key focus on increasing our audience on specific social media channels such as Instagram, which has seen a 17% increase in followers since 30 September 2021; and LinkedIn with a 12.5% increase since 30 September 2021.
- The launch of our first targeted Sky TV Advert to promote the new Household Waste Recycling Centre booking system with a reach of 13,771 and 44,177 impressions.
- Ensured we kept our non-digital audience updated with 9,270 copies of SAC Magazine distributed across South Ayrshire in hard copy.



Continued growth of our social media audience with a total of 51,985 followers across all our social media platforms, an increase of 59% since 30 September 2021.

Consultations

Throughout 2021-22, 31 consultation took place, including

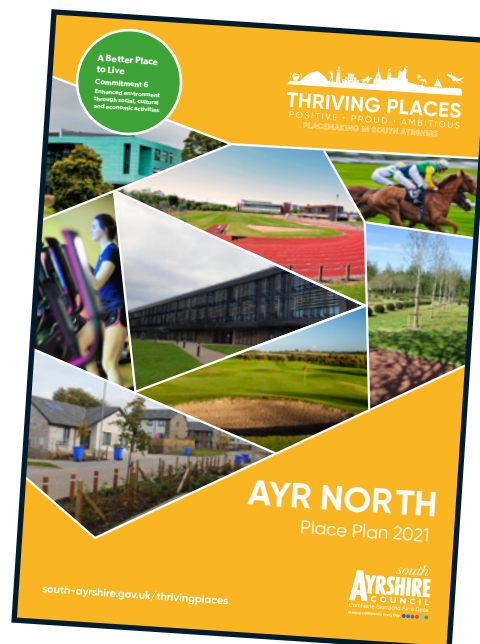
- Ayr North Place Plan
- Ayr Parking Consultation
- Golf Strategy Consultation
- Victory Park Common Good Consultation
- New Campus Naming Survey Prestwick and Maybole

All consultation can be found [here](#)

Have Your Say:

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

which also includes information on Petitions and SA1000 Citizens Panel.



South Ayrshire Community Conversations (SACC) platform

The SACC platform is a tool that will allow open, transparent and democratic engagement between the Council and the public. Anyone can go online and view the platform and its content. However, only registered users will be able to express their view and participate in decisions on important issues within their communities. Any South Ayrshire resident over 16 years of age can register to use the platform. Importantly SACC is not to replace the need for face to face events or consultation surveys but is viewed as a digital tool to augment what is already being carried out to expand and enhance current community engagement practices. This is in line with SAC's community engagement strategy of digital engagement with the community. SACC is based on Consul software that has been rebranded for use by South Ayrshire Council and residents of South Ayrshire. The platform was opened to the public in July 2022. The first topics of conversation asked for public views on place planning priorities and actions in various communities across South Ayrshire.



Community Engagement and Development

Following the publication of the Community Engagement Strategy in 2020 staff have led the Place Planning consultations. Between September 2021 – February 2022 we consulted with over 1,100 residents across a range of communities.

Officers have established a new consultation group across the organisation following the training that was delivered to senior officers, elected members and operational staff. This new officers' group will provide support to services who intend to consult with communities.

Supporting communities

The new external funding/grants officer supported communities to access £120,000 through the Coastal Communities Fund and continues to support community groups to access external funding.

Groups benefitting for funding includes:

- Girvan Youth Trust
- Maybole Community Resilience Team
- Ayrshire Cancer Support
- Dunure Community Council
- Ayr Yacht and Cruising Club
- Fort, Seafield and Wallacetown Community Council





Asset Management

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

In addition to our ongoing statutory compliance obligations the three key elements to ensure that our properties are fit for purpose are Condition, Suitability and Accessibility. We strive to ensure that our buildings are managed and maintained to a satisfactory standard and are fit for purpose.

As set out by the Scottish Government we are committed to reducing our greenhouse gas emissions to net zero throughout our property estate by 2045 and have agreed to align with these national targets of a 75% reduction in emissions by 2030 and net zero emissions by 2045.

In 2021/22

- 83.7% of the operational asset estate was in a satisfactory condition (previously 82.6%)
- 84.7% of buildings were suitable for current use (previously 84.9%)
- 98.5% of public areas in council buildings were accessible for people with a disability (previously 98.6%). Slight decreases reflective of operational assets becoming surplus to operational requirements / disposal.
- 67 property improvement projects undertaken within our properties with a total spend of circa £1.642m.
- 10 accessibility improvement projects undertaken within our properties with a total spend of circa £295,00
- 3 energy improvement projects undertaken within our properties with a total spend of circa £196,000.
- we developed a Net Zero Carbon Retrofit Strategy and are progressing with a programme of retrofit within our buildings.
- one asset transfer concluded under Part 5 of the Community Empowerment (Scotland) Act 2015 in relation to Pinwherry Primary School.

Community Safety

Community Safety is still an integral part of the Thriving Communities service and ensures issues in the community can be addressed by local officers with a range of skills and experience.

The Community Planning Partnership (CPP) is supported through the Community Safety Strategic Delivery Partnership (SDP). A range of work is undertaken by the partnership including coordinating redeployable CCTV; Violence of Women; reducing violence, fire and road safety; and building safer communities.

Youth disorder has fallen in 2021/22 by 7% from the previous year.

- Community Safety officers work with police on action plans to tackle youth disorder over school holiday periods.
- In 2021/22, Community Safety officers dealt with 25 complaints from members of the public ranging from graffiti, quad bikes, and antisocial behaviour by young people including fire raising, drinking and general nuisance.



Economy and Regeneration

The Economy and Regeneration service is involved in a range of initiative making South Ayrshire a better place to live:

- Creating and delivering place making plans to improve local areas.
- Developing local economic development programmes in each of the five towns to improve the vibrancy of our town centres.
- Reducing air pollution and creating a greener and healthier South Ayrshire through our Accessible Ayr Sustrans project.
- Working with businesses to increase the security of South Ayrshire's food supply chain.
- Delivering climate action advice and support to our businesses to enable greener, healthier and more sustainable commercial activities.
- Targeting inward investment opportunities which align with creating a greener South Ayrshire.
- Supporting local companies to enter the public sector supply chain to reduce the carbon footprint of SAC procurement.



Housing

The Council currently owns and manages 8,301 properties, made up of general needs housing and sheltered housing designed for older people or people who need housing support. In 2021/22, the average weekly rent for a Council property was £78.32, which was below the Scottish average across all apartment sizes.



In 2021/22, the total rent due to be collected by the Council was £31,362,977 and we collected 99.7% of the total rent due compared to the Scottish average of 99.3%

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



In 2021/22, 93.6% of the council's housing stock met the Energy Efficiency Standard for Social Housing



The average time taken to complete an emergency repair was 2.7 hours compared to the Scottish average of 4.2 hours



The average time taken to complete a 'non-emergency repair' was 8.1 days compared to the Scottish average of 8.9 days



95.1% of reactive repairs were completed 'right first time' compared to the Scottish average of 88.3%

In 2021/22, the Scottish Government introduced new standards for fire, heat and carbon monoxide alarms and a new standard for electrical safety inspections to be carried out in properties every 5 years. As at 31 March 2022:-

98.2% of our properties

met the new standard for fire, heat and carbon monoxide detectors. All tenants have been contacted by the Council and work is ongoing to gain entry to the remaining properties to complete the necessary work

97.8% of our properties

met the new standard for electrical safety inspections. Again, all tenants have been contacted by the Council and work is ongoing to gain entry to the remaining properties to complete the necessary work.

Parent Early Education Programme

- In 2021 regular Parent Early Education Programme (PEEP) sessions were delivered at Cherry Tree Early Years Centre by the Family Learning Team every Friday morning over a 10-week period. Eight families attended the groups on a regular basis. A mix of mums and a dad attended. For most this was their first experience getting together with other parents with children who were the same age.
- The groups were tailored to support issues parents had raised. As a result, six of the families received further support either as a small group, or where it was more appropriate on a 1-1 basis, for a range of issues around food, sleep, routines and managing behaviour.
- From this two families signed up to take part in the peep progression pathway programme and are continuing to engage with a 12-week programme. Since then both have been linked with Employability and Skills, where their wellbeing and help with finances continues to be supported. One of the mums has successfully applied and been accepted for a college course in Childcare and Education.
- Overall impact for all families attending these groups has been positive capturing them at a very early stage in their child's education.

From a parent:-



“There is so much that you have spoke about that has resonated with me.....about making sure that we do stuff to make good memories with the kids so that we can look back on this time positively.”

Neighbourhood Services

Neighbourhood Services is made up from 3 different service areas:

Waste Management

Grounds Maintenance and Bereavement

Sustainability & Fleet

Over the past year the Neighbourhood Services has:

- A newly approved Fleet Strategy
- Implemented the Waste Management Strategy 2021-2031
- Continued work on the Councils Sustainable Development and Climate Change Strategy 2019-2024
- Delivered on a programme of enhance play areas across South Ayrshire.



Waste Management

Waste Management undertake domestic waste and recycling collections from 58,087 households in South Ayrshire. The service also operates a commercial collection service to 1085 businesses within South Ayrshire, three Household Waste Recycling Centres, mechanically clean streets, maintain beaches, remove abandoned cars, and provides waste awareness education.

2021/22 saw the introduction of additional Neighbourhood Hit Squads who have been deployed to great success across the authority. Recycling rates in 2020 reduced to 55.3% due to the pandemic however this was the third highest recycling rate in Scotland. Figures for 2021 show an increase in household recycling of 0.7% to 56% and are currently in the process of being verified by SEPA. Overall waste arisings have increased by 5,219 tonnes since 2019 due to the number of people now working from home across South Ayrshire.



An increase in recycling of 0.7% to a 56.0% of household waste being recycled

An increase of 2016 tonnes of recycling collected from Households compared to 2019.

Ground Maintenance and Bereavement Services

Grounds Maintenance and Bereavement Services maintain over 1000 hectares of Public Parks and Open Spaces including 108 ha of woodland, 86 ha of educational premises, 72 sports pitches, 53 cemeteries and 101 play facilities. The service also operates Masonhill Crematorium which serves residents from South Ayrshire and beyond.

Through 2021/22 we saw increased use of the green waste recycling facility at Glenburn Road in Prestwick with an element of household garden waste treated at the site. The material produced is reused within our Parks and Open Space as well as supplying schools, community groups and selling to local businesses.



We are currently ranked

No 1 in Scotland for customer satisfaction for Parks and Open Spaces



We have 5 green flag awards

for Parks and Cemeteries, the first local authority in Scotland to receive a green flag for a cemetery



In 2021 Grounds Maintenance

Green Waste Recycling processed 1229 tonnes of green waste and produced 1074 tonnes of compost



Bereavement Services undertook

1591 cremations and 377 burials during the 2021/22, a total increase of 4 on 2020/21

Sustainability and Fleet

The Sustainability team are responsible for supporting the council to respond to the climate and ecological emergency. This includes the mainstreaming of sustainable development and climate change both within and beyond in terms of our public sector climate change duties. It also involves the delivery of net zero, climate change adaptation and resilience, green recovery and just transition. During 2021/22:

- **The second year of working to carbon budgets for all service leads and school clusters**
- **The Provost's School Footprint Challenge, Earth Hour and Climate Week campaigns were held.**
- **The team supported strategic developments – policy commitment to transition small vehicle fleet by 2025 and all vehicles by 2030, policy pathway to net zero estate.**
- **Delivery of an enhanced rangers function (additional funding has facilitated four additional posts over summer 2021 with two continuing to the end of the financial year)**



Museum & Library



108,309 visits (including virtual visits) to museums in 2021/22 compared to 60,644 in 2021/21



513,800 virtual visits to libraries compared to 674,162 in 2020/21



80,658 physical visits to libraries compared to 12,643 in 2020/21 (visits significantly lower due to the impact of COVID)

Property Maintenance

We are now fully operational after the COVID restrictions, and the business is fully operational on all fronts with repairs and programmes of works starting to show high levels of performance to where we were in 2020.



All Housing and Non-Housing repairs completed with a combined target of 95.5% performance in all categories of repairs with a total of 31,000 repairs carried out.



Our key achievements were to have the business back up and running 100% after the lockdown periods and the introduction of the new central heating programme in July 2021. The programme which had been carried out for over 20 years by external contractors, is now delivered by Property Maintenance and has proved to be more efficient and cost effective showing high levels of performance.



We have worked closely with several other South Ayrshire Council services, Police Scotland, and Fire & Rescue to try and improve the Wallacetown area of Ayr regarding repairs and dealing with several other issues in this area of Ayr.

Professional Design Services

We are now fully operational after the COVID restrictions, with repairs and programmes of works starting to show high levels of performance to where we were in 2020.

- Worked hard to deliver the general services capital investment programme following the Coronavirus pandemic with spend in 2021/22 significantly higher than the previous year. The construction industry remains volatile with rising inflation, disruption to supply chains and labour shortages.
- £66.2 million of general services capital projects delivered in 2021/22
- Continued delivery of the Early Learning and Childcare Expansion Programme
- New Sacred Heart Primary School: Construction works commenced on site in July 2021 with the new school opening in October 2022
- Riverside Sports Arena (Craigie Athletics Facility): The new state of the art facility is due be completed by October 2022.
- New Struthers Early Years Centre and Community Facilities: Works are ongoing to deliver a carbon neutral, modern nursery along-with community facilities including a ball area, fitness trail and improved play park.
- Projects completed in 2021/22 include: Southcraig Campus – Rebound Room, Whitlett’s Sports Improvements – new 3G Surface, Forehill Primary – Reconfiguration of Nursery, Ayr Old Kirk – Work to Churchyard Walls, Kyle Academy – Beach Volleyball Courts and Rozelle House – External Upgrade Works

The housing capital investment programme was severely impacted by the Coronavirus pandemic. Spend recovered well in 2021/22 and was higher than the previous year.



23.2 million of housing capital projects delivered in 2021/22



Internal modernisation works to 160 properties in Ayr and Maybole were completed in December 2021.



Internal modernisation works to 219 properties in various locations started on site in January 2022 and were completed in June 2022



Annual programmes for addressing dampness and condensation, central heating replacement and capital element of works undertaken in void properties have been completed



Two external fabric upgrade projects which were delayed due to COVID have now been completed



A window renewal contract for 229 properties was completed in March 2022

Planning and Building Standards

During the 2021/22 period we determined 736 Planning applications with an overall approval rate of 93.3%. Of those applications 3.2 % were determined by the Regulatory Panel (Planning), while 96.8 % of these were dealt with by officers under delegated powers.

- The average time for dealing with a Householder Development was 8 weeks, 0.6 of week slower than last year, however within the National Target determination period.
- The average determination time for non-domestic Local Development applications, was 8.2 weeks this was 0.3 weeks faster than last year and just outside the National determination period.
- 57.1% of Local Business and Industry applications were dealt within 2 months however the average time for all applications of this type was 8.5 weeks, just outside the National Target period.
- The Council met on two occasions to determine planning matters, while the Regulatory Panel (Planning) meet regularly 11 times over the course of the year to ensure Planning applications could be determined. The Local Review Body sat on 14 occasions to hear 31 appeals against Delegated Refusals.



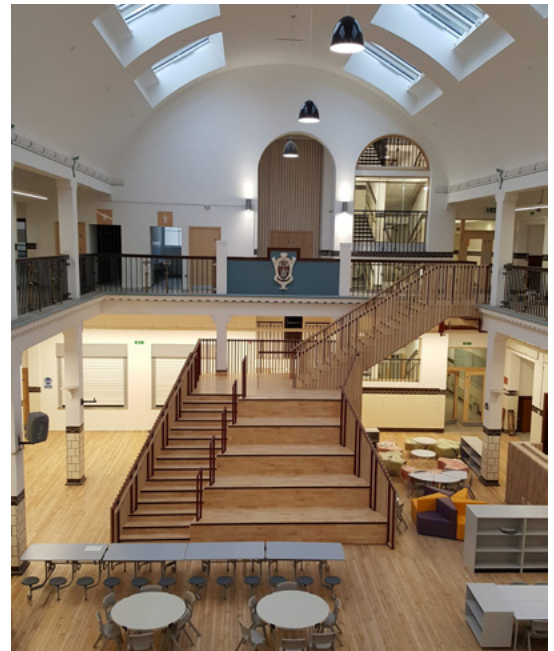


Awards and Accolades 2021/22

The new Ayr Grammar Primary School project was the winner of the 'Award for Conservation' from the Glasgow Institute of Architects in November 2021 at their annual GIA Awards.

In making their decision, judges praised the school in their assessment, saying: **"Rather than let this fine building languish, or redevelop for residential or commercial use, South Ayrshire Council seized a fantastic opportunity to create a new community focused development that allowed them to preserve the original use on the site, and expand the offer to the wider community."**

The project also received a commendation in the Education category at the awards, following the full refurbishment of a Grade B-Listed building.



APSE winners of Best Property Maintenance department in UK

South Ayrshire Council's Property Maintenance department were invited to the APSE (Association of Public Service Excellence) in December 2021 to the yearly performance awards in the category of Best Property Maintenance provider / department in the UK, we were up against 5 other local authorities throughout the UK which included 2 from Scotland, 1 from Wales and 2 from England.

We have in the past won the most improved property maintenance provider 3 times over the last 7 years but this is the first time we have won best. This achievement is down to the hard work of the full team at Property Maintenance and the dedication to ensure we really care in what we do.

To win this award is excellent and to be the best in the UK it does not just get any better than this, we have come a long way recently and we will endeavour to keep this performance up.

External Scrutiny

During 2021/22 Scottish Legal Aid Board - Scottish National Standards for Information Providers Audit.

Each year the Scottish Housing Regulator (SHR) publishes an 'Engagement Plan' for all Social Landlords. In 2021/22, SHR engaged with the Council about its services for people who are homeless.

Next Steps

The Council will focus on the following key areas to ensure that we remain committed in our drive to improve and deliver:

- Transformational Change – this has started with the changes in the Management Structure.
- Cost-of-Living Crisis – the Council will continue to work with partners and other stakeholders to explore how best to support those most in need, and we will do what we can to tackle those suffering from poverty and inequality, with particular emphasis on tackling Child Poverty.
- Affordable Housing and Homelessness – we will accelerate the provision of affordable housing across the Council area in an effort to reduce the pain of homelessness, and we will support Ukrainian refugees settle in South Ayrshire.
- Tackling the Climate Emergency – By encouraging Active Travel and investment in Green Infrastructure including electric vehicle charging points and improved insulation in our homes, we will contribute to reducing carbon emissions.
- Skills and Education – We will develop skills pipelines and a connected education system to link people to new job opportunities associated with Ayrshire Growth Deal, whilst supporting business development and innovation for the creation of new jobs and employment opportunities.

Appendix 1

Service Recovery and Improvement Actions 2021 (progress)

Fair and Effective Leadership

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

Closing the Gap

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

Grow well, life well, age well

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

South Ayrshire works

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

Stand up for South Ayrshire

Title	Assessment of Progress
Use social media and digital applications to make it easier for residents and employees to ask questions and give us their feedback, ideas and suggestions.	Completed
Work with colleagues to improve stakeholder engagement	In progress
Continue to upgrade path networks within parks and open space.	In progress
Maximise biodiversity opportunities with use of plant material and altered maintenance regimes where possible.	In progress
Deliver the Craigie Additional Sporting Facility	On target
Deliver the new Sacred Heart Primary School	Completed
Deliver new build Early Years Centres at Struthers PS and Troon PS	On target

A better place to live

Title	Assessment of Progress
Develop and continually improve the processes for managing empty houses, minimising the time they are empty and the rent loss to the Council	On target
Deliver the Housing Internal Modernisation Programme	Completed
Prestwick Educational Campus	On target
Maybole Community Campus	On target
Riverside Public Events Space	On target
Waggon Road Affordable Housing	Completed
Fort Street Affordable Housing	Completed
Ladyland Road Affordable Housing	Completed
Prestwick Main Street	Completed
Tarbolton PS Affordable Housing	Completed
Mainholm Affordable Housing	On target
Riverside Flats Affordable Housing	On target
Provide business development opportunities and technology that facilitates innovation and transformational change	Completed

Appendix 2

LGBF Overview Report - Mapped to Council Plan Outcomes

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

2. Closing the Gap

Measure	2018/19	2019/20	2020/21	Status
Percentage of pupils gaining 5+ awards at level 5	69%	70%	73%	↑
Percentage of pupils gaining 5+ awards at level 6	36%	41%	47%	↑
Percentage pupils in 20% most deprived areas getting 5+ awards at level 5	46%	44%	52%	↑
Percentage pupils in 20% most deprived areas getting 5+ awards at level 6	15%	21%	26%	↑
Percentage of school leavers going into positive and sustained destinations (Initial survey)	94.0%	98.4%	98.3%	↑
Overall average total tariff score for pupils in the senior phase (S6 based on the S4 cohort)	923	966	1060	↑
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 1	635	614	741	↑
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 2	837	887	910	↑
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 3	946	978	1020	↑
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 4	1089	1243	1200	↑
The average total tariff score for pupils in the senior phase (S6 based on the S4 cohort) Quintile 5	1211	1231	1376	↑
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	80%	N/A	68%	↓
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	84%	N/A	77%	↓
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	21.46%	N/A	22.5%	↓
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	17.86%	N/A	15.87%	↑
School Attendance Rates (per 100 pupils)	92.64%	N/A	91.5%	↓
School Attendance Rates for Looked After Children (per 100 Looked After Children)	88.%	N/A	90.%	↑
School Exclusion Rates (per 1000 pupils)	17.41	N/A	14.91	↑
School Exclusion Rates for Looked After Children (per 1000 looked after children)	103.33	N/A	73	↑
LGBF Participation Rate for 16–19-year-olds in education, training or employment (per 100)	91.6%	91.4%	91.8%	↑
% of children living in poverty (after housing costs)	24.61%	24.83%	20.59%	↑

3. Grow well, live well, age well

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

4. South Ayrshire works

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

5. Stand up for South Ayrshire

Measure	2018/19	2019/20	2020/21	Status
Percentage of adults satisfied with libraries (Scottish Household Survey)	82.6%	81.9%	N/A	?
Percentage of adults satisfied with parks and open spaces (Scottish Household Survey)	91.7%	91.0%	N/A	?
Percentage of adults satisfied with leisure facilities (Scottish Household Survey)	77.6%	76.2%	N/A	?
Percentage of adults satisfied with museums and galleries (Scottish Household Survey)	78.1%	76.1%	N/A	?
Percentage of adults satisfied with local schools (Scottish Household Survey)	83%	79%	N/A	?

6. A better place to live

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

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

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

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

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

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

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

South Ayrshire Council
Contact Centre
0300123 0900