

**South Ayrshire Council**

**Report by Director of Health and Social Care  
to Service and Partnerships Performance Panel  
of 19 September 2023**

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**Subject: Integration Joint Board (IJB) Annual Performance  
Report 2022-2023**

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**1. Purpose**

- 1.1 The purpose of this report is to provide the Service and Partnerships Performance Panel with a copy of the Integration Joint Board (IJB) Annual Performance Report 2022-23 for scrutiny.

**2. Recommendation**

- 2.1 It is recommended that the Panel considers the contents of the IJB Annual Performance Report 2022-2023 (attached as Appendix 1).**

**3. Background**

- 3.1 The Public Bodies (Joint Working) (Scotland) Act 2014 obliges all Integration Authorities to publish a Performance Report covering performance over the reporting year. Due to the Scottish Government extending the Coronavirus Scotland Act (2020) to 30 September 2021, Integration Joint Boards were advised that they can delay the release of their Annual Performance Reports to later in the year for the 2021-22 report. The submission date timeline for the 2022-23 report has returned to pre-covid arrangements with the report required to be submitted by early August 2023.
- 3.2 The Performance Report Regulations require Partnerships to assess their performance in relation to the National Health and Wellbeing Outcomes. These outcomes are set out in the [Public Bodies \(Joint Working\) \(National Health and Wellbeing Outcomes\) \(Scotland\) Regulations 2014](#) and provide a strategic framework for the planning and delivery of health and social care services. They focus on the experiences and quality of services for people using those services, carers and their families.
- 3.3 Performance must be assessed in the context of the arrangements set out in the IJB Strategic Plan and how the expenditure allocated in the financial statement have achieved, or contributed to achieving, the health and wellbeing outcomes. It should also cover how significant decisions made by the Partnership over the course of the reporting year have contributed to progress towards the outcomes. To support this, a set of core integration indicators have been developed. Partnerships should report against these core indicators in their Performance Reports.

## **4. Proposals**

- 4.1 The Service and Partnerships Performance Panel is invited to consider the full IJB Annual Performance Report 2022-2023 (attached as Appendix 1).
- 4.2 The report contains the most up to date indicators available and a summary of in-year progress is also included in the report, including key service highlights and examples of innovative work within the HSCP.
- 4.3 It is proposed that the Service and Partnerships Performance Panel notes the performance of the Health and Social Care Partnership from 1 April 2022 to 31 March 2023. The Covid-19 pandemic has continued to be prevalent during this reporting period although there has been less impact on performance and service delivery than previous reports. Detail on the Partnership's performance against the core integration indicators and the National Health and Wellbeing Outcomes, for the period 1 April 2022 to 31 March 2023, can be found in the Annual Performance Report.

## **5. Legal and Procurement Implications**

- 5.1 The recommendations in this report are consistent with legal requirements of the Public Bodies (Join Working) Act 2014 - ie the publication of an Annual Performance Report.
- 5.2 There are no procurement implications arising from this report.

## **6. Financial Implications**

- 6.1 Not applicable.

## **7. Human Resources Implications**

- 7.1 Not applicable.

## **8. Risk**

### **8.1 *Risk Implications of Adopting the Recommendations***

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

### **8.2 *Risk Implications of Rejecting the Recommendations***

- 8.2.1 There are no risks associated with rejecting the recommendations.

## **9. Equalities**

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

## **10. Sustainable Development Implications**

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

## **11. Options Appraisal**

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

## **12. Link to Council Plan**

- 12.1 The matters referred to in this report contribute to the IJB Strategic Plan 2021-2031.

## **13. Results of Consultation**

- 13.1 There has been no public consultation on the contents of this report. The report was previously submitted to the IJB (13 September 2023) and the Performance and Audit Committee (1 August 2023).
- 13.2 Consultation has taken place with Councillor Lee Lyons, Portfolio Holder for Health and Social Care, and the contents of this report reflect any feedback provided.

**Background Papers**    **None**

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**Date:**    **7 September 2023**

# ANNUAL PERFORMANCE REPORT 2022-23



south ayrshire  
health & social care  
partnership



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# Foreword - Linda Semple, Chair of Integration Joint Board

As Chair of South Ayrshire's Integration Joint Board (IJB) I am delighted to present my second Annual Performance Report for the reporting period (April 2022 – March 2023). This has been another challenging year for health and social care services, not only in South Ayrshire but nationally which makes the achievements detailed in this report even more noteworthy.

Across the Health & Social Care Partnership (HSCP) staff, communities and volunteers continue to deliver high quality, innovative, responsive person-centred care and support. Whilst there are areas which we know we need to continue to improve or progress we remain committed and focused on the task in hand.

Overall, there is much to celebrate in this year's Annual Performance Report. We have seen:

- Service redesigns positively impacting on local communities.
- Micro-enterprises creating additional capacity in front line services.
- Volunteer supports offering safe, welcoming spaces at times of financial pressures.
- Children being supported to remain safe, well and healthy within their own families and communities.
- Teams improving the way they work across many of our services areas.



Within the report we detail much more but collectively we acknowledge that these successes have been borne out of a strong collaborative approach. Without the many partners we work with across South Ayrshire, our journey would have been much more difficult.

We listen to our communities, who know and understand the impact health and care services make to their lives, valuing their views and opinions on how to work better together. We strive to recruit and retain skilled, qualified, and experienced staff as well as valuing the significant contribution communities, volunteers and carers bring.

And it is not just the IJB who recognise these achievements. A Joint Inspection carried out by the Care Inspectorate and Health Improvement Scotland across Adult services was concluded in March 2023 rated services as Good with notable progress having been made.

Being at the heart of the conversations and decision-making process is a great privilege and I look forward to the next year with enthusiasm and optimism that South Ayrshire's HSCP will continue to meet the challenges faced and will achieve the goal set – that South Ayrshire is the place to start well, live well and age well.

# Foreword - Tim Eltringham, Director of Health and Social Care



I am delighted to share our latest Annual Performance Report for the South Ayrshire Integration Board. At the outset I would like to pay tribute to the team for their contribution over the last year. Although we are emerging from the pandemic its effects are, and will remain, long lasting. It continues to be a difficult time for the health and care sector as well as for our communities.

Despite the pressures, this last year has been one of great progress for the HSCP. Across all service areas there are so many achievements that our teams should be proud of, it was difficult to choose which to highlight in my overview.

In the Autumn of 2022, a joint inspection of our adult health and care services was undertaken by the Care Inspectorate and Health Improvement Scotland. The final inspection report was published in March 2023 and across all of the areas of scrutiny, services was rated as “Good”. This is one of the most highly rated joint inspections which have taken place in Scotland and is an external endorsement of our approach to supporting the needs of adults in our community. I want to pay tribute to the work of all health and care staff in our team who’s care for vulnerable citizens was recognised by the inspectors. I would also like to thank the inspection team for the way in which they engaged positively with our services.

In 2021/22 the HSCP undertook an Adult Social Work Services Review. In parallel, a Review of Community Nursing Services, led by East Partnership, also took place. Both reports made a number of recommendations for change in the leadership and organisational structure for these vital community services. Proposals for the development of new locality teams incorporating the recommendations of both reports was approved by the IJB and South Ayrshire Council in 2022. The proposals aim to strengthen professional leadership and service quality while enabling closer working with primary care and much fuller engagement with local communities. The full establishment of the new arrangements will take place during 2023/24. The locality model developed by the HSCP based on our localities has been adopted by partners in the Community Planning Partnership (CPP). We anticipate that our new locality leadership teams will have a pivotal role in working with partners to support the achievement of Community Planning outcomes over the coming years.

For our Children’s Health, Care and Justice Services there have been tremendous achievements across a range of services. The Belmont Family First team provides an early and prevention focussed approach to support families and children. The dedication and kindness provided by the team, working closely with their education colleagues, has made an enormous difference to the experience of young people at the school. From a position where Belmont saw a significant number of young people needing to be accommodated there has been a complete turnaround. Over the first year of the project no young

people needed to enter the care system. The approach is one which we are rolling out to other schools.

Also in Children's Services, I must pay tribute to the Young Carer's Team. The team has done so much to bring the needs of Young Carers to our wider attention. Many of us were privileged to attend the premiere of the short film "The Weekend" at the Town Hall in February 2023. The film which was written, performed and produced by young carers provides an insight into the pressures they experience alongside the love they show for the people they care for. It is truly inspirational and has attracted significant praise, including from Scottish Ministers.

Across many other services there are notable achievements; Last summer we saw the opening of the new Arran View Day Service for people with a Learning Disability at Arrol Park. The opening was also the opportunity to launch our new Learning Disability Strategy which has highly praised by many in the field. We continue to develop supported living projects for people with a Learning Disability and our 3<sup>rd</sup> Complex will open at Carrick Street in a phased approach during 2023.

We have continued to make investment in our Mental Health Services. In particular, we have enhanced the leadership and capacity in the Mental Health Officer team over the last year. Our improvement work to support people needing care and protection under either the Adults with Incapacity Act or the Mental Health Care and Treatment Act is recognised by the Mental Welfare Commission as some of the best in Scotland.

The 'Staying Ahead of the Curve' project is a further example of local innovation which has achieved national recognition. The team of

Occupational Therapists are looking to respond to the needs of people identified by GP practices as at risk of frailty as early as possible. By engaging with an Occupational Therapy people can be provided with direct support and advice to remain active and healthy for as long as possible.

Naturally, there remains much to do looking forward. Recruitment and retention of staff remains the most significant risk to the partnership's ability to fulfil our ambitions. During 2022 / 23 our partners in the independent care sector saw increasing challenges in recruiting and retaining staff. As a consequence, we saw an increase in our Delayed Transfers of Care which rose steeply during the latter part of 2022. In response we have opened the Racecourse Road Intermediate Care Project and established the Re-ablement Unmet Need Assessment Team (RUNAT) intended to help maximise rehabilitation and reduce the need for care services. While both have been successful we still carry very significant risks. Over the early part of 2023 our in-house Care at Home Service has stepped up recruitment activity and the early signs are positive. Despite this, given the scale of the reduction in hours provided by the independent sector it will be many months before in-house staffing numbers will begin to match what was lost.

In a summary, it is inevitable that only a small number of initiatives can be mentioned by name. There are many others. Crucially, all of the work across the partnership is informed by our caring values and our desire to enhance the lives of citizens in South Ayrshire. In addition to the staff team my thanks go also to members of the formal committees of the HSCP; The Integration Joint Board, the Performance and Audit Committee and the Strategic Planning Advisory Group.



# Introduction

We are delighted to present the South Ayrshire Integration Joint Board's 2022-23 Annual Performance Report. Throughout this report we aim to provide details on services, developments and commitments which have positively impact on our community. We also want to showcase some of the fantastic work that teams are rightly proud of, while ensuring where needed, any improvements are implemented. We have also included a selection of case studies provided by people who we support, which have been anonymised.

We have taken time to reflect and can evidence that our services achieve positive outcomes and experiences; are developed with our citizens at the heart of everything we do and are as flexible as can be to ensure that our strategic aim of empowering communities to start well, live well and age well.

To achieve this vision we must develop services and support through a comprehensive engagement process, involving people with lived experience, those with caring roles, professionals, service providers and many more are involved in decision making from the beginning. We have listened to what people say which has realistically influenced how services are designed, delivered and monitored. Overall, the management team are able to confidently share the tremendous successes which have been able through true collaboration with our many partners, stakeholders and community representatives.

[Section 42 of the Public Bodies \(Joint Working\) \(Scotland\) Act 2014](#) obliges Partnerships to produce Annual Performance Reports setting out an assessment of performance in relation to planning and delivering their functions. In addition, the Public Bodies (Joint Working) (Content of Performance Reports) (Scotland) Regulations 2014 ("the Performance Regulations") sets out the content that Annual Performance Reports must contain.

This report is produced to meet the South Ayrshire Health and Social Care Partnership's obligations relating to performance reporting and is for the benefit of our local communities. It focuses on our performance against the National Health and Wellbeing Outcomes, Outcomes for Children and Young People and Justice and adheres to [national guidance](#).

The report is delivered in the context of the national and local policy framework, the South Ayrshire Health & Social Care Partnership Strategic Plan 2021-31 and the South Ayrshire Local Outcomes Improvement Plan.

To access a more expansive range of similar statistical information relating to South Ayrshire, please see the [South Ayrshire Strategic Needs Assessment - March 2023](#).

**In taking forward our objectives, we work towards a vision of  
"Empowering communities to start well, live well and age well."**

# Strategic Plan 2021 - 31

The Integration Joint Board approved its first Strategic Plan at its inaugural meeting on in 2015 followed by a revised Strategic Plan for the period 2018 - 2021. Our new ten-year Strategic Plan 2021 - 31 was approved by the IJB in March 2021.

The overarching aim of the Partnership is to work together with the citizens of South Ayrshire to improve health and wellbeing: to support, develop and encourage communities to be resourceful and supportive of family, friends and neighbours. South Ayrshire Health and Social Care Partnership has responsibility for the delivery of Community Planning Partnership priorities for health and wellbeing, as outlined in the Local Outcomes Improvement Plan (LOIP).

Our [Strategic Plan 2021 - 31](#) aims to provide a ten-year vision for integrated health and social care services which sets out objectives for the HSCP and how it will use its resources to integrate services in pursuit of national and local outcomes.



For more information on the South Ayrshire Health & Social Care Partnership visit:  
<https://hscp.south-ayrshire.gov.uk/AboutUs>

# Post Pandemic – April 2022-23 period

Following the pandemic, we continue to re-instate services. As the public health measures relaxed social contact increased which enabled our commissioned services, voluntary groups, supports and other face to face engagements to increase. Staff are more regularly returning to and working from office bases whilst operating within a hybrid model.

There was, however, a real challenge which continued as the number of staff who were employed, recruited or volunteered continued to fall and capacity within the sector was stretched.

The impact on performance across all services was monitored and with governance meetings effectively re-instated, albeit the majority remain as a virtual online meeting, we were able to continue to provide assurance to our Integration Joint Board and tracked key data in relation to the service delivery and the pandemic response, for example, delayed discharge waiting times for key services as well as adult and child protection.

During the period the HSCP interrogated performance data to fully understand the challenges in specific service areas which gave clarity on the areas to be targeted.

We continue to utilise our close links and positive relationships with service providers and sector representatives throughout. As we reported in previous years, the pandemic brought about multi agency responses.

The lessons learned from responding to the pandemic and the frequency of needing to rapidly respond to emerging changes in work practices need to be harnessed and developed. There have been opportunities which have arisen through rapid change and implementation of new processes, systems development and relationships that can further imbed integration and the transformation required going forward. These changes are often enablers to further shift the balance of care to community settings and grow locality models across South Ayrshire.



# Measuring Performance Under Integration

In addition to the Core Indicators noted against the National Outcomes in the previous section and in Appendix 1, following recommendations by the Ministerial Strategic Group for Health and Community Care (MSG) the following measures are also being used to track performance in Integration Authorities:

- Unplanned Admissions (Emergency Admissions).
- Accident and Emergency Performance (Emergency Department Attendances).
- Unplanned Bed Days (Emergency Bed Days for Acute, Geriatric Long Stay and Mental Health).
- Delayed Discharges (All Delayed Discharges and Code 9 Delayed Discharges).
- End of life care.
- The balance of spend across institutional and community services.

Chief Officers from each Integration Authority were invited to submit local trajectories on the proposed measures to the Scottish Government in January 2018 for the years 2017 / 18 and 2018 / 19. The South Ayrshire HSCP chose 2015 / 16 as the baseline year for all indicators with the exception of delayed discharges, where the baseline year is 2016 / 17.

Updated trajectories for 2019 / 20 were submitted in January 2019 and included a split by age for under 18's and 18 plus. The tables below show the South Ayrshire actual performance against the trajectories submitted for 2019 / 20 because Integration Authorities have not been asked to submit updated trajectories since 2019.

Calendar year 2022 is used here as a proxy for 2022 / 23 for some indicators due to the national data for 2022 / 23 being incomplete. We have done this following guidance issued by Public Health Scotland which was communicated to all Health and Social Care Partnerships.

**Table 1: South Ayrshire Progress Against MSG Indicators 2022/23 (Aged Under 18) (PHS June 2023 Release)**

MEASURE	OBJECTIVE FOR 2022/23	ACTUAL PERFORMANCE	OBJECTIVE STATUS
Unplanned Admissions	2% decrease	13.2% decrease (2022)	✓
ED Attendance	Reduce growth to 3%	13.7 % decrease (2022/23)	✓
Unplanned Bed Days (Acute)	Maintain at 0%	8.1% increase (2022)	X
Emergency Bed Days (Mental Health)	62% decrease	44.5% decrease (2022)	X

**Table 2: South Ayrshire Progress Against MSG Indicators 2022/23 (Aged 18+) (PHS June 2023 Release)**

MEASURE	OBJECTIVE FOR 2022/23 (Financial year)	ACTUAL PERFORMANCE	OBJECTIVE STATUS
Unplanned Admissions	Reduce growth to 10%	10.4% decrease (2022)	✓
ED Attendance	10% decrease	30.5% decrease (2022/23)	✓
Unplanned Bed Days (Acute)	1% decrease	5.7% increase (2022)	X
Emergency Bed Days (Mental Health)	19% decrease	55.9% decrease (2022)	✓
Emergency Bed Days (Geriatric Long Stay)	60% decrease	16.4% decrease (2022)	X
Delayed Discharges (All)	Reduce growth to 25%	115% increase (2022/23)	X
End of Life Care - % of last 6 months of life in community	Increase by 1 percentage point	Increase of 1.5 percentage points (p) (2022)	✓
Balance of spend across institutional and community services	Maintain		N/A

1.	UNPLANNED ADMISSIONS 2022 (UNDER 18'S) (Calendar year)	UNPLANNED ADMISSIONS 2022 (18 PLUS)
ACTUAL	1,760	12,979
TARGET	1,987	15,927

2.	ED ATTENDANCE 2022/23 (UNDER 18'S) (Financial year)	ED ATTENDANCE 2022/23 (18 PLUS)
ACTUAL	6,513	21,875
TARGET	7,778	28,328

<b>3.1</b>	<b>UNPLANNED BED DAYS (ACUTE) 2022 (UNDER 18'S) (Calendar year)</b>	<b>UNPLANNED BED DAYS (ACUTE) 2022 (18 PLUS)</b>
<b>ACTUAL</b>	2,045	127,350
<b>TARGET</b>	1,891	119,328

<b>3.2</b>	<b>UNPLANNED BED DAYS (MENTAL HEALTH) 2022 (UNDER 18'S) (Calendar year)</b>	<b>UNPLANNED BED DAYS (MENTAL HEALTH) 2022 (18+)</b>
<b>ACTUAL</b>	441	15,295
<b>TARGET</b>	302	28,122

<b>3.3</b>	<b>UNPLANNED BED DAYS (Geriatric Long Stay) 2022 (Calendar year)</b>
<b>ACTUAL</b>	9,119
<b>TARGET</b>	4,362

<b>4.</b>	<b>DELAYED DISCHARGE (ALL) 2022 / 23 (18+) (Financial year)</b>
<b>ACTUAL</b>	40,432
<b>TARGET</b>	23,533

<b>5.</b>	<b>END OF LIFE CARE 2022 (18+) (Calendar year) - End of life – 6 months spent in a community setting (including Care Homes)</b>
<b>ACTUAL</b>	88.0% (Provisional)
<b>TARGET</b>	87.5%

<b>6.</b>	<b>BALANCE OF SPEND 2020/21 (65+) (Financial year)</b>
<b>ACTUAL</b>	tbc
<b>TARGET</b>	95.1%

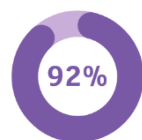
Further comparative and trend data can be found by [clicking here](#).

# Our Performance 2022-2023

The Scottish Government has set 15 [National Health and Wellbeing Outcomes](#) against which progress will be measured towards the aspirations for Integration as set out in the 2014 Public Bodies (Joint Working) (Scotland) Act. These Outcomes guide the activity of the South Ayrshire Health & Social Care Partnership. They are supported by a core suite of 23 National Performance Indicators. This report sets out local progress against these Outcomes. In addition, Appendix 1 details the 23 National Indicators and trends against time.

## Outcome 1

People are able to look after and improve their own health and wellbeing and live in good health for longer.



**92%** of adults able to look after own health very well or quite well. (HCES 2021-22 figure updated every two years)

### Smoking, Alcohol and Addictions



**18%** of adults in South Ayrshire smoke compared with **16%** across Scotland. South Ayrshire is ranked **joint 7<sup>th</sup>** (alongside four other areas) out of 32 in terms of the level of smoking prevalence (Source: Scottish Health Survey dashboard, 2017-2021)

The national action plan, Raising Scotland's Tobacco-free Generation, was published in June 2018. The Tobacco Control Action Plan for Ayrshire (2018-21) was agreed by partners in September 2018 and is now nearing the end of the lifespan of the Action Plan. The focus of the plan is on cessation, prevention and protection. This plan is overseen by the Ayrshire and Arran Tobacco Free Alliance.

There were **358** drug-related hospital admissions per 100,000 age-sex standardised population in South Ayrshire for the most recent time period available (3-year financial year aggregate for 2019 / 20 – 2021 / 22), which is a 48% increase since 2015 / 16 – 2017 / 18. The Scotland wide rate is **228**.

The number of drug deaths per year has risen across Scotland over the last ten years. South Ayrshire figures fell from **31** in 2020 to **23** in 2021. Ayrshire and Arran had the second highest rate of drug deaths in the period 2017 / 2021 at **28.1** per 100,000 population compared with Scotland at **22.9**.

Drug related hospital admissions: The admission rates per 100,000 of population showed a continued increase in admissions from **315** (316.56 avg.) per 100,000 in 2017 / 18 to a peak of 440 (442.5 avg.) per 100,000 in 2018 / 19. Thereafter there has been a continuous fall in admissions per 100,000 to **390** (388.5 avg.) in 2020 / 21. These figures are closely matched if compared to the whole of NHS Ayrshire and Arran but significantly above the national average which shows a figure of **270** (269.59 avg.) per 100,000 for 2020-21. This increase is comparable to the increase in drug related deaths both locally and nationally.



## Partnership Working for wellbeing

Partnership working continues with a range of partners, this includes Voluntary Action South Ayrshire (VASA), the Third Sector Interface for South Ayrshire. The HSCP has continued to commit funding to programmes that address social isolation and loneliness and the promotion of Self-Management. Services include:

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

**Befriending** has continued to support very isolated and lonely older people. This service is supported by over 65 volunteers who have a social chat each week with their clients. In order to develop the service in 2023/2024 a new digital “What’s App” service will be piloted. This will offer some digital connectivity for those who are housebound. The clients will receive a tablet and Wi Fi as well as training to use the device before being matched with a digital volunteer. This will offer the housebound person the opportunity to see a friendly face on a weekly basis over a virtual cup of tea.

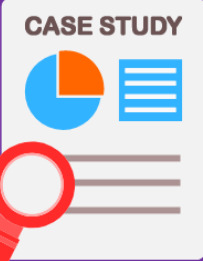
**The Digital Helpline** offers the people of South Ayrshire a lifeline when it comes to getting connected, getting to grips with digital equipment or simply navigating their way around the Internet. A simple call to the freephone number gets them directly to this support as well as the option to attend one of the many drop-ins facilitated around South Ayrshire in libraries and Sheltered Housing, from Girvan to Dundonald. Support ranges from a simple answer to a question over the phone or a few sessions one-to-one face-to-face over a coffee.



**Living Well / Self-Management** has started to be developed in Sheltered Housing. Residents and locals have enjoyed the self-management talks, workshops and discussions on what keeps them well.

**Low level Support** - This new service supported the enablement team reconnect their clients back into the community where possible or refer them to another local service.

**The Out and About** service is for clients who are feeling anxious about getting back out into the community. The service provides a 'buddy' to meet with them, go on the bus, attend new activities, or reconnect with an old activity, go for a walk or a coffee and ultimately find out more about them and signpost where necessary, often supported to do this as well. Clients usually require anything from one to five sessions to feel re-enabled. The idea is to build confidence and focus on socialising and getting active again. The service looks to 'match' clients who have similar interests. Facilitation of occasional group sessions helps friendships to start up.

The icon for the case study is a white square with rounded corners. It features the text 'CASE STUDY' at the top. Below the text are three elements: a pie chart with a blue and orange segment, a list icon consisting of three horizontal lines, and a magnifying glass with a red handle and frame, positioned over the bottom left corner of the square.

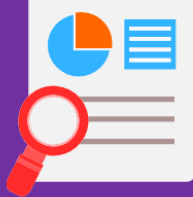
**HW is an 81-year-old lady who suffered a loss of confidence after being in hospital and spending time recovering in a nursing home. She was reintroduced to her hobby of bird watching and was gently guided to help her to interact with others whilst being out in a supported environment. She now is driving again, taking herself out bird watching, and has become fully engaged with the community again.**

VASA has also been able to fund **31** organisations in 2022 / 23 (funding pot of £340,656.74) and **47** applications in 2023 / 24 (funding pot of £337,058.56) from the Scottish Governments Community Mental Health and Wellbeing Fund. The majority of recipients funded are small grass roots organisations who, for a small amount of funding, can make a huge difference to those within their local community.

VASA have also led the way in the setting up of 'Cosy Spaces' – warm, welcoming places in local communities all over South Ayrshire where people can go for a cuppa and some company during the winter. This work was originally started in winter 2022 to address the cost-of-living crisis, winter isolation and fuel poverty. This was embraced extremely positively with Cosy Spaces opening up across South Ayrshire, many committing to continue after the winter period due to demand. A list of available locations can be accessed in the dedicated [Cosy Spaces Directory](#).

An additional resource was created during the winter period of 2022 in partnership with VASA, the **Lifeline magazine** was a unique booklet providing a guide to a wide range of help and support services in the area – from money advice to home energy tips. 50,000 copies were issued directly to households in South Ayrshire through Royal Mail thanks to a large number of volunteers and additional sponsorship from organisations including Police Scotland, Scotland Fire and Rescue, Skills Development Scotland and the Assel Trust. A copy of the magazine can be accessed online [here](#).

#### CASE STUDY



### Telephone Befriending

A telephone befriender (Mrs A) was matched with a client (Mr B) in the summer of 2020. Mr B was referred by a local support group on behalf of his wife. Due to his declining mobility she felt he was feeling increasingly isolated.

His wife was his main carer, but she also had her own health challenges. The calls would usually be answered by Mr B's wife and if for any reason her husband couldn't talk, she would have a chat with the telephone befriender.

As time progressed the befriending call became a supportive call to both Mr B and his wife. During this time Mrs A referred Mr B's wife to VASA's Digital Support team. Occasionally Mr B's wife would have spells in hospital which left him feeling very lonely. During these times the telephone befriender would increase her calls to a couple of times a week, this provided great support for Mr B. Mr B spent some time in hospital but the calls continued with the use of a mobile phone.

Sadly Mr B's wife's health declined rapidly and in the early months of 2023 she passed away. Mr B expressed that he still wanted to continue his befriending calls and the telephone befriender was happy to increase the number of calls and is continuing to support Mr B through this very sad time.

#### CASE STUDY



### Digital Support

Ms J has profound hearing loss and is in her 70s. She relies totally on lip reading to communicate. Ms J relied upon her son to communicate over the phone for her with her bank, energy company and her doctors surgery.

Her son passed away a year ago and Ms J has found herself struggling to navigate the world without that assistance. A local group that she joined reached out to me and I gladly agreed to meet with her to discuss things, and try to find a solution. Ms J has a smart phone but did not know how to use it.

During our face-to-face interactions, Ms J was shown video calling, Relay UK and was shown that many private businesses have a text-to-call service – something she was amazed by, as she didn't know that companies would ever care about accommodating her.

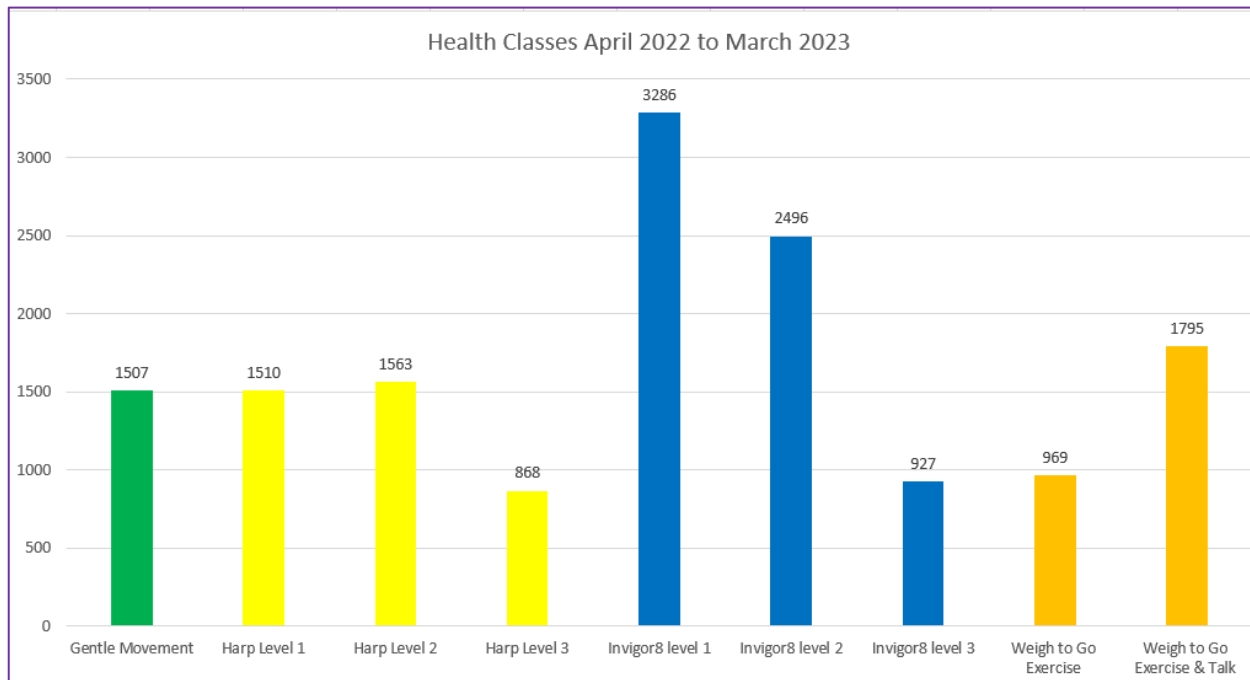
By showing her how to google organisations, and how to navigate a few websites to find the best contact method, Ms J was able to contact her energy supplier solo and also managed to make arrangements with her doctor to text for appointments. As these are not services that are readily advertised, many people with accessibility options are not always aware that they are there. Going forward, Ms J will be getting support from the digital helpline by communicating via text and video call.

## Invigor8 and Healthy and Active Rehabilitation Programme (HARP)

With pressures increasing across NHS and Health and Social Care services and the life expectancy of South Ayrshire's older population set to increase, Invigor8 and HARP exercise and activity programmes assist in the prevention of falls or fear of falling in the over 60's and assist people with comorbidities including, cardiac, stroke, cancer, pulmonary, diabetic medical history to self-manage their health via increased physical activity and exercise.

The programmes provide health benefits physically, mentally and socially and assist in maintaining or improving health and independence.

Presently, the following members attend Invigor8, HARP, Weigh to go and Gentle Movement classes.








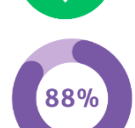
- **1,043** pay as you go members
- **143** Health Memberships

In this reporting period there have been **14,921** attendances at classes (does not include walking groups)

HARP was approached by MSP Carol Mochan in March 2023 who attended a team meeting to discuss the work. This was extremely positive and prompted a discussion at Scottish Parliament about this work being an example of good practice. Details about the visit can be found [here](#).

## Outcome 2

People, including those with disabilities, long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home in a homely setting in their community.

-  **76%** of adults supported at home agreed that they are supported to live as independently as possible. (HCES, 2021-22) Information provided every two years.
-  Bed days lost to delayed discharge increased significantly from **24,380** to **40,432**.
-  Emergency admission rate decreased from **15,751** to **14,345** per 100,000 population between 2021-2022.
-  Emergency bed day rate down from **218,451** to **159,863** 100,000 population between 2021-2022.
-  Emergency readmission within 28 days decreased from **117** to **101** per 1,000 discharges.
-  **88%** of people's last 6 months of life spent in a community setting.

### Supporting people with Dementia – Post Diagnostic Support

Everyone newly diagnosed with dementia in South Ayrshire is offered a year of post-diagnostic support delivered by a professional with training appropriate to that person's needs (Community Psychiatric Nurse, Liaison Nurse, Occupational Therapist, or Learning Disabilities Nurse where this is more appropriate). South Ayrshire's performance decreased slightly over the past year from **96.2%** to **92.7%**. However, performance across the HSCP has been consistently higher than the national average (**81.3%**) over the past 4 years.

## Unscheduled Care and Support to Older People

Our response to the needs of people with unscheduled care needs remains a very high priority for the IJB. As the data shows, we have seen reductions in the number of attendances at Accident and Emergency and admissions which in part reflect the significant efforts by primary care and community services to support and treat people at home. We have though seen a rise in the numbers of delayed transfers of care (DTOC). This is in very large part a consequence of workforce issues within the care at home sector.

The following sections highlight some of the issues and initiatives we have adopted to limit the impact in the reduced care at home workforce.

### Demand and capacity

We have contracted a business intelligence analyst to support the work of the partnership to understand demand capacity and queue, this has involved working closely with the care at home teams. We have spent a considerable amount of time gathering and analysing data which has given us confidence in the efficiency of the service and can account for the use of capacity. We have also recruited to some additional temporary posts to look at different ways of managing demand on the service, including a training post, a Community Care Assistant and an Occupational Therapy Assistant.

A Care at Home Service Review was concluded in 2022 and made a number of recommendations. These recommendations have now formed the basis of a report to the IJB for consideration of an investment in the in-house care at home service.

As noted in other sections of this report, recruitment and retention has impacted significantly across all health and social care services which has required us to review not only operating models, but also review demand and need. The work carried out by the Care at Home has included reviewing the length of time allocated against the outcomes assessed. This has, in some cases, resulted in less time being needed per visit without any reduction to achieving agreed outcomes.

	Average number of service users March 2022 & March 2023	Hours March 2022	Hours at March 2023
In house	300 / 367	2255	3170
External	976 / 749	10058	6670
<b>Total</b>	<b>1276 / 1116</b>	<b>12313</b>	<b>9840</b>

## Care at home

Care at home across South Ayrshire is a key service which supports people to remain at home for as long as they safely can. During the reporting period this service has faced some significant challenges. It is recognised that care at home, along with care homes, carer support and aids and adaptations are principal resources which support people to be discharged from hospital in a timeous manner.

South Ayrshire has experienced some of the highest delays in moving people to an appropriate care setting in comparison to other HSCP's in Scotland, which has resulted from the lack of capacity within Care at Home services. We are reliant on external provision to support the demand for services, however the challenges faced by the HSCP teams sadly have also been experienced in the private sector. To effectively challenge this, understanding a whole system approach and how each area contributes to patient flow is critical. Demographically, South Ayrshire has an aging population, with a lower age working population which negatively impacts on service growth.

The direct impact this has had across the health and care system resulted in staff and managers being tasked to consider how to address the challenges faced to reduce the number of delayed transfers of care for hospital discharges and ensure that people in the community also received the care and support they needed to remain at home safe and well. There has been much focus on this area of business and whilst making some progress, recruitment continues to be a challenge but has since the beginning of 2023 seen an upturn. This is due to several workstreams that have been dedicated to recruitment. The management team are clear on the objectives set to shift the balance of care from hospital to community; to reduce wastage within services and drive a consistent approach to allocation of care for our older people. Progress has been noted through the following actions and we will continue to review, analyse and assess effectiveness:

- We have recruited a recruitment officer post specifically for care at home and this post is responsible for data collection, completing all recruitment checks through Talentlink, organising events, and contributing to marketing and communications.
- The HSCP has hosted and participated in a number of events Council wide including in partnership with the Department of Work and Pensions, Ayr College and our externally commissioned providers.
- The HSCP has strengthened our relationship with Ayr College to offer a bespoke course, each week during this course students receive two days study towards their SVQ in social care and two days contracted hours with the in-house Care at Home service.
- The HSCP held a Short Life Working Group to explore all options for workforce development.
- The IJB agreed investment in funding for a further 50 in house carers posts.
- We have reviewed employment contracts and increased the range offered to support varied working patterns.

## Hospital at Home Team

Hospital at Home is an alternative to hospital admission, offering short term targeted acute care to individuals in their own home or homely setting. The service treats older frail patients, this is because studies show they are more likely to be affected by delirium and institutionalisation. With **30-56%** of older people experiencing a reduction in functional ability between hospital admission and discharge.

Hospital at Home in Ayrshire and Arran was established in January 2022, starting with a geriatrician, nurse consultant and ACE practitioner. It has grown to encompass a team of 13 which includes geriatricians, Advanced Clinical Practitioners and Associate Practitioners. Patients within south and East Ayrshire are cared for in their own homes receiving a variety of treatments for often complex issues resulting from multiple morbidities and acute illness.

The Hospital at Home interventions can include the following:

- Comprehensive Geriatric Assessment by acute team
- Access to Investigations on same time scale as in-patient (X-ray, Ultrasound, CT etc)
- IV drugs (antibiotics / diuretics)
- IV Fluids
- Oxygen Therapy / Nebulisers
- Review of polypharmacy +/- deprescribing
- During late 2022 we commenced the first step in this change and recruited additional staff in the form of:
  - GP with special interest (sessional work) to enable 5-day cover and additional sessions to support virtual bed increase.
  - 1 x Band 8A CNM/Team leader to drive forward clinical and operational changes including setting up a second Hospital at Home hub and co-ordinate associated staff and workload.
  - 3 x Band 5 staff nurses to increase overall capacity and enable expansion of OPAT services.
  - 5 x Band 3 clinical support workers to provide increased care needs in rural areas and where emergency social care is problematic at short notice.

Due to the recruitment process, bed capacity was introduced in a stages plan as detailed.

Date 2023	Feb to April	May	June	July	August
Capacity / virtual bed increase	Remain at 12	16	20	24	28

Further progress updates will be made available on the uptake, success and scope of the Hospital at Home service in subsequent reports.

## Racecourse Road Intermediate Care Unit

Racecourse Road Intermediate Care Unit opened its doors to admission on the 19 December 2022 and has successfully admitted 40 patients from the reablement service delayed discharge list. Racecourse Road Intermediate Care Unit offers an intensive period of reablement with a view to reducing the demand on mainstream care at home services on discharge. Out of the 40 admissions, 23 have been discharged with no package of care required, 2 with a minimal package of care and the remaining 15 are still undergoing their programme of reablement.

The service is managed by the unit team lead and supported by two occupational therapy assistants, senior care workers and care workers who work with a reablement ethos, utilising community equipment and following up with home visits.



## Interim Beds within Care Homes

Interim beds within Care Homes, for short term occupancy, had been in place within the HSCP following the pandemic as part of the winter planning support from November 2021. Due to the difficulties regarding staffing within the care at home sector the Scottish Government provided further funding to try and alleviate the pressure within hospitals where patients could not be discharged home due to delays in packages of care being implemented. Through this care model, people who were medically fit could move to a Care Home setting, whilst a package of support was sourced.

Several of the external care homes supported the HSCP in offering beds specifically for those patients requiring home care packages allowing them to move out of hospital into a safe environment. The HSCP have supported 78 individuals within the interim beds since November 2021.

## Care Homes - Residential and Nursing Care

Like other health and care services, our care homes have experienced challenges around recruitment and retention of suitable, skilled staff. Across South Ayrshire all of the nursing care home provision is provided by external partners all of whom also offer residential care packages. Like all other registered care services, they are subject to external scrutiny by the Care Inspectorate who have inspected several care homes across South Ayrshire during the reporting year. Of the 23 external older people care homes within South Ayrshire 7 of the homes achieved or maintained grades of 5's (very good). At the end of the reporting period all the older people care homes continue to operate well with adequate & good grades in place.



Care homes are welcoming of re-establishment of links within their local communities which is beneficial for the residents to feel included within their communities. Maximising opportunity within the community offers additional resources to the enrichment of the lives people live. One example of how care homes achieve this is Ainslie Manor, sited on a beach front location. Through a local company who hire beach 'wheelchair' buggies, Ainslie Manor have now been able to include residents with reduced mobility/wheelchair users support to enjoy the beach.

Hillcrest Care Home has embraced the opportunity to welcome families and friends back into the care home with regular activities and events organised by the staff in the home. In the summer of 2022, the residents welcomed the wonderful weather by hosting several family events with entertainment from local schools and fun activities for both residents and their loved ones.



Care homes offer a much-valued care model for people who are no longer able to live independently at home, and the staff and management teams work very hard to keep people happy, healthy and listened to. Glenfairn House in Ayr have very kindly shared a lovely article that they had written regarding their resident ambassador Marie, please see below.

## Meet Marie – proud as punch to be resident ambassador

### *Enriching lives each and every*

When Marie moved into Sanctuary Care's [Glenfairn House Care Home](#) in Ayr, she never imagined she'd have such an active role to play in how the home is run – and she couldn't be happier!

When home manager Joseph asked if she would like to be the home's resident ambassador, she jumped at the chance, and loves getting involved in everything from welcoming new residents, to shaping the activities on offer. Not only does this give her a true sense of belonging in her home, it gives her a real sense of achievement, as she sees her ideas come to fruition.

As well as introducing a new arts and crafts group in the home, Marie recently suggested how nice it would be to spend more time socialising in the local community. Taking her idea on board, the residents now enjoy regular visits to a beautiful hotel for coffee and cake, as well as other trips out.



"It's been very good, and the residents have thoroughly enjoyed it," explains Marie.

Speaking of her role as resident ambassador she says: "I will try anything so was very proud to be involved. I enjoy mixing with people so really enjoy doing this, it makes me feel really good."

For home manager Joseph and his team, having ambassadors like Marie helps them to ensure they are doing everything they can to enrich their residents' lives.

"It's hugely important for us here at Glenfairn House that our residents are the driving force in terms of choosing the things they love to do. For Marie, this role gives her such a sense of achievement and we couldn't be prouder," he explains.

As well as working closely with the home's activities co-ordinators, Marie also gives feedback to the home's chef, who provides home-cooked meals each and every day. And she even sits in on relative and residents' meetings.

Outside her role of resident ambassador, Marie loves spending time with her family, with loved ones visiting her daily. And she absolutely adores horses, so recently one of the team took her to see some horses locally which she loved.

## Outcome 3

**People who use health and social care services have positive experience of those services, and have their dignity respected.**


**76%** of South Ayrshire adults supported agree that they have had a say in how their help, care or support was provided. This is higher than the national average of 71%.


**76%** of adults who receive any care or support rated it as excellent or good. This is higher than the national average of 75%. (HCES 2021/22)


**78%** of people reported positive experiences of the care provided by their GP practice. This is higher than the national average of 67%. (HCES 2021/22)

HCES 2021/22) Information above is provided every two years.

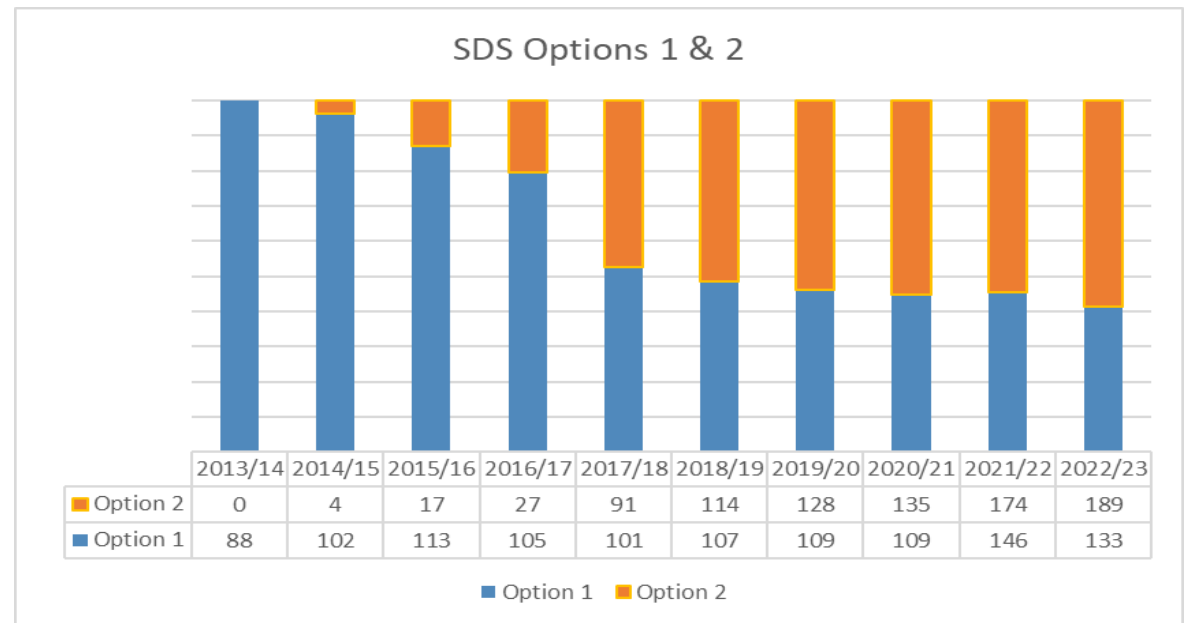
### Self-Directed Support (SDS)

 The uptake of SDS options 1 and 2 have increased from **192** in 2017 / 18 to **322** in 2022 / 23.

 Option 1 levels increased from **101** to **146** in 2021 / 22 with 2022 / 23 showing a slight reduction down to 133.

 Option 2 has increased from **174** cases in 2021 / 22 to **189** in 2022 / 23.

(Option 1- Direct Payment, Option 2- Individual Service Fund)

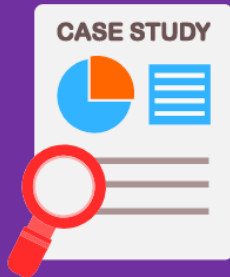


The table above shows progress made with regards to the uptake on SDS options 1 and 2. Whilst the table demonstrates that there has been reasonable progress during the last 10 years, with the period impacted with Covid remaining static there is more to be done. This is an area of focus to progress further and the HSCP has recently reviewed the SDS lead officer post remit. A successful recruitment campaign following a period where the post was vacant is expected to support front line staff to maximise SDS routes with service users. This is an area which will be further progressed, regular updates will be reported to the IJB and Governance groups as necessary to ensure that South Ayrshire HSCP offers individuals who have care and support requirements flexible routes for their care and independence support needs. This has been detailed in the Joint Inspection report and subsequent action plan as noted in page 74 of this report.

A portfolio of improvement activities are ongoing:

- New SA HSCP SDS Improvement plan linked to the recently published National SDS Improvement plan 2023 - 2027, IJB Strategic plan 2021 - 2031 and the recommendations from the Care Inspectorate and Healthcare Improvement Scotland Joint Inspection (March 2023).
- New SDS e-learning module – introductory module for all staff which has been reviewed and is ready to go live on the South Ayrshire Council Learning Portal.
- New webpage in design - more user friendly and in line with corporate and SDS branding.
- New leaflets to be co-produced and linked to webpage. This will include staff information cards with QR codes to relevant information.
- Initial discussion with Planning and Performance (Communications) regarding a rolling social media presence for SDS. This will link to new webpage and leaflets.

South Ayrshire are working on a Pan-Ayrshire Pilot Project (facilitated by In Control Scotland and funded by Scottish Government) the purpose of which is to map out and facilitate change projects to improve the experience of SDS for key people (service user, families, social work staff, service providers).



### Self-Directed Support (SDS)

Mary is a Kinship Carer to her 3 grandchildren. The three children have a number of disabilities and this places extra pressure on Mary, as a Kinship Carer, a Gran and a Carer. The children's needs can be overwhelming at times, and often Mary is left exhausted.

The allocated social worker knows the family well. By working in partnership with Mary, both were able to identify Mary's needs as a Carer.

Mary has used services over the years, and has had good and not so good experiences; Mary identified she needs regular short breaks to enable her to re-charge her batteries and enable her to keep in caring; she would like these breaks to take place when they suit her and her grandchildren, not when there was space available at a service, and ideally she would like the breaks to take place in her own home, as this is a familiar to her Grandchildren and she would get to their caravan.

With this in mind, all Self Directed Support options were discussed with Mary, who opted for an Option 1 approach. Mary was supported to recruit Personal Assistants, including Susan, who were then able to build trusting relationships with Mary and her grandchildren and provide ongoing flexible support at times that has suited the family.

Mary was recently in hospital; with no one else to care for the three grandchildren, the team of Personal Assistants stepped in and were able to provide the care, safety, security and stability the children needed at a very distressing time for all, minimising the disruption to their lives; this also meant that Mary was relieved of the additional worry of who was going to care for her grandchildren.

Mary has advised "It makes a difference from traditional services because it is more flexible. It is good to be able to choose our own people (Personal Assistants / PA's) and for the girls (PA's) to be able to be there with me or with each other".'

Susan has also commented 'Working through SDS has given me the perfect work/life balance, it allows me to study while offering support to the family. Every day is different, from working with other PA's and being able to share good practice and make a good working relationship within the work environment. I really enjoy the different opportunities I've experienced day to day with the children. As SDS is child centred, you build a great relationship with the child/children and it allows each day to fit around each child and their interests.

## Outcome 4

Health and social care services are centred on helping to maintain or improve the quality of life of service users.



72% of adults supported at home agreed that their services and support had an impact in improving or maintaining their quality of life. (HCES 2021-22)



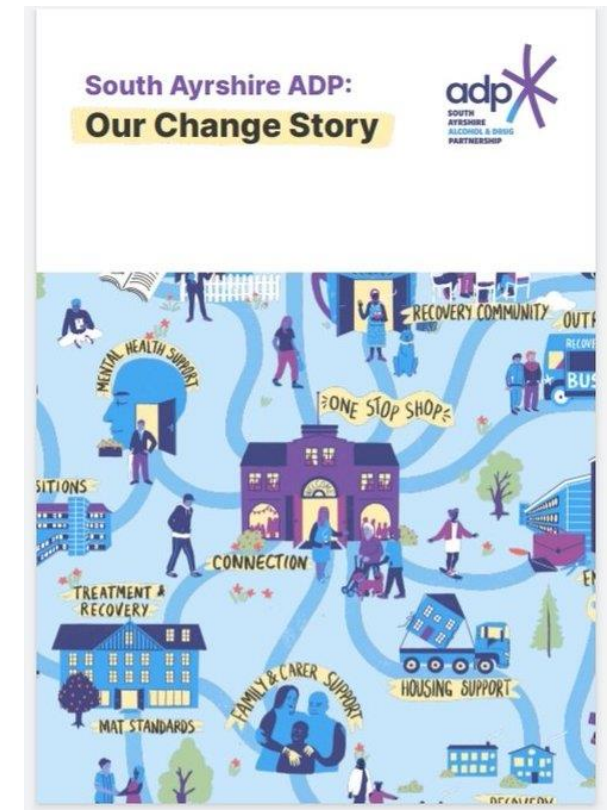
73% of care services were graded “good” or better.

### Alcohol and Drugs Partnership (ADP)

During 2022-23 the Alcohol and Drug Partnership (ADP) concluded their independent three phase learning review and published their new [Change Story](#) on the 4 November 2022. The ADP had been adapting and flexing its services and support in the light of Covid-19 and this impacted on how the ADP worked with young people, carers and families, their work on reducing alcohol and drug related deaths, prevention and early intervention, strength in recovery and transitions work.

The ADP agreed it was the right time develop a fresh approach to evaluation and the difference their work was making in terms of supporting better outcomes for those who access services and how to develop collaborative practices with other parts of the system in South Ayrshire. The learning review was also set in the context of the emerging Ministerial Priorities including the National Drug Mission to Reducing Drug Related Deaths and Harms.

The ADP continued to work collaboratively and at pace to implement the Medication Assisted Treatment Standards and undertook a range of additional research, scoping and feasibility activities to inform service improvement activities and future commissioning. These included a research and scoping study, informed by the voices of people with lived experience, to develop a residential Rehabilitation Funded placement model and dedicated multiagency community-based support team (ROADS).



They undertook a feasibility study to inform the development of a Hub and Spoke Model, offering a range of support for vulnerable people with multiple and complex needs, under one roof, including evening and weekend support. They also undertook a range of activities to support the implementation of a whole family approach and family inclusive practice across South Ayrshire and further developed support for young people affected by their own substance use. They continued to develop our collaborative practices with Justice Services offering a range of peer led support for people involved with justice services, including in reach support in custody settings.

Their lived experience and front-line practitioner led subgroup developed a local Stigma Charter and Stigma Awareness session for delivery across South Ayrshire. The recovery community continues to go from strength to strength, offering a wide range of peer led recovery focussed groups, activities, volunteering and training opportunities. The ADP launched their new Peer2Peer Network for individuals working in lived experience roles across South Ayrshire with almost twenty people attending the first meeting. They developed a new [ADP website](#) and continued to support multiagency staff to undertake training and development through the commissioning of Trauma Informed Practise courses, including Vicarious Trauma Training, and Community Reinforcement and Family Therapy (CRAFT) training courses.

For the year ahead they are refreshing the Alcohol and Drug Strategy in line with the new Change Story and developing a new Commissioning Plan and Performance Framework. They are continuing to develop their collaborative working with the Children Services Planning Group and Mental Health Services, embedding the priorities of the Change Story. The ADP are driving forward their ambition for the Hub and Spoke model and will continue to drive forward whole family approach and family inclusive practice, along with our Trauma Pledge and our Stigma Charter.

They will also be hosting their second Recovery Festival on 2 September 2023 which will bring together individuals, families and communities from across South Ayrshire.

**RECOVERY AIR** **adp** **SOUTH AYRSHIRE ALCOHOL & DRUG PARTNERSHIP**

**SOUTH AYRSHIRE RECOVERY FESTIVAL** **FREE EVENT**

**ALCOHOL FREE EVENT**

**FREE CATERING PROVIDED BY THE RAPID RELIEF TEAM.**

**11.30am – 4.30pm**  
Saturday 2<sup>nd</sup> September 2023

**ROZELLE PARK**  
MONUMENT ROAD, AYR, KA7 4NQ

**LIVE MUSIC INCLUDING FREED UP, SUMWUMMINDRUMMIN, RECOVERY ROCKS, EDDIE CLARK, SHAUN KENNY & MORE, FACE PAINTING, CHILDREN'S ENTERTAINER, OWL MAGIC, BOUNCY CASTLES, FUN SPORTS DAY, FUN DOG SHOW, RECOVERY WALK & FLOWER RELEASE, RELAXATION & ALTERNATIVE THERAPIES, FREED-UP TASTER SESSIONS, AND INFORMATION STALLS**

Free parking at Blackburn Car Park, Ayr Esplanade, KA7 2XW. Free park and ride in operation from Blackburn Carpark and Ayr Town Centre.  
Dogs welcome and must be kept on a lead at all times.

**recovery rocks** **rrt RAPID RELIEF TEAM**

call 01292 612147  
email [adp@south-ayrshire.gov.uk](mailto:adp@south-ayrshire.gov.uk)

## Learning Disability Strategy

The South Ayrshire Health & Social Care Partnership (HSCP) coordinated the design of the new Adult Learning Disability Strategy to ensure that organisations operating in South Ayrshire were able to meet the principles set out in the National Strategy for Learning Disability - The Keys to Life. The strategy focuses on empowering people with Learning Disabilities to have:

- A healthy life.
- Choice and control.
- Independence.
- Active citizenship.

This strategy is a bold five-year vision to ensure people with learning disabilities in South Ayrshire can achieve their full potential. The strategy was informed by engagement with service users, families and carers and with professionals, managers and staff from organisations from across the sectors currently engaged in supporting people with a learning disability, including the new League of Champions.

The League of Champions is a group of people who have come together from across South Ayrshire to champion the rights of people living with a learning disability, made up of service users, family members and staff. Leading on this piece of work our new league of champions will continue to work with the HSCP to embed the principles of the strategy into practice.

The new strategy was launched at an event in the Ayr with more than 100 people in attendance. The new South Ayrshire Adult Learning Disability Strategy can be found on the South Ayrshire HSCP website: <https://hscp.south-ayrshire.gov.uk/LDStrategy22-27>





## Care Opinion

Care Opinion was introduced as a way for service users, carers or others to provide and offer feedback on local services back in 2021. As an online platform, this is accessible to anyone 24 hours a day.

Since it was introduced carers and people who have been supported by the Care at Home service have submitted comments, praise and positive acknowledgements for the high standards, quality, flexibility and professionalism of the team. This feedback is invaluable to not only the staff but to the management and leadership team who are responsible for service delivery and development.

Of the feedback submitted:

- **39%** are from service users directly.
- **18%** are from a relative.
- **3%** from carers.
- **32%** of feedback came via service users who have been supported by the staff who care from them - at the service users' request as they wanted to offer feedback and comments but needed some assistance to do so.



Common themes noted in feedback are:

Care Opinion is just one of the ways in which we invite service users, carers and staff to share their experiences to allow the HSCP to understand the impact they make and consider improvements where these are needed.



## Outcome 5

### Health and social care services contribute to reducing health inequalities

#### Premature mortality



The death rates for those aged under 75 rose from **451** per 100,000 in 2021 to **422** in 2022. This is lower than the Scottish average of **466**.

#### Life expectancy

In the latest time period available from 2018 - 20 (3-year aggregate), the average life expectancy in South Ayrshire was **76.7 years old** for men, and **81.1 years old** for women. This is higher than both the Ayrshire and Arran and Scotland wide life expectancies for females.

The table to the right provides the average life expectancy for men and women in different areas for the latest time period available. Please note that these are 3-year aggregates from 2018 - 2020 at HSCP, Health Board, and Scotland level.

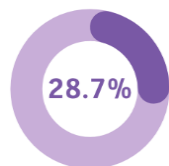
	South Ayrshire HSCP	Ayrshire & Arran Health Board	Scotland
Female	81.1	80.3	81.0
Male	76.7	75.7	76.8

Life expectancy in South Ayrshire varies between each Locality with Maybole and North Carrick Communities having the lowest average expectancy for males at **70.8** and Ayr North having the lowest for females at **77.1** compared to Troon which has the highest for males at **79.3** and Prestwick which has the highest for females at **83.5**.

We recognise the importance of prevention and early intervention approaches in improving opportunities and life chances for everyone in South Ayrshire. We believe that our prevention and early intervention approaches should be embedded across the life course, from pre-birth and parenting support to ensure our youngest children achieve their developmental milestones, to supporting our older population who may be socially isolated and turn to substances as coping mechanisms.

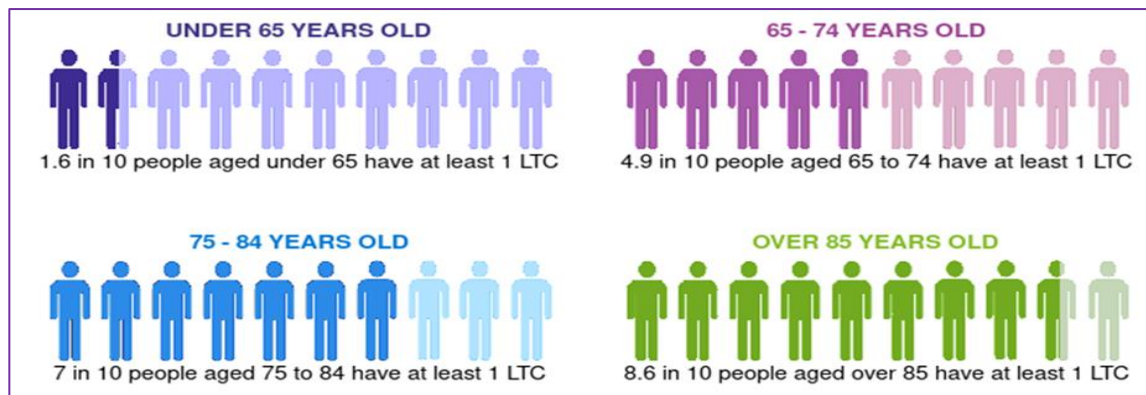
We believe that everyone has a role to play in prevention and helping to address the social causes of poor health and inequality. We are committed to working in partnership to reduce the gap in outcomes for individuals living in the most and least deprived areas within our communities.

## Long-Term Physical Health Conditions and Multimorbidity



In the financial year 2020 / 21, in South Ayrshire, **28.7%** of the total population had at least one physical long-term condition (LTC).

These include cardiovascular, neurodegenerative, and respiratory conditions, as well as other organ conditions (namely liver disease and renal failure), arthritis, cancer, diabetes, and epilepsy.

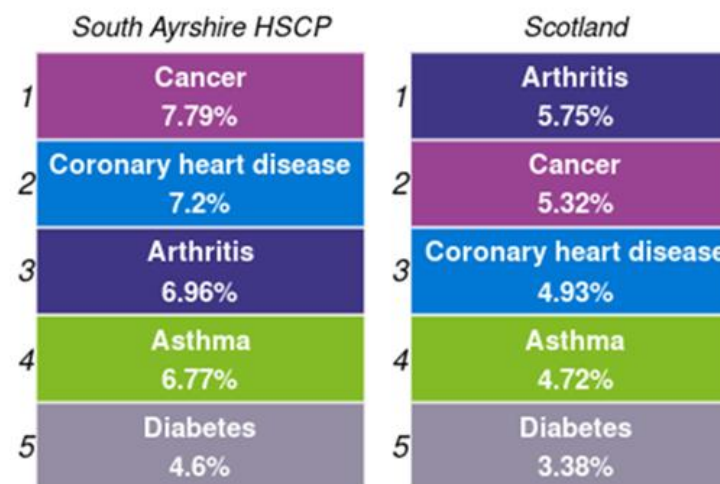


The co-occurrence of two or more conditions, known as multimorbidity, is broken down in the table below, distinguishing between age groups. Overall, 3.8% of those under the age of 65 have more than one LTC, compared to 37% of those aged over 65.

### Multimorbidity of physical long-term conditions by age group in 2020/21:

	Proportion over 65 (%)	Proportion under 65 (%)
1 LTC	25.0	12.6
2 LTCs	16.1	2.6
3 LTCs	9.8	0.8
4+ LTCs	11.1	0.4

### Most common physical Long-Term Conditions (LTCs)

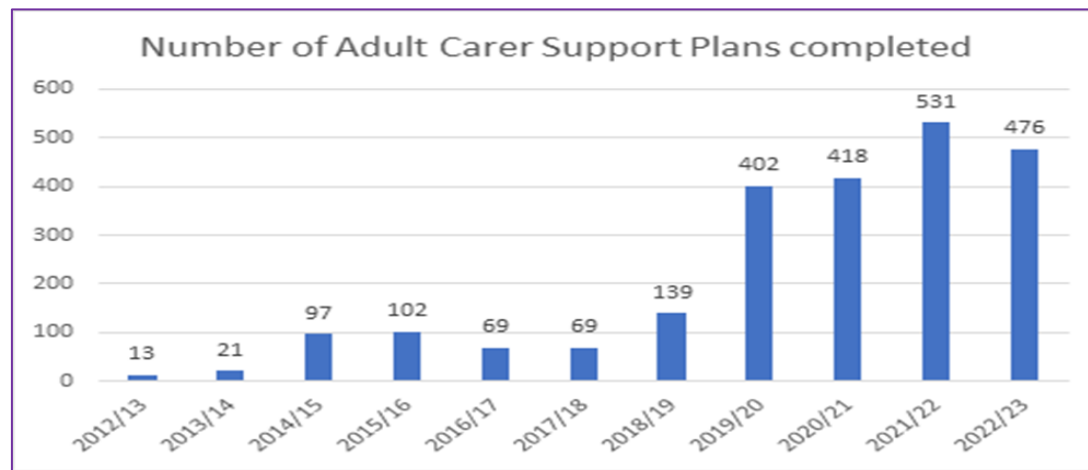


## Outcome 6

### People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing

#### Adult Carers Support Plans

The Scottish Carers Census published last in December 2022, identified **42,050** Carers known to Services across Scotland. As South Ayrshire represents two percent of the Scottish Population this figure would mean by population average, we are presently supporting more than average (871) with **1,055** known Carers presently active within our commissioned service with a further **476** having been identified and opting to have a Support Plan completed via our Adult Services Teams in 2022 / 23. Within the 2011 Scotland Census 11,709 people in South Ayrshire had identified themselves as a Carer, this number considers both adult and young carers and displays there are likely more carers within South Ayrshire to be identified by services and offered a support plan. Not every carer is known to the HSCP. Furthermore, of those who are, not all have requested or accepted an assessment. This is an area that we continue to raise awareness and actively promote.



The Carers (Scotland) Act imposes a duty on the Local Authority that a Carer over the age of 18 must be offered an Adult Carer Support on being identified as carrying out a caring role for an individual or individuals. A support plan will look at the impact the caring role is having on them and explore ways that impact can be reduced for them to continue in their role as Carer for as long as possible. Adult Carer Support Plans are completed by our Adult Services Teams and by our commissioned Carers Service.

There has been an improvement in the numbers of Adult Carer Support Plans being offered and generated locally (formally Adult Carer Assessments) over the last five years. There has been a marginal reduction in the uptake caused by an increased volume of new social workers employed who are undertaking training and awareness with regards to Adult Carers Strategy and expect the number of adult Carer Support Plans to continue to grow uptake. A new electronic method of Carer registration and completing Adult Carer Support Plans has been in place since May 2023. The forms can be accessed online by link or QR code, early feedback has shown a preference for this method alongside typical phone and in person options.

Some data collected from the pilot for electronic Carer registration / Adult Carer Support Plans is noted below.

25 Engagements during the trial: 24 people chose to complete an Adult Carers Support Plan: 6 people chose to complete only an Adult Support Plan and 1 person chose a Carers Registration Only.

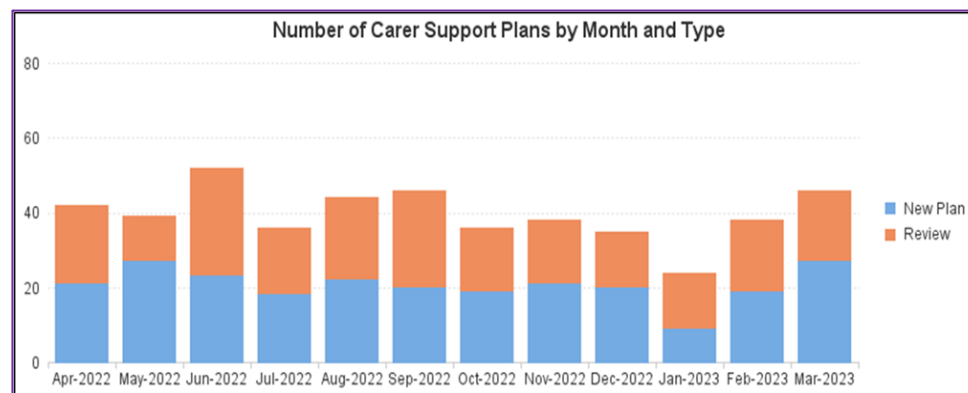
The charts below detail where the carers who participated live and also the conditions of the person cared for.



Data from our Adult Services Teams has displayed a good balance of new support plans being completed alongside active plans being reviewed.

### Support Plan Audit

The sample size chosen to audit was 40 Adult Carer Support Plans completed over the past year and this was made up by taking a selection of completed plans from each of the 7 Adult Community Teams. A proportion of the completed plans were part of our annual review processes, and a proportion were new cases. Overall, the findings displayed that the quality of narrative in the Adult Carer Support Plans were of a good standard, with some that could be used as exemplars for training and guidance in the future. The audit also found that most plans were written from the perspective of the carer themselves and clearly outlined the carer’s outcomes, actions required to achieve these and the timeline for this.



## Adult Carers Strategy 2019 - 24

The [Adult Carers Strategy 2019 - 24](#), which was published in May 2019 has four Strategic Themes, a summary of progress against each of the Strategic Themes is provided below:

### I am recognised and valued in my caring role

The HSCP continue to develop and deliver a full programme of events including Local Carers Days and celebrating Carers Week. Planning includes exploring a further Carers Day in Girvan, Prestwick, and Troon to increase identification and the profile of celebrating Carers, drawing attention to support that can be accessed. Carers Week in June of this year saw an in-depth program of events across several areas including Employability, Wellbeing, Health, and Social Care.

Prestwick Carers Day took place at Prestwick Academy on Friday 17th June 2022 and was attended by carers from Prestwick, Symington, and Monkton as well as other local representatives and organisations. Attendees were very positive about the event and the next Prestwick Carers Day is scheduled for September 2023, with planning already underway. Troon Carers Day took place at Marr College on Friday 30th September 2022.

A specific annual Carers survey has continued to be developed as part of the recommissioning works within the Carers Centre tendering process. Representatives from the Carers Reference Group, who assist the HSCP in collecting the views of a wide range of carers meet each Month within the Carers Centre. This group gives carers the opportunity to comment on strategies and statutory services for carers and the people they care for, continuing to have seats on both the Integration Joint Board and Strategic Planning Advisory Group.

### I am not defined by my caring role

The South Ayrshire Volunteer Strategy 2021-24 is presently in progress and aims to help to provide carers opportunities to participate in volunteering. VASA are presently working alongside the Carers Centre to offer a variety of opportunities should a Carer wish to Volunteer.

Ayrshire College and UWS have continued to develop their Carers programs and support during the application process. Both have published a standalone information guide, fully covering higher and further education to compliment the support offered to Carers. These are available on their websites and are easy to locate / access.

### I am supported in my caring role

South Ayrshire Carers Centre continue to deliver advocacy and support to Carers as part of their commissioned services. There is a referral pathway in place for independent advocacy for Carers where required through local organisations such as the Circles Advocacy Group. The Strategic Group will continue to review advocacy for Carers and identify any gaps within the current provision.

South Ayrshire Carers Centre has continued to provide income maximisation / sign posting. Due to the wider cost of living crisis within society there has been increased demand on Carers and increased need to maximise their income. This has been primarily completed through signposting to the Information and Advice Hub for their services in this area. At present there are ongoing discussions surrounding joint working with Thriving Communities regarding drop-in sessions for a budgeting / income maximization workshop to further assist Carers.

### I am able to take a break from caring and look after my own health

Carers continue to be supported to access short breaks through Self Directed Support. This forms part of the Support Planning process and completion of their Adult Carers Support Plan document. There has been real creativity within the exploration as to what can constitute as a 'short break' recognising that a 'break' can mean different things to different people. This has offered a more individual package of support for carers allowing for more a preventative approach in Support Planning.

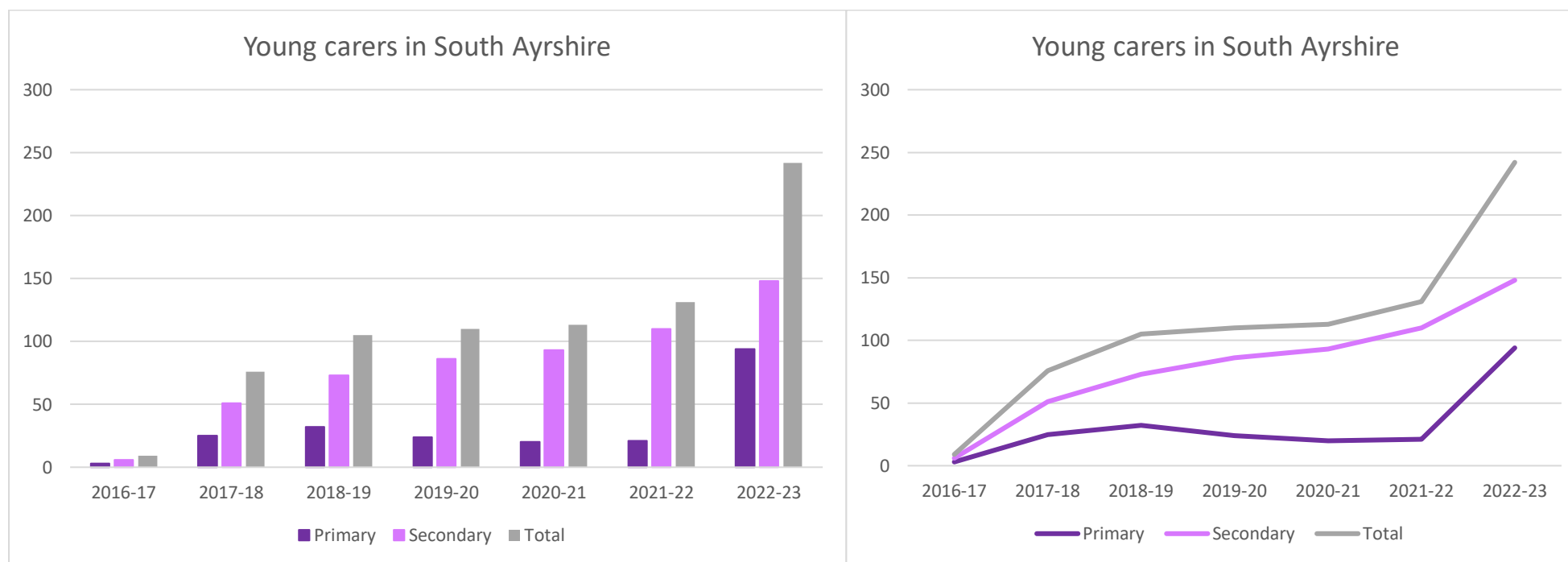
Holistic and complementary therapies for Carers are presently accessible one day per week from the Carers Centre. This will continue and be included as part of the Carers service commissioning process with future providers. Young Carers aged 5-18 are entitled to an Active8 leisure card which provides free access to sport-specific activities such as swimming, gymnastics, and access to gym facilities. This access was extended to adult carers for one month as part of 'Carers Active Week'. Due to the very positive feedback from Carers surrounding this month of access, discussions are underway at how this may be repeated or extended for the continuing benefit of Adult Unpaid Carers.



## Supporting Young Carers

Young Carers identified in the South Ayrshire are as follows:

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Primary School	3	25	32	24	20	21	94
Secondary School	6	51	73	86	93	110	148
<b>Total</b>	<b>9</b>	<b>76</b>	<b>105</b>	<b>110</b>	<b>113</b>	<b>131</b>	<b>242</b>



Source: SEEMIS March 2023

These figures are indicative of young people who have identified themselves as young carers and circumstances under which information has been disclosed will vary. These figures are likely to be lower than the true figure for any given year.



## Young Carers Strategy

The [Young Carers Strategy 2021 – 2026](#) sets out our local response to the statutory duties (responsibilities) of the Carers (Scotland) Act 2016 - which is a law that says what support must be given to carers, including young carers.

The Young Carers Strategy has three Strategic Themes, a summary of progress against each is provided below:

### I am responsible and included.

Troon Carers Day was held in February 2023. This was a very successful event and the first Carers Day that young carers have been invited to. There were a multitude of services with stalls at the event, fantastic entertainment from Marr College and local primary school pupils, including a pipe band, singing and dancing, and a preview showing of our young carer short film, The Weekend. We are now planning for Ayr's first Carers Day and Prestwick Carers Day later in 2023.

We celebrated Young Carers Action Day on 15th March this year. We had a social media takeover for the day and shared posts including pledges colleagues to support young carers, artwork from young carers and awareness raising information. The Wallace Tower was lit up purple to raise awareness.

Two young carers from Marr College were invited to join a panel in a webinar hosted by Education Scotland and Carers Trust Scotland to launch a new CPD accredited module on young carers (which features our short film!). Craig and Stephanie spoke very well about their experiences and challenges in Education due to their caring role and asked the rest of the panel some tricky questions of their own!

Ayr United Football Club kindly provided almost 80 tickets for young carers and their families to attend Somerset Park, with two of our young carers as mascots.

We launched a competition, open to all primary and secondary pupils in South Ayrshire, to design a new logo for South Ayrshire young carers. A pupil from Marr won the competition and we are delighted with our new logo!



## **I am safe, healthy and active.**

Awareness raising sessions have been facilitated for a variety of services and organisations, including Education, Health, Social Work, Thriving Communities, Police and 3<sup>rd</sup> Sector, as well as whole school staff training in a number of Primary and Secondary schools. We have also arranged pupil marketplace events in secondary schools with a number of other organisations invited to hold a stall (including Women's Aid, Suicide Prevention, Trauma, Ayrshire Cancer Support and more) which improved visibility of services and helped to reduce stigma.

In addition, a short awareness raising video was created with voiceovers by pupils from Coylton, Dailly & Cairn Primary schools. This will remove barriers due to literacy issues and allow information to be shared in multiple locations (including online, via school apps, in classrooms etc.). The video can also be played with subtitles in a number of different languages, removing any language barriers. The video can be viewed here:

<https://youtu.be/OOiquDuiD0Q>

A Young Carers Champion (YCC) has been identified by most schools which has been recognised as best practice at a national level. YCC is the point of contact within the school for HSCP and carers service staff, and a known person for young people to approach for support relating to caring responsibilities. In addition, Cllr Hunter & Cllr Ferry have both agreed to be Young Carers Champions for Elected Members.

The recent Scottish Government Health & Wellbeing survey showed young people who have a caring role in South Ayrshire had poorer mental and physical health than their peers who did not have a caring role, which is reinforced by national research. We worked with a group of young carers from Girvan Academy, Public Health and Active Schools to develop a package of resources for young carers' mental and physical health and wellbeing. The Self-Care Club is a day of training and information (including a 'train the trainer' session on mental health, ideas for physical activity to fit around caring responsibilities) and package of goodies to support the young person (e.g. Bluetooth earphones as young people said listening to music helped them to relax and switch off). This will be launched in 2023.

All young carers aged 8 to 18 and registered with our commissioned carers service can apply for an ACTIV8 card which provides free access to gym, swimming, classes and golf. We have worked with our colleagues in Leisure to extend this offer to young carers who choose not to register with the carers service by introducing a new application process. In addition, young carers under the age of 8 will now be able to apply for an ACTIV8+ card which provides the same benefits as the ACTIV8 card, but also allows an additional person (parent / carer / sibling / friend) to join free of charge.

## I am nurtured, achieving and respected

Our new Young Carers Voice Network (YCVN) had their first in person meeting in December 2022. 28 young people aged 8 to 17 attended the team building day and the feedback from our young carers is already being actioned. There was an additional in person event for 13 young carers from Marr College who were unable to attend in December. The young people took part in independent team building activities as well as feedback on priorities and actions for young carers in South Ayrshire. Smaller consultations with young carers of all ages have taken place throughout the year in a variety of formats.

Six young carers attended a residential weekend at Dolphin House in November 2022 with other youth groups from South Ayrshire as part of South Ayrshire's Youth Voice. This was a great opportunity for our young carers to find out about other groups and make new friends, as well as have the opportunity to feedback on local priorities and actions.

.We have partnered with Active Schools to offer a variety of activities during the school day to allow all young carers to participate. Two groups of young carers from Ayr Academy and Kyle Academy have been attending each week and developing their skills and knowledge.

Young carers are often unable to participate in extra-curricular activities due to their caring roles. We have partnered with Active Schools to offer a variety of activities during the school day to allow all young carers to participate. Activities have included archery, caving, and first aid sessions. Furthermore, Scottish Rowing have been providing free weekly rowing sessions on the River Ayr. Two groups of young carers from Ayr Academy and Kyle Academy have been attending each week and developing their skills and knowledge. Rowing is a great sport to relax and enjoy the fresh air. The sessions restart after the winter break in April 2023. We have also collaborated with South Ayrshire Council Rangers Service to offer monthly bush craft sessions for our primary aged young carers (including under 8s). These activities have provided fantastic opportunities to try something new, get some exercise and fresh air, as well as make connections with friends in the same or similar situation, offering informal peer support.

Our young carers under the age of 8 years old are not currently supported by our commissioned carers service. Numbers of identified young carers in this age group were increasing, so we have been arranging activities during schools hours for fun and adventure, as well as informal peer support. One young carer returned to school and exclaimed to his Head Teacher, 'I have eleven new best friends!'

Three young carers had a great evening attending a Carers Scotland event at Scottish Parliament. The young people were treated to a tour of the Debating Chamber and shared their thoughts with Kevin Stewart MSP. One young carer who attended said, 'The trip was great and the tour of the bit where Nicola Sturgeon sits was amazing! Thanks for the opportunity to find out more about the charities that support carers in Scotland.'

## Young carers short film – The Weekend

We required a resource to reach all secondary aged young people consistently and chose to work with young carers to create a short awareness raising film. This project utilised existing local partnerships which allowed multiagency practitioners to contribute their skills and expertise to enhance young peoples' experience. All staff working on the project had lived experience of being a young carer.

The film was developed from the group of young carers' own personal experiences. We spent initial sessions discussing issues that mattered to them and affected them, sharing thoughts, experiences and feelings. The young people learned how to express and share in a safe environment and had the courage to open up about real issues as the project progressed. This, in turn, led to the development of a realistic storyline. The young carers learned how to research a story, build a storyboard and devise a piece of dramatic fiction based on this.

The group learned to develop and produce a film practically, using professional film making equipment. They learned and used practical film-making skills such as camera operating, directing, lighting, sound, and props. They also learned how to act for camera by recognising what skills they had within them, and how to build on those skills to deliver a performance.



The project culminated in a night of celebration of the young people's achievements, A Night at the Oscars, which provided a local platform to raise the profile of young carers. The young carers involved in the project participated in a Question & Answer session. The event was attended by almost 300 people, including the Chief Executive, Elected Members, Police Scotland, colleagues from the Council, Health & Social Care Partnership, Health, 3rd Sector services, and members of the public. The event was also featured in local press in print and online. Twitter coverage can be found using the hashtag #SAYCMovie.

Director of Carers Trust Scotland, Louise Morgan, stated, 'I thought your film was an excellent portrayal of some of the many issues faced by young carers. Having watched the film twice, the layers and complexity of those issues and the impact on their lives became more evident each time. The young carers represented their community so well and played their parts with a reality that stayed with me long after the end of the film. Of course, they did - it was all about their lives!'

A parent of one of the young people who was involved with the project said, '...a great opportunity to learn new skills, make new friends and get a break from caring responsibilities, while also highlighting the important role young carers have...'

## Outcome 7

### People who use health and social care services are safe from harm

The IJB and HSCP have a key role in ensuring people are cared for well, free from harm and safe in their home or homely environment. Governance across this area is carried out by the Chief Officers Group, Performance and Audit Committee and Health Care Governance Committee. These groups seek assurance and hold managers to account across a wide range of performance measures.

#### Adult Protection

During 2022-23 there were 532 Adult Protection referrals, which is an increase of 69% from the 315 referrals received in the previous year.

This increase is attributed to a combination of the impact of the reduction in pandemic lockdown measures, continued training being delivered and the revised Vulnerable Adult escalation procedure.

The number of ASP Investigations carried out in 2022-23 was 130; this was an 18% increase on the number carried out in 2021-22.

28 (22%) of the ASP Investigations carried out in 2022-23 progressed to an ASP Case Conference – this compares with 35 (33%) that progressed to an ASP Case Conference in 2021-22.

Responding timeously and appropriately to Adult Support and Protection concerns presents a continuous and increasing demand on the HSCP workforce and Council Officers in particular.

Adult Protection covers basic principles of harm for example physical, verbal and financial abuse which are important when considering 'safe from harm'. In addition, one measure which is captured under this section is the rate of falls in the community resulting in emergency hospital admission.

The rate per 1000 population of falls that occur in the population (aged 65+) who were admitted as an emergency to hospital has decreased from **22.5** in 2021 to **18.9** in 2022, which is lower than the national average of 22.1.



## Child Protection

Children are placed on the Child Protection Register when there are significant concerns for their safety. Children on the register will be the subject of close monitoring and support with a multi-agency plan to effect changes to reduce risk.

The Child Protection Committee (CPC) have welcomed additional membership from the Trauma Informed Practice Officer, VASA, Housing, and Ukraine Support Team, who all provide updates and focus the committee on Child Protection demands, developments, and good practice.



In addition, and in direct correlation to the additional membership the cost-of-living crisis has been added as a standing item to the CPC agenda. The CPC ask all partners attending the meeting for innovation, when families are struggling to afford food, clothing and heating, the CPC recognise the increased risk in structural or societal neglect.

The CPC has commissioned audits, and two formal Learning Reviews to better understand Child Protection processes, and where training or knowledge gaps exist our Learning & Development framework ensures continuous improvement, protecting the children of South Ayrshire. These actions were underpinned by a commissioned annual Trend Analysis report produced by the Head of Children's Health, Care and Justice Services.

The CPC reviewed and (with Chief Officer Group (COG) approval) realigned the structure and purpose of its Sub-Groups ensuring functionality and proficiency in the years ahead.

A bench marking procedure incorporating the assistance of the Child Protection Committees Scotland (CPCS) allowed engagement across the country while more locally, a consultation process was circulated encouraging individual or collective thoughts and opinions around the review.

Three subgroups now exist focusing upon: Management Information, Evaluation & Improvement, Learning & Development, Communication and Engagement, and provide focus around the implementation of the CP national guidance and the CP key business areas:

- Internal & External Communications,
- Implementation of Best Practice & Training, Monitor, Audit & Review,
- Advancing tangible strategies ensuring child centred collaboration,
- Providing and supporting integrated approaches to protect children from abuse, neglect and wellbeing.

One highlight so far is the realignment and development of the new website pages: [Protecting Children & Young People](#). Promotional leaflets and reference cards were created which feature the use of QR codes to improve overall access for referral and support.

On 31 July 2022, in South Ayrshire, there were a total of 22 children on the Child Protection Register. This is a small increase from 31 July 2021, when 19 children were on the Child Protection Register. As at 31 December 2022 the number of children on the Child Protection Register had increased to 26.

At 31 July 2022, the main areas of concern were Parental Mental Health Problems (16%, followed by Neglect (14%), followed closely by Domestic Abuse (13%).

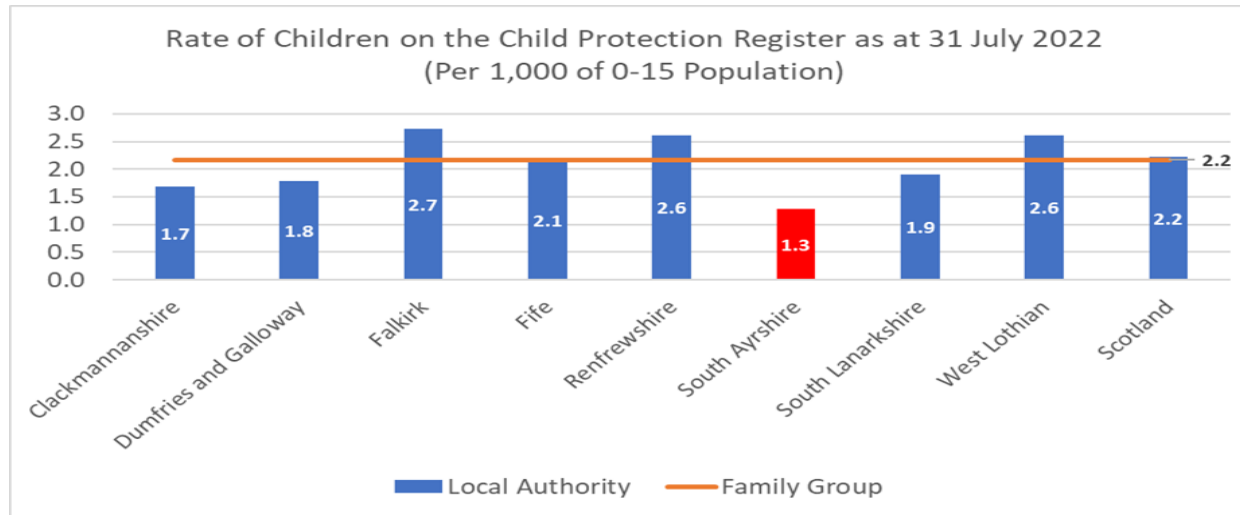
As at 31 December 2022, there was one unborn baby on the Child Protection Register. This is an increase of one from 31 July 2021.



**Children on child protection register: Rate per 1,000 of 0-15 population**

	2015	2016	2017	2018	2019	2020	2021	2022
South Ayrshire	3.4	3.9	3.4	2.5	2.1	1.6	1.1	1.3
Scotland	3.0	3.0	2.8	2.8	2.8	2.9	2.3	2.2

The number of children on the child protection register in South Ayrshire in 2022 increased by 15.8% from 2021 to 2022. The comparator authorities show an increase of 5.0% while Scotland figures show a decrease of 4.2%. The rate per 1,000 population 0-15 in South Ayrshire is 1.3. This is less than the comparator average rate of 2.3, and less than the Scottish average rate of 2.2.



Source: Scottish Government – Children’s Social Work Statistics, SOLACE/COSLA and Improvement Service Family Group

The number of referrals resulting in a case conference in South Ayrshire in 2022 was 52 (an increase of 33.3% from 39 in 2021). The comparator authorities show a decrease of 8.1%, while the Scotland figures show a decrease of 8.8%. The rate (per 1,000 pop 0.15) is 3. This is less than the comparator average rate of 4.1 and less than the Scotland average rate of 4.5.

## Outcome 8

People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide and feel engaged with the work they do

### Staff Wellbeing and engagement

#### iMatter survey

In common with all Health Boards in Scotland, Ayrshire and Arran NHS survey staff on an annual basis. This has been even more crucial following the changes and impacts of the pandemic and a meaningful tool for managers to evidence a strong effective relationship with their teams. Reports are detailed for NHS Ayrshire and Arran as a whole with subcategories provided for each of the three HSCP areas.



For the second consecutive year South Ayrshire response rate was the highest out of the three HSCPs in NHS Ayrshire & Arran.

The table below is the collective in terms of improvements captured. Although there has been a reduction since the high of 2019 where response rate was **69%**, each service / team will have an action plan in place to progress and it is hoped that we will achieve increased engagement across the staff workforce. We will continue to encourage staff to engage with the iMatter survey annually, as further evidence of driving improvements and ensuring a positive employee experience, evidenced by the scores from the survey questions. Action plans will be submitted by September 2023.

#### Staff Response rate for South Ayrshire HSCP (\*data for this provided in July 2023)

	2021/22	2022/23	Progress
Response Rate:	65%	67%	Improved
Employee Engagement Indicator	79	80	Improved
Total Number of staff respondents	1025	1202	Improved
Overall Experience indicator	7.2 (Scale 0 – 10)	7.3 (Scale 0 -10)	Improved

Overall staff engagement in the survey has been positive and the uptake has increased as noted. A summary of the Directorate Report advises:

- **90%** of the management team are clear about their duties.
- **89%** of the staff indicate their line manager is approachable.
- **82%** of the staff would recommend their team as a good one to work in.

Whilst we celebrate the positives and will continue to work on these to ensure that the results remain high and where we strive to further increase and develop these, we also recognise that some areas need to be improved. From the survey results there are two key areas which we will aim to progress and improve.

- **58%** of staff feel they are not involved in decision making about their service with **11%** disagreeing they have any say
- Staff members have indicated that they feel board members should and could be more visible.

Action plans will be developed during the months of July and August for progression.

## Workforce Plan

The South Ayrshire Health and Social Care Partnership has a statutory duty to provide a workforce plan, the Scottish Government requires all Partnerships and Health Boards to provide 3-year plans for the periods 2022-25 and thereafter. The workforce plan primarily focuses on workforce requirements within South Ayrshire Council (SAC) and NHS Ayrshire and Arran (NHS A&A), but also considers the workforce within the Third and Independent Sector.

The South Ayrshire HSCP 2022-25 Workforce Plan was approved by the Integrated Joint Board in October 2022 and Performance and Audit Committee in November 2022. This was subsequently submitted to the Scottish Government Health and Social Care Workforce Planning and Development Division.

The workforce plan contains an Action Plan which sets out a broad range of activities that will progress during the next 3 years. To support the action plan, a Staff Governance Group was established in November 2022 tasked with providing strategic direction and oversight. Four sub-groups were created to the key themes of Recruitment and Retention, Learning and Development, Wellbeing, and Strategic Planning. Membership of all groups consists of a range of expertise across both SAC and NHS A&A. Sub-groups meet bi-monthly and provide updates to the Staff Governance Group (which also meets bi-monthly). To ensure consistency and minimise any duplication, the Organisational Development Workforce Lead attends and supports all sub-groups.

The activities within the action plan fall within the following themes:

- Embedding and supporting evidence-based workforce planning within service planning and business transformation.
- Progressing a range of activities that will develop a 'pipeline' of employees and enhance recruitment to attract the best candidates into health and care employment in South Ayrshire.
- Supporting employees through education and training to equip them with the skills required to deliver the best quality of care, and to ensure continuity of service in key roles.
- Making the South Ayrshire Health and Social Care Partnership an "employer of choice" by ensuring staff feel valued and rewarded.
- Creating a workforce and leadership culture with a heightened focus on the health and wellbeing (physical, mental, and financial) of employees.

Updates on the action plan are presented to the Performance and Audit Committee on a six-monthly basis.

The [Workforce Plan 2022 - 25](#) can be viewed on the SA HSCP website.

## Engagement and training

We believe we are 'Stronger Together' and improving skills, experience and confidence in the workforce is a key aspect of delivering quality services and supports. It is with this that we aim to bring together a workforce with common values and develop an empowered workforce, who are skilled and motivated in their role. Along with embedded Quality Improvement plans, we use and learn from external assessment or evaluation evidence.

### Practice Development

In April 2021 the HSCP created a new Practice Development team to drive forward training and development across the workforce. During the 2021 / 22 period the Practice Development Team Leader undertook a series of evaluations to the training provided, which has informed areas for progression and improvement.

Over the last 12 months in particular, significant growth has been experienced across Practice Development. This includes:

- The establishment of the Practice Development Base at 8 Wellington Square which hosts 3 Training rooms, two of which have modern “Clever Touch” screens to support the Training and Development Activity, along with a fully equipped Moving and Handling facility. The Practice Development Base is now a full-time facility offering a range of Training and Development opportunities to staff and services in South Ayrshire’s HSCP.
- The Training activity has grown significantly, between January and March 2023, over **600** training opportunities have been used by staff in courses including:
  - Developmental Training
  - Public Protection Training
  - Mandatory Training
- In 2022, Practice Development, alongside Organisational Development, were able to develop a process to include NHS Colleagues within South Ayrshire’s HSCP for the first time to access our COAST system to ensure that both local authority and NHS staff can both book and train together. All training is uploaded and recorded on COAST.



- In late 2022, in conjunction with our Third Sector partners in VASA, we were able to develop a process of engaging with external Third / Independent sector partners in a range of training opportunities. This has been welcomed across the Third and Independent sector providers.
- Throughout 2022, in conjunction with the Welfare Rights Hub, we supported the Roll out of 'Welfare Rights' across South Ayrshire's HSCP. The outcome of the training was a significant rise in referrals from those most in need.
- Along with Police Scotland, Practice Development supported the roll out of the Prevent Agenda to HSPC staff in addition to Third / Private Sector Partners.
- For the first time, we have been able to produce and promote an extensive calendar of Training and Development opportunities which is continually changing and adapting to need. This doesn't include the SVQ 2, 3 and 4 or PDA work in Supervision which is additional.
- A monthly Bulletin is now sent out which covers both Internal and external Training and Development opportunities along with Practice Development news.
- An online Platform was created in early 2023 for HSCP Staff and services to view all training being undertaken across South Ayrshire HSCP. This in turn point's all staff to COAST so that they can sign up where their training is now recorded under their names. We can now track staff undertaking all training where in turn, this assists services to plan ahead to support both PDR and Supervisory processes.
- Some significant evaluation has been undertaken across specific themes of work such as Leadership and Management which shows learning being taken into practice. The feedback from staff has been nothing short of remarkable.
- 13 Newly Qualified Social Workers are currently in their Early Implementation Supported Year Pilot, proactively recruiting NQSW through Practice learning programme so numbers will increase over summer period.
- Social Work training programme
  - 4 Post Graduate Candidates on the Open University Route.
  - 6 Undergraduate candidates commencing Open University Route.
  - Process underway for further places utilising both Postgraduate and Undergraduate routes.



Attracting staff to work in the sector, offering career pathways within Health and Social Care services and making the application process as seamless as possible is important as this provides the workforce who will deliver the care needed. Along with recruitment fairs, Fastrack recruitment processes, increased promotion of vacancies across social media platforms and offering our partners free advertising on the My Job Scotland platform we were able to maximise awareness of vacancies.

#### Face-to-face training returned during the year 2022/23:

There is a requirement for staff in particular services to be registered with the Scottish Social Services Council (SSSC). Over the past 12 months

- **41** people have completed **SVQ Level 2**,
- **16** people have completed **SVQ Level 3**
- **9** people have completed **SVQ Level 4**
- **21** people have completed **P.D.A in Supervision**

Ensuring staff are supported and trained to the highest standard required to meet registration requirements is a key area of focus for the Senior Management team.

#### Practice Teaching (Social Work)

South Ayrshire HSCP continues to have a robust practice learning programme in place and has worked closely with the Learning Network West and Universities to exceed its allocation of student placements through the provision of 10 additional placements. This was achieved through the commitment and creativity of South Ayrshire's Practice Teachers and Link Worker and services who were committed to ensure that social work students were well supported with all students being successful in completion of their placement. Approaches to working styles have evolved following the pandemic and we have been mindful of the potential impact that this could have on student's experience of placement. We have brought students together through a Pan Ayrshire Student Group Programme providing enhanced learning opportunities and ensured that all students have dedicated laptops to maximise flexibility.

The HSCP have a healthy number of qualified practice teachers and is continuing to recruit on the Professional Development Award in Practice Learning with approximately 4 candidates each year. We are currently focussing on specific service areas across 2023 - 2025 to strengthen capacity and maintain a balance between practitioners and managers.

Course Title	Number of Attendees
MAPA	56
Medication	221
Food Hygiene	189
Skilled Dementia	6
Child Exploitation	13
Moving & Handling (2-day induction)	154
Moving & Handling Observation	236
Introduction to Leadership and Management	53
4-day Leadership and Management	70
Signs of Safety	66

The HSCP continues to be active supporting the work of the Social Work Education Partnership where the focus is moving towards the development of regional areas. The HSCP are currently working with the University of the West of Scotland undertaking research on the use and application of virtual reality in education and practice. This is an exciting piece of research that could lead to much wider developments across social work and education.

## Quality Improvement

South Ayrshire HSCP's Framework for Quality Improvement was approved in September 2022 and describes the HSCP's desire to embed a culture which empowers our workforce to deliver quality services through continuous improvement.

In 2022 / 23, the focus has been on empowering our workforce to strive for quality within their services; with an overall aim to improve staff knowledge of Quality Improvement (QI) and confidence in using QI tools to 75%, as determined by an annual HSCP wide survey undertaken annually each September. In pursuit of this we have focussed on building QI capacity/ capability through tiered training designed to meet the needs of all staff, based on their role and level of involvement in improvement work.

The baseline QI Survey undertaken in September 2022 evidenced that, in those who responded, confidence and competence in using QI was 35%; and that 55% were involved in QI activity.

To build improvement capacity and capability within our workforce, mandatory (Foundation Level) training was introduced for all staff in February 2023, with a June 2023 compliance target of 90-100%. These learning resources should provide a helpful introduction to quality improvement and widely used improvement methods which in turn will support staff to develop team plans using self-evaluation to identify areas for improvement, as well as providing the knowledge and tools needed to participate in improvement projects at team level.

In addition, 41 staff have completed Ayrshire and Arran Improvement Foundation Skills (Practitioner Level) training in 2022 / 23, resulting in positive improvements being made through 38 QI projects delivered as part of their training. This training will continue to be rolled out in 2023 / 24 with a further 40 staff expected to complete their Practitioner Level training before the end of 2023. The expectation is that all staff undertaking Practitioner Level training will continue to undertake further improvement work post AAIFS graduation.



Staff have also been encouraged and supported to access national (Lead Level) training with 4 staff successfully securing places on Cohort 45 of the Scottish Improvement Leader (SciL) Programme, due to commence in June 2023. Access to national training is limited due to availability of spaces and as such we will also be trialling a Certificate in Team Coaching to allow us to 'grow our own' mentors to support staff who are at an earlier stage of their QI learning journey.

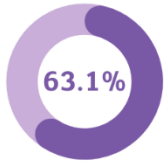
Further work will be progressed in 2023/24, to ensure that we continue to promote QI across our workforce; that our training supports both our aim, and other improvements needed to create our desired culture; and to put in place an infrastructure to support/ empower our workforce with QI in other ways.

South Ayrshire HSCP have also provided a small core group of staff with Coaching Skills training, which is designed to improve culture; increase opportunity and confidence locally; support staff awareness and development; create a learning platform for teams to engage with; encourage innovation and engagement as well as build trusting relationships with staff and managers. Although in early stages, when added to the tool kit for Quality Improvement which has been invested in by the HSCP there is further opportunity to expand staff skills and engage them positively in decision making.

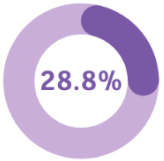


## Outcome 9

### Resources are used effectively in the provision of health and social care services, without waste



**63.1%** of adults supported at home agreed that their health and care services seemed to be well coordinated. This is lower than the national average of 66.4% across Scotland (HCES 2021-22)



**28.8%** of health and care resource in South Ayrshire in 2019-20 was spent on hospital stays where the patient was admitted as an emergency. This is higher than the national average of 24.2%. (These figures are the most up to date available)

### Governance and Performance management

Across service delivery areas, teams are actively supported and encouraged to ensure that people receive the right care, at the right time and in the right place. As a public service we have a duty to ensure that money spent results in positive impacts on those most in need. This requires us to continuously review service delivery, have oversight on unmet need, work in partnership with other services and locality groups well and maintain a holistic overview to a range of service areas.

Collection and analysis of performance data is a key part of this, from a strategic perspective, whilst remaining focused on the individual outcomes of citizens in South Ayrshire who access health and social care services. Governance and accountability of this sits within the Planning and Performance team, who provide regular and scheduled updates to the Strategic Planning Advisory Group, the Performance and Audit Committee as well as to the IJB.

There is a statutory requirement to provide relevant and pertinent performance information which not only supports national performance and development data, but is used to validate local service delivery. Robust performance information will also form the foundations of service planning both at a local level and nationally.

During 2022-23 the frequency of these governance meetings returned to normal following the Covid 19 Pandemic. The breadth of these reports can be reviewed [Annual Performance Reports - Health and Social Care Partnership \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk/annual-performance-reports)



# Outcome 10

## Our children have the best possible start in life

### Breastfeeding rates

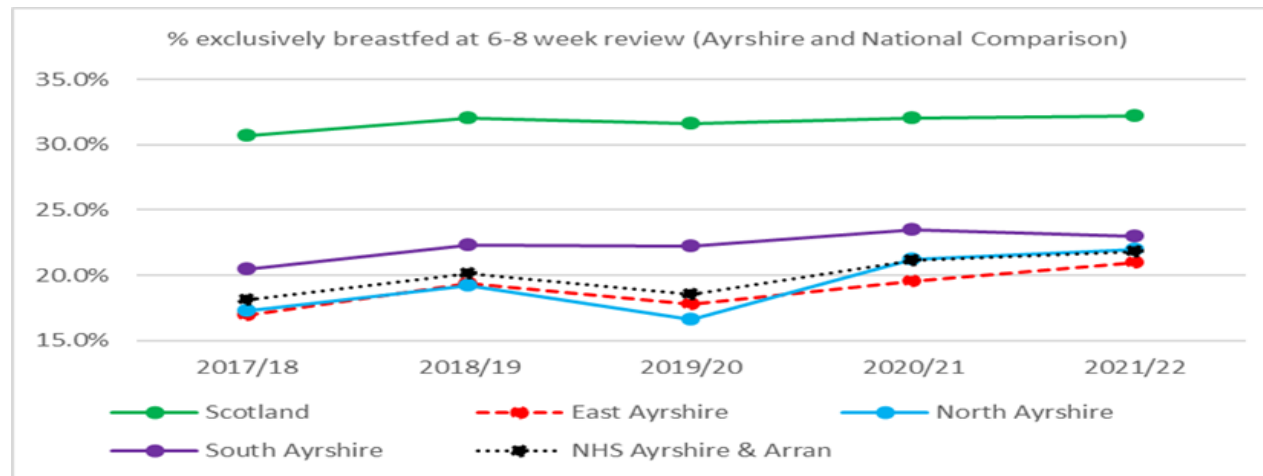


The percentage of babies who are exclusively breast fed at 6-8 weeks has decreased slightly over the past year from 23.5 in 2020/21 to 23% in 2021/22. This is higher than Ayrshire and Arran (21.8%) for the same period but lower than Scotland as a whole at 32.2%.

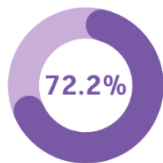


From 2019 - 20 to 2020 - 21, the overall percentage of those reaching the developmental milestones at the time of their 27 – 30 month review has reduced from 82.5% to 74.6%. The overall number of reviews has decreased and the number of those reaching milestones has fallen from 730 in 2019-20 to 620 in 2020-21. South Ayrshire performance is slightly lower than both the national and Ayrshire and Arran level (75.4% for both).

Speech, Language and Communication (SLC) is the domain where the least number of children are reaching their milestones and this area has shown a decrease over the past two years. This pattern is evident across Scotland with SLC being the lowest area where children are reaching milestones nationally.

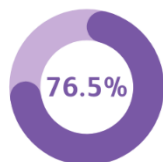


## Healthy Weight in P1



The percentage of children with a healthy weight in P1 has increased from **69.4%** in 2020-21 to **72.2%** in 2021-22 in South Ayrshire. The national figure across Scotland (not all areas are included) was **64.7%** in 2021-22.

## Dental Health



The oral health of children in South Ayrshire continues to perform slightly higher compared to Scotland and Ayrshire and Arran. In 2021, **76.5%** of children in Primary 1 presented with no obvious decay in permanent teeth compared with **73.4%** within Ayrshire and Arran and **75.2%** across Scotland.

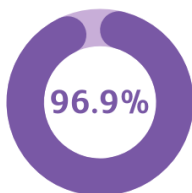
The ChildSmile Team is working with service providers in South Ayrshire to introduce a local programme of activity which will support the national / core components of their work plan for 2020-23.



## Outcome 11

**Our young people are successful learners, confident individuals, effective contributors and responsible citizens**

## Positive destinations for care experienced young people



The School Leaver Destination (SLDR) Follow Up Report, published on 13 June 2023, confirmed that **96.9%** of our young people in South Ayrshire have a positive destination to go to when they leave school. This is a marginal reduction from last year which was 98.6%, however we remain higher than the national average of **93.5%**.

## Champions for Change - Champions Board

Our South Ayrshire Champions Board team prides themselves in being a small team with a big heart. The Champions Board continues to offer flexible employment opportunities for seven employees including six team members with care experience aged between the ages of 20 and 35 who use their lived experience to influence positive change in a range of diverse ways.

The team also supports a modern apprenticeship opportunity which is ring-fenced for someone with care experience and ongoing student placement for both undergraduate and postgraduate Social Work students. The champions board has also benefitted from having a writer in residence as a result of a partnership with the Gaiety Theatres Culture Collective.

In September 2021 South Ayrshire Champions Board hosted three new Promise posts from £50k secured from The Promise Partnership. In September 2022, a year's extension was granted to these three posts who have continued to use their lived experience of care and desire to drive change to design and deliver promise workshops to over one thousand members of South Ayrshires workforce and partners.

Celebrating key dates in Scotland's national care family calendar is important to South Ayrshire Champions Board. In October 2022, the Champions Board co-produced **Care experience week 2022** activities including an event in partnership with Ayrshire College which was attended by sixty-four young people with care experience and a 'temporary takeover' of SA HSCP social media to raise awareness of care.

In February 2023 care day celebrations focused on reframing the language used around care highlighting promise activity and members of the Champs Team took part in the resurrected national Carelith 2023 in Edinburgh. Perhaps the most moving tribute on care day 2023 was the image of the Wallace Tower in Ayr's High Street lit red to celebrate South Ayrshire Councils **love** for and **commitment** to our care experience infants, children and young people.

South Ayrshire Champions Board has a well-established participation network of **over sixty children and young people and young parents with care experience.**

Between 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023 South Ayrshire Champions Board offered:

- 13 summer activities and 150 participation opportunities in which fifty-six children and young people took part



- 126 Champs Board participation group sessions in schools and community bases settings
- Continued opportunities to link with national and local consultations including working locally with mums and dads whose children have been permanently removed from their care and with the brothers and sisters of children who receive short breaks.
- A range of Facebook Live sessions with key decision makers across South Ayrshire council and NHS facilitated by Olivia Khan
- £35,000 worth of Onwards and Upwards individual small grants were distributed to 149 young people with care experience

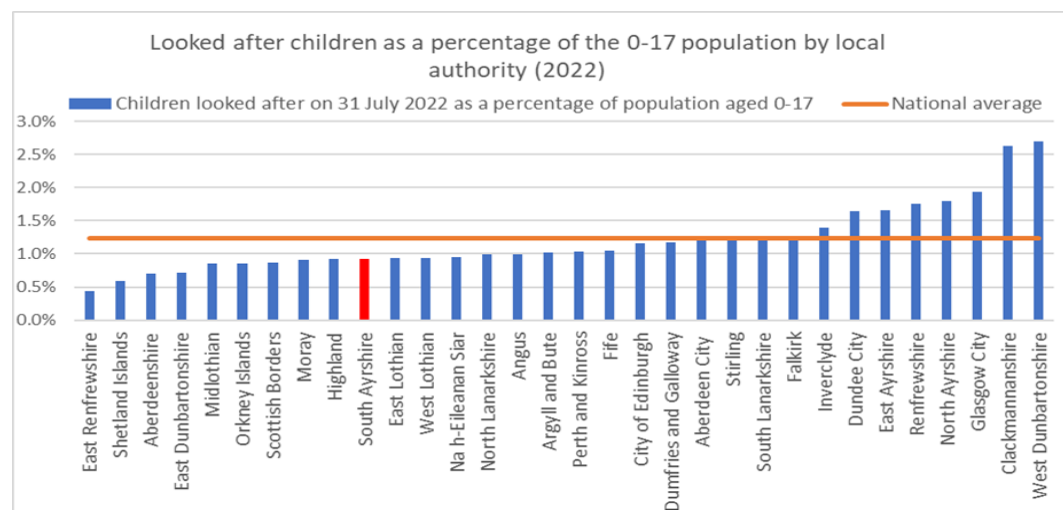
Supporting our young people with care experience should never happen in isolation and South Ayrshire Champions Board is so grateful for the support they receive each and every day from colleagues across services such as Thriving communities, Gaiety Partnership, education and Childrens Health, Care and Justice.

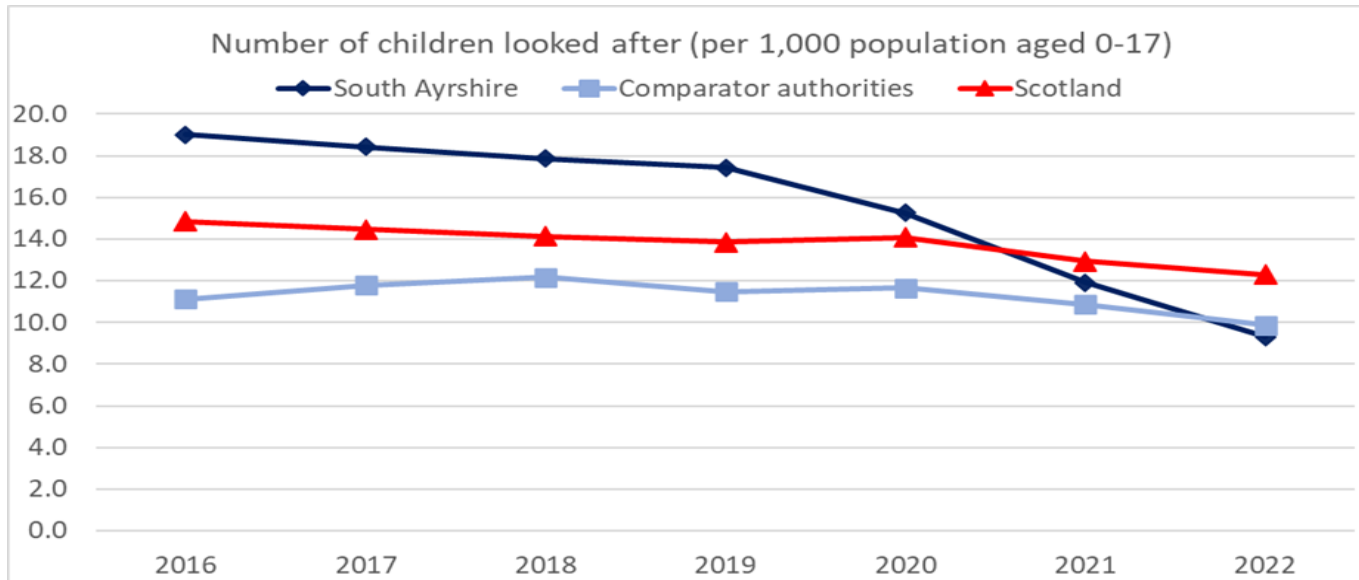
## Outcome 12

### We have improved the life chances for children, young people and families at risk

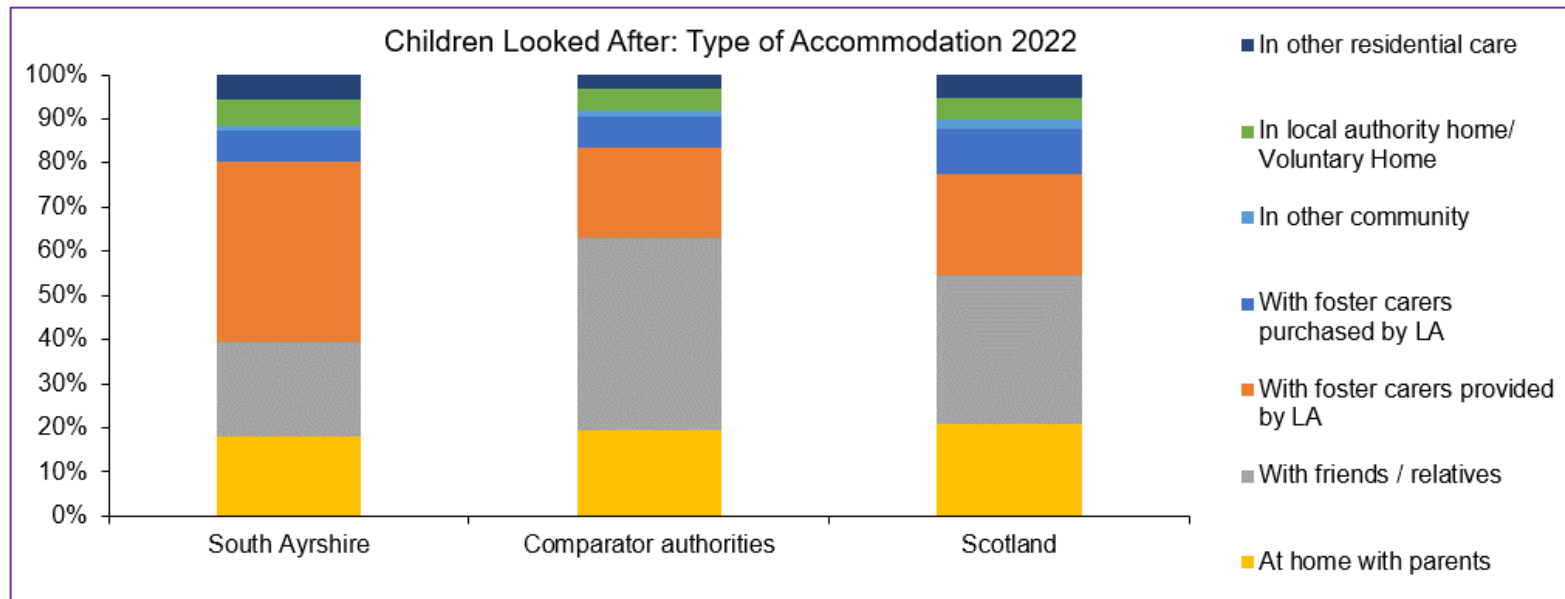
At 31 July 2022 the number of children looked after in South Ayrshire in 2022 was **182**, this is a decrease of 20.5% from **229** in 2021. This equates to **0.9%** of the 0 - 17 South Ayrshire population. In Scotland, the percentage of the 0 – 17 population of looked after children is **1.2%**.

The chart below shows the trends in Children Looked After in South Ayrshire compared to Scotland and the comparator authorities used in the Scottish Governments Local Authority Benchmarking Tool. South Ayrshire shows a decrease in the number of children looked after of 21.9% between 2021 and 2022. The comparator authorities show a decrease of 9.1%, and the Scotland figure shows a decrease of 5.0%. The rate (per 1,000 pop 0-17) in 2022 is 9.3. This is lower than the comparator average rate of 9.9 and lower than the Scottish average of 12.3.





As at 31st July 2022, the majority of children (88%) are being looked after in the community either at home with their parents, with friends / relatives or with foster carers. 12% of children looked after are in residential accommodation. 90% of children looked after across Scotland were being looked after on the Community and 85% across the comparator authorities. The number of children in South Ayrshire who are Looked After and Accommodated is down by 16% between 2021 and 2022.



Achieving the positive outcomes for your young people is attributed to the continuous positive expansion of training and awareness, in conjunction with a range of services, which has and continues to be rolled out, in particular to the following programmes introduced by the management team.

## Child Poverty

South Ayrshire’s rate of child poverty After Housing Costs (AHC) in 2021 / 22, **24.4%**, is the 11th highest of all Scottish local authority areas. This is an increase in the rate of child poverty of 3.8% percentage points since 2020 / 21 when it was estimated 20.6% of children were in poverty AHC, the 14th highest rate in Scotland.

In recognition of the fact that South Ayrshire had the 8<sup>th</sup> highest child poverty level in Scotland (2015), the Community Planning Partnership developed a Child Poverty Action Plan. The Partnership implemented one of their identified actions which was to develop a financial inclusion pathway to support families in need. Families are easily and quickly referred to the Information and Advice Hub for the support they need.

The Financial Inclusion Pathway was developed and circulated to all health and social care staff, training staff to support families to maximise their income by referring them to South Ayrshire’s Information and Advice Hub. Support can also be provided from Home Energy Scotland to help reduce their energy costs. It is now mandated that all HSCP staff must ask any service users about income maximisation.

The table below details the number of families and the total income generated in the previous years.

<b>2020 / 21</b>	<b>357 Families</b>	<b>£1,109,400 generated income</b>
<b>2021 / 22</b>	<b>499 Families</b>	<b>£1,241,377 generated income</b>
<b>2022 / 23</b>	<b>801 Families</b>	<b>£857,021 generated income to date *</b>

\* The income generated is expected to surpass previous year however, there is a significant backlog with DWP and Social Security Scotland processing claim.

## Signs of Safety

Children's Health, Care & Justice continue to embed Signs of Safety framework into our everyday practice. This is solution focussed and centres round the child and family, ensuring their input is central throughout child protection process. During the year all social work staff have been fully trained, as well as sessions for partner agencies. This has included Health, Police and Education, as statutory partners but also Third Sector agencies, foster carers and Children's Hearing panel members. Sheriffs have also been briefed on the framework. This has helped us ensure that it has been a system change rather than only altering one part of the system. This strengthens the approach and ensures consistency for families.



The number of children entering the child protection process has remained consistent over the last year at around 20. The follow up audit has been commenced and this will help us to develop our action plan for the next year. Signs of Safety Approach is in line with South Ayrshire Council and Health & Social Care Partnership strategic aims of improving outcomes for children and young people, while aligning with the commitments of The Promise. Relationship based practice and whole family approach is pivotal.

## Belmont Family First

Belmont Family First Service was first introduced as part of a pilot project and was developed to support South Ayrshire meet the aspirations of The Promise, Scotland's Independent Care Review and our ambition that Children and Young People of South Ayrshire will Grow Well, Live Well and Age Well. Based on the Ten Principles of Family Support, the team delivers a family centred approach to early intervention and prevention. The service received permanent funding in December 2022.

Belmont Family First Service is based in Belmont Academy and works in partnership with education, health and community partners. The team offers support to young people and their families from Belmont Academy and the cluster primary schools. The aim of the service is to reduce the number of referrals to statutory services by providing early intervention and direct support to families. The support is timely and responsive, empowers families to strengthen their relationships, grow together, develop resilience, and reach their full potential. The team embrace a strength based, family centred approach and utilise a nurturing family-based approach as well as Signs of Safety and Safer Together models. Coupled with this, the service has recruited a Senior Practitioner, 1 Social worker and 2 Nurture Workers. Each member of the Team brings strengths in a variety of professional areas including Leadership, mental health, nurture and experiences of using services as well as care experience.

Belmont Family First Service actively support families who are struggling with the cost-of-living crisis and associated challenges such as food, fuel, and digital poverty. Since the service commenced the team have supported families to access over £16,410.28 in funding.

In recognition of the strengths and outcomes achieved by the Belmont Family First Team, the service was nominated for the South Ayrshire Outstanding Peoples Awards in 2023. It was to the hard work, dedication and commitment of the Team that they were acknowledged and received the award for Outstanding Team.

## Functional Family Therapy

Functional Family Therapy (FFT) is a short-term, high-quality intervention programme with an average 12 to 14 sessions over a three-to-five-month period. FFT works primarily with 11 – 18 year olds, however, there are occasions when consideration will be given to working with a younger age group. FFT is a strength-based model built on a foundation of acceptance and respect. At its core is a focus on assessment and intervention to address risk and protective factors that occur within and outside of the family. FFT consists of five major components – engagement, motivation, relational assessment, behaviour changes and generalisation. Each of these components has its own goals, focus and intervention strategies and techniques.

Out of the 38 families referred to the Functional Family Therapy Team between 2022 and 2023, **75%** of them engaged completely with the programme. Of those who completed the programme, **86%** remained living at home and **93%** of those children who completed the intervention are still attending education.

## Early and Effective Intervention (EEI)

Early and Effective Intervention (EEI) is a voluntary process where concerns regarding a child's wellbeing have arisen in response to their alleged involvement in an incident which has brought them into conflict with the law or where their behaviour raises concerns. It is responding to allegations of offending or concerning behaviour as potential indicators of wellbeing needs that may benefit from proportionate and appropriate support.

The current model utilised by South Ayrshire is a multi-agency approach whereby a Whole Systems Meeting is convened on a fortnightly basis to discuss the concerns and offer relevant supports where appropriate.

In the period March 2022 to April 2023 there were **57** EEI referrals.

## Youth Diversion from Prosecution

Diversion is in relation to those aged 16 and 17 years who are diverted from prosecution by the Crown Office and Procurator Fiscal Service (COPFS). Where the offence does not demand a prosecution through court COPFS have the option to utilise diversion from prosecution so that



a meaningful intervention can be delivered to address the identified needs and risks for the individual in a timeous manner. Youth diversions in South Ayrshire are delivered by YPST and in the time period of March 2022 to April 2023 there were **36** referrals for diversion from prosecution.

## Children's Houses

The Children's Houses continue to be a place that children and young people can live and feel nurtured within a safe living environment supported by South Ayrshire HSCP. This is the children and young people's home until they feel ready to move on into the adulthood and the next chapter of their life. This will allow for the young people to attain life skills and enhance existing ones, whilst living an independent way, but still having the key relationships with a care team who have supported them. This embraces the Promise commitment and underpins our values.

The independent flat at Cunninghame Place is due to be finished July 2023 and will allow care leavers to transition into their own living space learning life skills whilst still having the support of the existing care team. The flat at Sundrum View is already established and is working well also. The model works extremely well in maintaining key relationships and ensures a continued nurturing connection, which allows young people to access practical and emotional support when needed.



## Throughcare and Continuing Care

The Throughcare / Aftercare Team (TC / AC) within the HSCP, along with Housing Services are continuing to be involved in and further developing various Housing strategies in areas of housing for care experienced young people, care leavers, young people at risk of homelessness and unaccompanied asylum-seeking children and young people. This strategy continues to build on existing partnership working between partner agencies to improve outcomes for all young people involved with the TC / AC team.

The strategy is also led by the views and experiences of young people who have left care and young people who have experienced homelessness and the social issues that then impact on them. Further development in the involvement of young people, the processes involved and the best outcomes to be attained continues to be the main priority.

Throughcare and Aftercare support is available to young people who are care experienced and young care leavers in the form of emotional, practical and financial support.

In terms of Continuing Care, more young people are being supported under the auspices of Continuing Care, up to the age of 21. This shows the desire of those young people wishing to be supported further into adulthood, the positive impact it is having on their life and the continued commitment of South Ayrshire HSCP in making that happen.

## Intensive Family Support

South Ayrshire has an ongoing investment in supporting children to remain at home with specialist support services which provide assistance to families at a time of crisis.

The Intensive Family Support Service engage with families at a point of crisis when the likelihood of escalation through the care system is moderate to high. Through direct evidence-based interventions which are family centred and relational, the teams can support families to live together through times of stress and dysfunction towards a more supportive and nurturing family experience.

The Intensive Family Support Service has recently undergone a service review and the outcome of this was that the Outreach Team would join as part of the Intensive Family Support Service. The staffing within the service consists of 7 Intensive Family Support Workers and 1 Senior Intensive Family Support Worker.

The Intensive Family Support Service provides a Whole Family, strength-based approach and offers support with parenting strategies, mediation, improving family relationships, building on existing strengths, community engagement, income maximisation and any other area of need identified by the family. There are plans to begin delivering group work support and a drop-in service to young people and their families in South Ayrshire.

The Intensive Family Support Service has commissioned the services of a holistic therapist who works one day per week within the Family Centre to provide Baby Massage, Baby Yoga, Stress Buster sessions as well as other therapeutic treatments to families. There is ongoing consideration being given to develop the service further to offer wellbeing support to staff.

## South Ayrshire's Parenting Promise

'**South Ayrshire's Parenting Promise**,' was launched in March 2022 to replace South Ayrshires previous Corporate Parenting Plan and aligns with '**The Promise**' which challenges South Ayrshire alongside the rest of Scotland to deliver long term improvements across a range of services to bring about lasting change. The Promise is one of a few key cross-cutting agendas which focuses on tackling inequality, which can be aligned at a local level.

Other cross cutting areas include Equally Safe strategy, the intention to incorporate the UN Convention on the Rights of the Child (UNCRC) into Scots law, and the National Trauma Training Programme (NTTP). All these approaches seek to improve equalities, uphold the human rights of children, young people, and adults, and tackle the impacts of violence, abuse, adversity, and trauma across the lifespan.

In South Ayrshire we have identified 10 Promise improvement areas that we want to progress between now and 31<sup>st</sup> March 2024. We have also developed thirty-two associated actions and with the help of South Ayrshires Strategic Change Team we have been able to further identify forty-eight benefits (measurable improvements).

Eight Promise actions have been completed these include:

- The target of delivering Promise information sessions and bespoke workshops to **1,000** participants over 12 months was achieved by 31<sup>st</sup> March 2023.
- Promise resources including local publications workshop materials and briefing notes are now accessible on our website <https://hscp.south-ayrshire.gov.uk/ParentingPromiseResources>.
- The Promise branding has been adopted across South Ayrshire including on email signatures.
- South Ayrshire has incorporated 'quality of relationships' into local commissioning and monitoring frameworks as standard and all core commissioned services must now evidence that they fully involve those with lived experience in review of services.



All the remaining actions are now progressing:

- Care experienced children and young people receiving all they need to thrive at school.
- The development of a framework of support which ensures the workforce feels valued, encouraged, with supportive relationships for reflection.
- Embedding the ten principles of intensive family support into practice.
- A recognition that 'language creates realities' those with care experience must hold and own the narrative of their own lives. This includes practitioners writing in care-based language to ensure it is easily understood positive and non-stigmatising to children and families.
- Aligning local child poverty activity with the promise



Thirteen benefit holders meet monthly to report on the progress of all promise actions. The voices of young people and their families remain at the very heart of all our work and our Champions Board work with others to ensure that these voices are heard whether through formal consultations and participation events or informal conversations. They advocate that love is the value around which the care system operates.

Two **Promising Times Ahead** events were held over the last year. On 9<sup>th</sup> December 2022, a group of **68** practitioners from across South Ayrshire Council and commissioned services gathered to hear stories of those with lived experience of care and reflect on the implementation of the Promise into practice across South Ayrshire. To celebrate care day on 16<sup>th</sup> February 2023 **100** practitioners gathered to hear from local young people and practitioners in other parts of Scotland and explore how to use care-based language in practice.

In September 2022 South Ayrshire Health & Social Care Partnership extended the promise lived experience posts based in the Champions Board for 1 year. In December 2022 South Ayrshire HSCP in collaboration with Education colleagues were successful in securing **£229,937** from the Promise Partnership Fund to collaborate with the wider school community to support the co-production of a tailored curriculum offer with children and young people with care experience. The information collected from research undertaken with children, young people and their families in Phase 1 of this activity will play a crucial part in shaping year 2 of this work.

The School Leaver Destination Report (2021/22) for care experienced young people confirms that **98.3%** (59 young people out of 60 leavers) progressed to a positive destination.

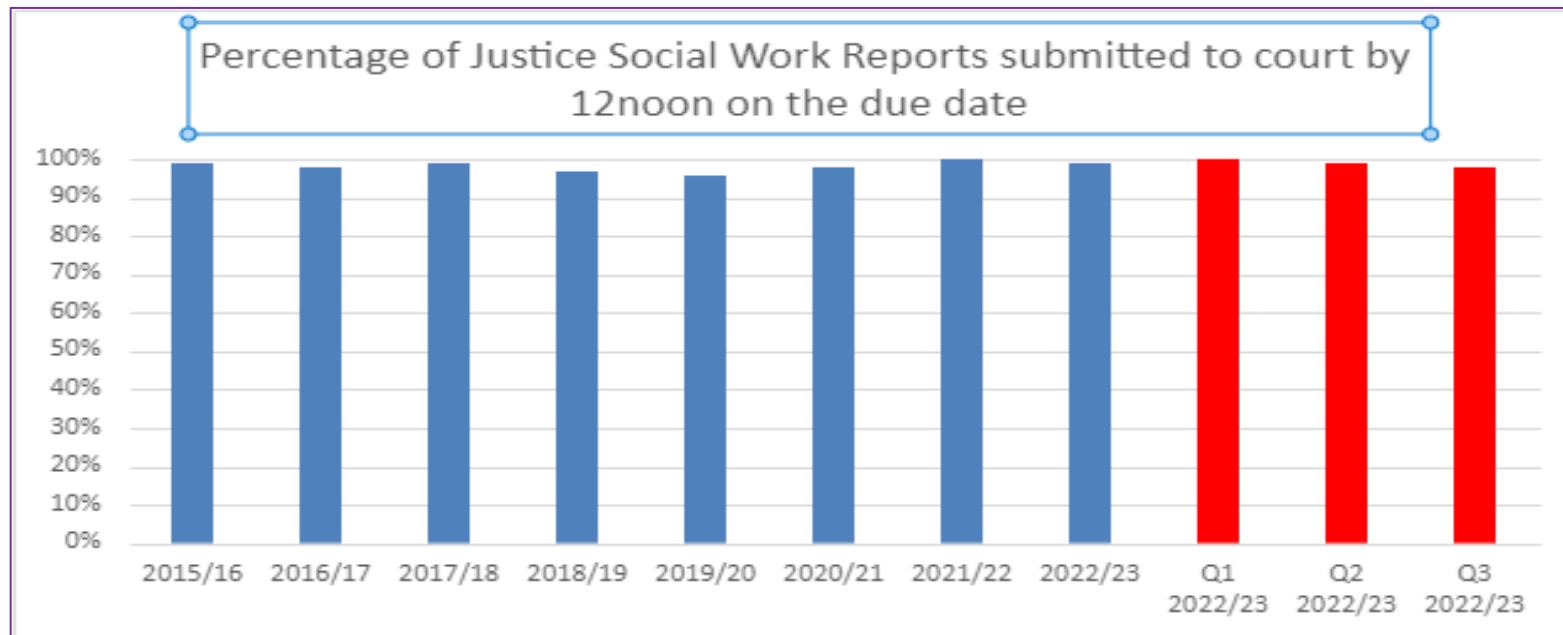
## Outcome 13-15 Justice

The National Outcomes for Justice Social Work are to work toward reducing reoffending, while aiming to gain and sustain the public's confidence in the work of justice related services through promoting the values of safety, justice, and social inclusion.

### Performance against the National Outcomes for Justice Services

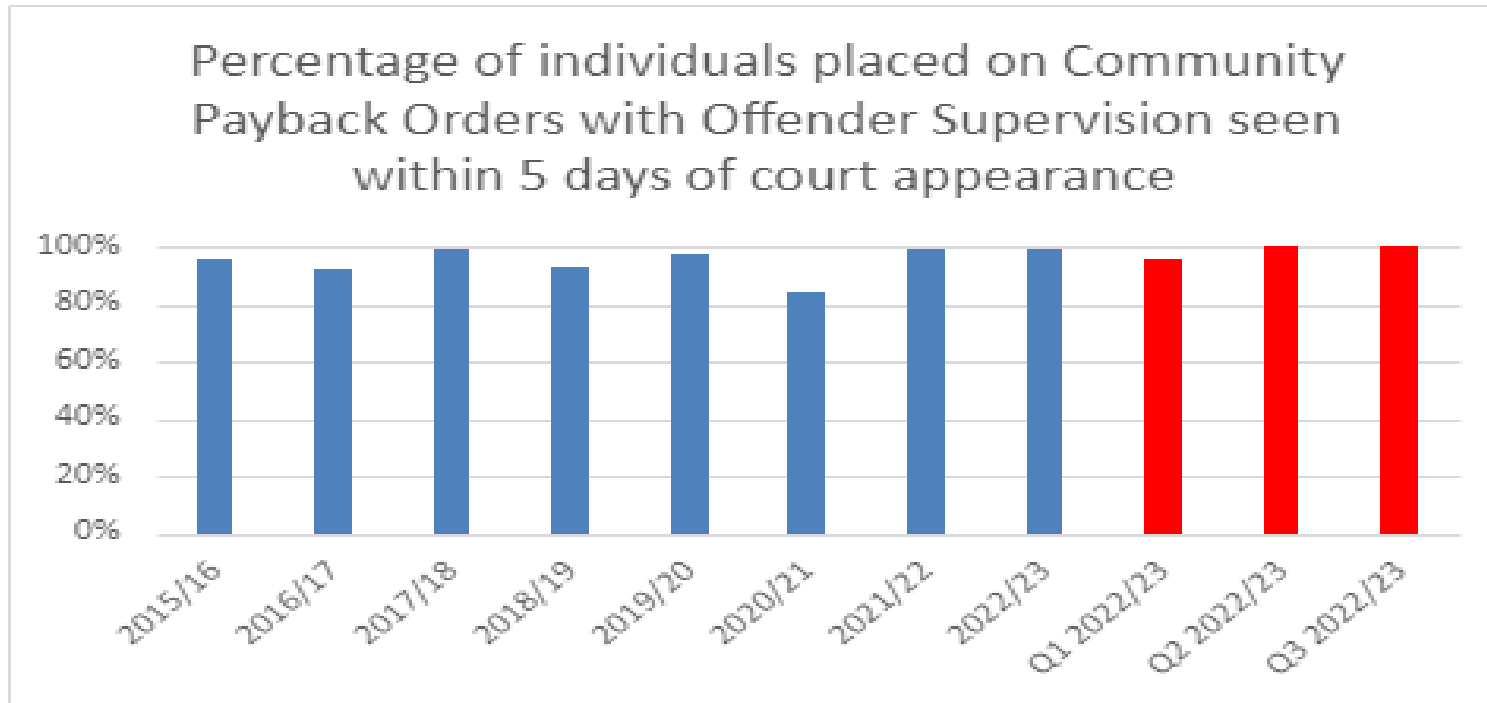
Performance against each of the National Outcomes for Community Justice Services and associated National Performance Indicators is detailed below. Where relevant, performance against associated Local Performance Indicators is also provided.

#### Community Safety and public protection



Justice social work continue to monitor and provide interventions for individuals subject to sex offender registration, through the Multi Agency Public Protection Arrangements.

Social inclusion to support desistance from offending.



By working with Third Sector agencies such as Barnardo's individuals appearing at court are supported to reintegrate back into the community. Justice links with South Ayrshire Alcohol and Drug Partnership are particularly strong and have joint support groups, including a service user engagement group.

# Integration Joint Board – Governance and Decision Making

The table below highlights the key decisions taken by the Integration Joint Board in 2022-23. Copies of the relevant reports can be found on in the [committee reports and agendas section of the website](#).

In May 2021 it was agreed that the council’s term of office in holding the IJB Chair role would be extended to the end of May 2022 following the disruption caused by the COVID-19 pandemic to allow for continuity within the Integration Joint Board. The Integration Joint Board did not meet formally in May due to Council administration changes.

New Chairperson, Linda Semple took up her seat at the June meeting.

Date of Integration Joint Board	Key Decision
25 <sup>th</sup> May 2022	Meeting cancelled due to changes in Council Administration
15 June 2022	New Learning Disability Strategy Agreed. Health Care and Governance Annual performance report noted.
17 August 2022	Alcohol and Drug Partnership funding allocation presented. IJB Reserve fund presented for agreement.
14 September 2022	Meeting Cancelled. (Death of Queen Elizabeth II)
12 October 2022	Adult Services Locality Restructure Presented and agreed. Care at Home services update presented.
16 November 2022	Unscheduled Care Report (in line with other HSCP’s in Ayrshire) presented to IJB.
14 December 2022	Children’s Service Annual Report presented and agreed.
15 February 2023	Annual Performance Report formally agreed and commended.
8 March 2023	Development day for IJB members: IJB held a full day development session. Morning workshops detailing Performance and business intelligence developments across Delayed Discharge of Care and afternoon workshops with Health Improvement Scotland to undertake a self-assessment for the IJB.
15 March 2023	Annual budget report presented. New Transitions policy agreed.

## Strategic Risk

The HSCP has identified a number of strategic risks which are detailed within Pentana. Risks are assigned to the relevant owners who are required to review and update these regularly. Strategic Risks are reported to the Council, NHS and governance committees within the HSCP. Furthermore there is oversight of these performance targets taken to the IJB.

The Performance and Audit Committee (PAC), Health Care Governance, Adult and Child Protection Committees, have oversight to these and for transparency once agreed, these are shared with appropriate groups.

There is an agreed process for reducing risk, which includes the identification of mitigations, actions and reductions/improvements. The HSCP reports these in the same format as the Council Risk Registers for consistency and where required reports to the NHS Strategic Risk Registers also.

Strategic Risk and Operational Risks registers (where services have developed these) are co-linked and used to inform, hold account, drive change and improvements and benchmark positive outcomes or, where risk needs to be managed, ensure that the best practice is embedded and sustained to keep citizens across South Ayrshire safe, well, healthy and living their best life and to provide factual evidence of the HSCP achieving their Strategic Aims as detailed in the HSCP Strategic Plan 2021-31.

Reports can be accessed [Annual Performance Reports - Health and Social Care Partnership \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk/annual-performance-reports)



# Annual Financial Performance and Best Value 2022-23

## Summary of Financial Performance

Financial information is part of the performance management framework with regular reporting of financial performance to the IJB. This included an integrated approach to financial monitoring, reporting on progress with savings delivery, financial risks and any variations and changes to the delegated budget. This year's financial reporting included regular updates on the financial impact and use of reserves to create additional capacity to meet demand, and steps taken to mitigate against the staffing crisis impacting both health and social care posts. During the year regular financial monitoring reports including progress on transformation projects and savings targets, financial risks and any changes to the delegated budget were presented to the IJB.

This year's financial performance reflects issues in health and social care recruitment with underspends in both internal and purchased frontline care services. The performance is also reflective of transformation projects within children services focussing on early intervention approaches keeping children with their families or community-based services.

Within community care and health there was significant underspends in relation to the ability to recruit to front line posts from budget investments and additional Scottish Government investment to increase capacity in the community care workforce. South Ayrshire has a high dependency ratio meaning there is less of a working age population available to support the ageing population. Due to the high level of staff turnover and the projected underspends the Council and the NHS did not pass through the Scottish Government allocation for the increase in pay award for both social care and health staff. Whilst this was affordable this year due to the level of turnover, both parties passed over the additional pay uplift in the base budget for 2023 - 24.

The lack of workforce has become a significant concern and a risk to the ability to provide services at the right time in the right place. The HSCP has worked during this year to mitigate the risk by creating new models of care delivery focussing on early intervention within the community to reduce the level of need. This includes a frailty team and the reablement unmet need assessment team, both focussing on supporting people to reduce level of need and maintain independence for longer.

There continues to be an underspend in looked after children placements, an anticipated demand in need for foster carers has not materialised and we have been supporting children in our neighbouring authorities. This can be attributed to the Whole Family, Whole System approach including the Signs of Safety training and Functional Family Therapy.

The overall financial performance against budget for the financial year 2022 - 23 was an underspend of £14.767m. The underspends are partially due to reserves carried forward not fully utilised.

On the 14th of June 2023, the IJB approved £4m to create an Improvement and Innovation Fund, replacing the previous change fund of which £0.456m was already committed. The Improvement and Innovation Fund will be used over the next three years to provide investment in specific projects or services to embed future financial sustainability.

The balance of £2.235m will be allocated to unallocated general fund. In the first instance the unallocated reserve will be utilised to meet any financial challenges in 2023 - 24

It is essential that the IJB operates within the delegated budget and commissions services from the Council and Health Board on that basis. Significant progress has been made during 2022-23 to ensure the ongoing financial sustainability of the IJB. This work will continue and be built upon moving into 2023-24.

Key successes for 2022-23 include:

- Debt repayment of £0.802m, being the final instalment of outstanding debt to the Council.
- Overall reported surplus allows for the earmarking and protection of ring-fenced funding for Scottish Government priorities.
- Surplus has allowed for creation of an Improvement and Innovation Fund to be utilised to ensure future financial sustainability.
- Progress with reducing the number of children placed in out with authority placements in 2022-23 has been achieved through transformation in Children Services.
- Investment in training and development to create capacity by providing opportunities for existing employees to become qualified social workers.
- Increasing capacity in our own care homes to support delayed transfers of care.
- Investment in occupational therapy focussing on early intervention and prevention, in the short term this has reduced the level of unmet need in the community, longer term benefits will be realised from prevention of hospital admissions.

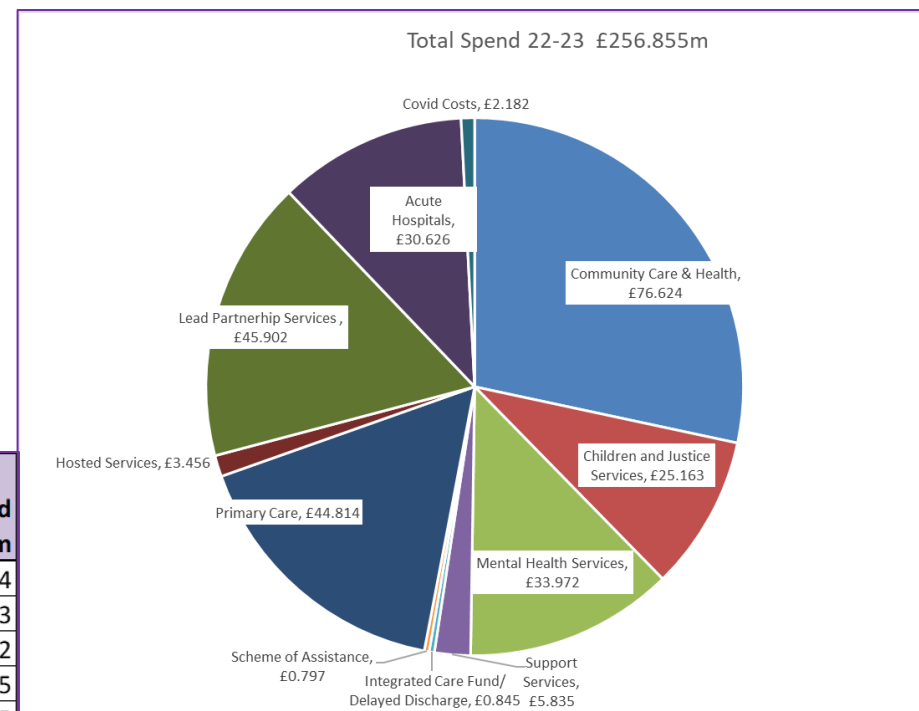
Strong financial leadership will continue to be required to ensure that future spend is contained within the budget resources available, and the IJB moved into 2023-24 with an approved balanced budget.

## Financial Reporting

Financial monitoring reports were presented to the Integration Joint Board throughout the year. A full analysis of the financial performance for 2022-23 is detailed in the [Year End Outturn report](#).

The financial funding made available from NHS Ayrshire and Arran and South Ayrshire Council to the IJB to deliver services and the costs associated with delivering these services over the last 5 years is detailed in the table below from 2018/19 to 2022/23. The total funding in 2022/23 includes £20.730m of funding allocated from prior years surplus.

Services	Total Spend 18/19 £m	Total Spend 19/20 £m	Total Spend 20/21 £m	Total Spend 21/22 £m	Total Spend 22/23 £m
Community Care & Health	61.105	62.164	62.666	69.152	76.624
Children and Justice Services	25.547	25.930	23.069	24.607	25.163
Mental Health Services	26.968	27.624	28.871	29.869	33.972
Support Services	5.662	6.555	4.697	7.909	5.835
Integrated Care Fund/ Delayed Discharge	1.735	1.674	3.057	1.052	0.845
Scheme of Assistance	0.841	0.550	0.785	0.78	0.797
Primary Care	39.463	42.381	44.026	44.403	44.814
Hosted Services	1.595	1.488	2.107	3.334	3.456
Lead Partnership Services	38.021	37.558	41.515	41.889	45.902
Acute Hospitals	24.396	24.884	27.54	28.311	30.626
Covid Costs			8.216	5.549	2.182
<b>Cost of Services</b>	<b>225.333</b>	<b>230.807</b>	<b>246.549</b>	<b>256.855</b>	<b>270.216</b>
<b>Funding</b>					
NHS Ayrshire and Arran	148.57	154.924	178.631	189.37	179.479
South Ayrshire Council	75.794	76.294	78.124	92.510	105.504
<b>Total Funding</b>	<b>224.364</b>	<b>231.218</b>	<b>256.755</b>	<b>281.880</b>	<b>284.983</b>
<b>(Surplus) or Deficit on Provision of Services</b>	<b>0.969</b>	<b>(0.411)</b>	<b>(10.206)</b>	<b>(25.025)</b>	<b>(14.767)</b>



## Best Value

NHS Ayrshire and Arran and South Ayrshire Council delegate functions and budgets to the IJB in accordance with the provision of the Integration Scheme. The IJB decides how to use these resources to achieve the objectives set out in the Strategic Plan. The IJB then directs NHS Ayrshire and Arran and South Ayrshire Council to deliver services in line with the objectives and programme set out in its Plan.

The governance framework sets out the rules and practices by which the IJB ensures that decision making is accountable, transparent and carried out with integrity. The IJB has legal responsibilities and obligations to its stakeholders and residents of South Ayrshire. The IJB also has a duty under the Local Government in Scotland Act 2003 to make arrangements to secure Best Value, through continuous improvement in the way in which its functions are exercised, having regard to economy, efficiency, effectiveness, the need to meet the equal opportunity requirements and contributing to the achievement of sustainable development.

During this year transformation change within services has continued as well as development of new ways of working to mitigate against challenges from lack of workforce capacity. It is recognised that transformation is key to shaping health and care services for the future, shifting the balance of care to more early intervention and prevention approaches and community-based services with less reliance on institutional based services.

Reports to the IJB this year included [Transformation and Efficiency Update](#) demonstrating the improvement to outcomes as well as reducing the spend by focussing on early intervention to reduce demand in particular within children's family placements and out with authority placements. Within adult services the development of core and cluster supported accommodation has reduced the need for more expensive residential based care, providing accommodation locally in the community. An increased update of Self Directed Support options 1 and 2 providing service user with more choice and control has reduced spend on traditional purchased care services, and provided services users with more autonomy to direct their care. Investment in services for Older People providing early intervention and preventative care such as telecare equipment with responder services and reablement provision this has been proved to limit demand for care home and care at home placements as detailed in the report. The focus on high volume lower level supports benefits the demand for higher cost lower volume and ensures people are maintained in the community in their home or homely setting for as long as possible.

A further report was presented to the IJB [Transformation and Improvement Project Plan](#) providing detail on new projects in progress to continue to improve services and provide best value. This includes development of a new Core and Custer in Ayr town centre, building based day care and community-based activities for Learning Disability service users. Within older people implementation of Hospital at Home service and development of micro-enterprises offering low level health and social care support in communities. Children and Families services plan to develop further early intervention family first approach to be available in all schools, recruitment of play therapist to promote health and wellbeing for children and reduce breakdown of kinship and foster care relationships. Allied Health Professional projects include tackling prevention and inequality by building on rehabilitation capacity, self-management approaches and improve of skills mix within roles to mitigate against recruitment pressures.

The creation of an Improvement and Innovation fund will enable the services to continue to progress further with developments in service delivery to meet strategic priorities and ensure financial sustainability in the longer term.

# Inspection Findings

The joint inspection of Adult Health and Care Services (involving the Care Inspectorate and Health Improvement Scotland) was carried out during September 2022 through to January 2023 during one of the most challenging periods that the South Ayrshire HSCP has experienced.

The inspection aimed to address the following question: “How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?” In particular the inspection would focus on the provision of services to our people who have lived experience of physical disabilities and complex needs and the experience of their carers.

A range of methods were used to assess our performance against these five indicators. They included a position statement with key supporting evidence prepared by the leadership team; staff surveys; focus groups and individual interviews involving service users, carers, staff, leaders, 3rd and private sector representatives; reading of health and care files, team around the person interviews and attendance at key meetings.

The process was inclusive, with effective joint working between the HSCP and the inspection team, with both teams taking a pragmatic approach that took account of conflicting demands and ensured a focus on improvement.

The [full inspection report](#) was published on the 30th of March 2023.

## Key Strengths

The report summarised the following key strengths:

- Most people in South Ayrshire experienced positive outcomes from the delivery of health and care services. Generally, people had a positive experience of health and social care. This was especially the case when it came to engagement with staff.
- Services worked well together. This was true where there were formal integrated teams as well as teams that were not formally integrated. There were particular strengths in the approaches to early intervention and prevention. This activity was captured in robust strategic planning that set out to achieve clear and relevant goals.
- We witnessed, and staff spoke of a genuine commitment of leadership for change and improvement in South Ayrshire. There was good, trusting relationships at a senior level and there was clarity of purpose for individual leaders and senior managers.

Key Area	Evaluation
1 Key performance outcomes	Good
2 Experiences of people and carers	Good
5 Delivery of key processes	Good
6 Strategic planning, policy, quality and improvement	Good
9 Leadership and direction	Good

- The report also highlights two areas of work as exemplars:
  - The “Ahead of the Curve” work to provide proactive prevention and early intervention advice and signposting to those scoring as mildly and moderately frail.
  - The “Driving Change Group” that oversees and coordinates strategic, multi-professional improvement activities that are aligned to Service Level Plans and The IJB Strategic Plan.

#### Key Area 1: Outcomes (Good)

- South Ayrshire partnership was delivering positive health and wellbeing outcomes for people with physical disabilities and complex care needs.
- The Integration Joint Board (IJB) actively reviewed performance and there was an appetite for continuous improvement.
- The third and independent sectors in South Ayrshire were contributing to positive outcomes for people experiencing care.
- Outcomes for carers were positive but more needed to be done to ensure that they were supported to look after their own health and wellbeing.
- The partnership was outperforming the rest of Scotland in seven out of nine of the National Health and Wellbeing indicators.

#### Key Area 2: Experience (Good)

- Most people in South Ayrshire had a positive experience of health and social care.
- People had particularly high regard for the way services showed respect and value and upheld the dignity and rights of people experiencing care.
- People experienced positive early intervention and prevention as a result of partnership activity,
- Most people felt they were able to access good information and advice and were supported in exercising choice and control.
- People felt that their support was seamless, even when it was primarily delivered by a single agency or was not a formally integrated arrangement.
- In areas such as transition from children’s services to adult services, people had experienced very positive outcomes from services working together around the person.

### Key Area 5: Processes

- Early intervention and prevention approaches were well-developed and supported by good-quality, accessible public information.
- Staff were confident and clear about using asset-based approaches.
- Key Information Summaries (KIS) were widely embedded in health records and supported services to work in a seamless way with people.
- Staff worked in an integrated way despite some being frustrated at working across different IT systems.
- People were involved in decision-making; Staff demonstrated an empowering attitude committed to shifting choice and control.
- Self-directed support was embedded as an approach. This enabled people to enhance the quality of their care.
- Positive steps had been taken to address recruitment and retention challenges.
- Where adult carer support plans were in place these were of high quality.

### Key Area 6: Strategic Planning and Improvement

- The IJB had published a comprehensive strategic plan which actions to improve outcomes for people and a focus on early intervention, prevention and tackling inequalities.
- The plan described a continuing dialogue with the community and partners.
- Providers were positive about their relationship with the partnership and expressed the importance of the in-person provider forum in maintaining these relationships.
- The commissioning intentions contained within the plan demonstrated that the IJB had an integrated approach to strategic planning and commissioning.

### Key Area 9: Leadership

- The partnership had a clear leadership structure, working to deliver a concise vision, supported by relevant principles and values.
- This clear leadership structure supported the partnership in meeting its strategic objectives, as outlined in its strategic plans.
- There were robust links between these objectives and day-to-day operational activity, with sound governance built in.
- There was very strong evidence of a commitment to improvement activity and collective ownership of change.
- There were good examples of the partnership's approach to self-evaluation and self-assessment. This gave a solid foundation for ensuring this was consistent, maintained and used for improvement across all services.

## Areas for Improvement

Inspectors identified five key areas for improvement. These are summarised in the table below with an update on progress:

Key Area	Recommendation for Improvement	Progress
<b>Key performance outcomes</b>	The partnership should continue to improve the capture of qualitative data as a performance measure.	<b>In Progress:</b> IJB self-evaluation session supported by the Improvement Service identified key actions to produce a “Logic Model” for each of the seven objectives in the Strategic Plan and develop a reporting dashboard with 3-5 priority measures that will include qualitative measures.
<b>Experiences of people and carers</b>	The partnership should better capture the impact of its early intervention and prevention activity on people’s experiences.	<b>In Progress:</b> Working with independent partner to evaluate and report on “Ahead of the Curve” work. Validated functional measure being used to capture impact on level of independent function and experience measures also being used.
<b>Strategic planning, policy, quality and improvement</b>	The partnership should be responsive to provider feedback, fully reinstating provider forums.	<b>Complete:</b> In person provider forums re-established December 2022.
<b>Delivery of key processes</b>	<p>The partnership should continue to focus on increasing the amount of anticipatory care plans to ensure every person has had access to one.</p> <p>The partnership should continue their monitoring and improvement of self-directed support processes.</p>	<p><b>In Progress:</b> Continue ACP work with initial focus on Care Home ACPs/eKIS, and subsequent focus on frailty within GP Practice (GP leads and new Clinical Nurse Managers) reporting into Driving Change Group. Links with Ayrshire-wide groups including Whole System Intervention/ Unscheduled Care/ Out of Hours Services/ Primary Care Management and LMC/GP Sub-Committee</p> <p><b>In Progress:</b> Self-directed support lead appointed and improvement action plan in progress.</p>
<b>Leadership and direction</b>	The partnership should improve processes for gathering qualitative data, ensuring it is readily available for leaders and senior managers to further inform their decision-making.	<b>In Progress:</b> As indicated in improvement area 1.



## Summary and Outstanding Risks

The Joint Inspection Report was positive and highlighted a large number of strengths. The report concluded that:

- Most people in South Ayrshire experience positive outcomes.
- Services work well together with particular strengths around prevention and early intervention.
- Leaders exhibited clarity of purpose and a genuine commitment to deliver improvement.

The areas for improvement identified will enable Adult Services to build on solid foundations and move from good to very good / excellent. The areas for improvement had already been identified through internal self-evaluation and actions were already being progressed.

The improvement action plan will be monitored through Community Health and Care Governance Group and the Health and Care Governance Committee.

# Participation and Engagement

Meaningful participation, consultation and engagement is at the heart of achieving the vision and objectives of the South Ayrshire Health & Social Care Partnership. The HSCP is required by the Public Bodies (Joint Working) (Scotland) Act 2014 to involve and consult with relevant stakeholders, including patients and service users, in the planning and delivery of services.

The [Participation and Engagement Strategy](#) outlines how the HSCP will involve partners across South Ayrshire in order to develop services that meet the needs and improve outcomes for our communities.

The [Digital Strategy](#) also outlines how the HSCP will explore opportunities to use digital platforms to improve communication and engagement with citizens, building upon Covid 19 lessons learned. The Digital Strategy is being refreshed in 2023.

There are formal consultation and engagement opportunities for people and organisations to share their views on specific proposals being developed for health and social care in South Ayrshire. This can include strategies, plans, service developments and service reviews among other areas. It is in addition to the ways in which people and organisations are already involved in shaping the work of the HSCP and Integration Joint Board, including membership on the Integration Joint Board and its Committees.

## Communications

### Communications Strategy

Our current Communications Strategy sets out a framework for effective communication, identifies our stakeholders and who we will communicate with – both internally and externally, identifies the ways in which we will communicate and sets out how we will further improve the effectiveness of our communication activities.

The communications strategy is being refreshed during 2023 with a view of developing a 3-year action focused Strategy aligned to the strategies in existence within NHS Ayrshire & Arran and South Ayrshire Council as well as other partner organisations.

### Press Activity

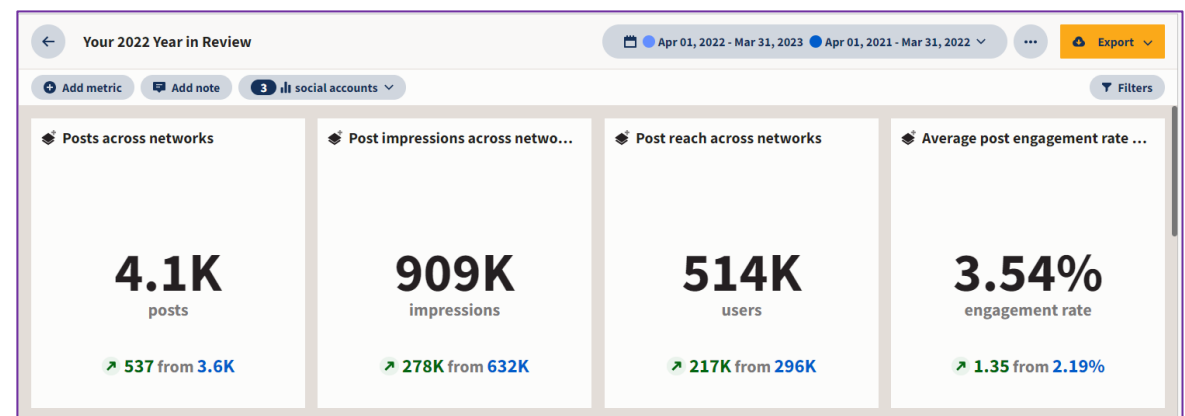
South Ayrshire HSCP has seen a marked increase in the press activity over the reporting period. Both in proactive and reactive activity.

- **12** Proactive Press Releases issued. These articles are developed and distributed to the local press to showcase good news and best practice. All are available on the HSCP website: <https://hscp.south-ayrshire.gov.uk/News>
- **11** Media Enquiries were received and responded to in line with our media protocol.
- **2** radio interview requests have been approved and coordinated. This included an interview Gary Hoey, Chief Social Work Officer as well as a member of the Learning Disability Team.

### Social Media

The South Ayrshire HSCP utilises three social media platforms: Facebook, Twitter and LinkedIn.

By comparing activity data for this reporting period with last year you can see a marked increase across all areas. From activity on the accounts by the communications officer as well as with engagement rates from users and visibility.



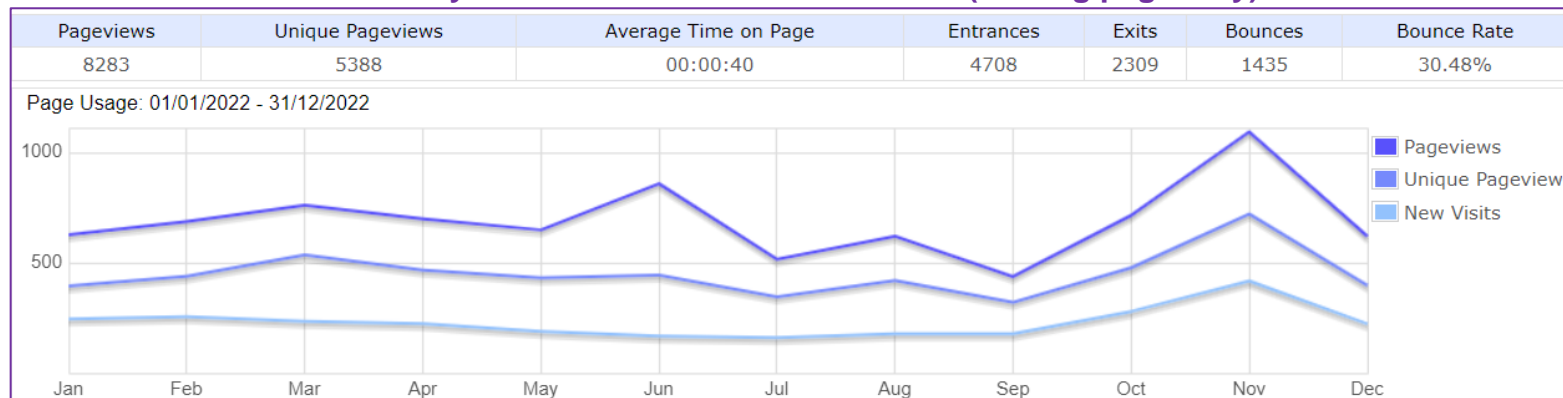
## Public Website

The South Ayrshire HSCP website traffic has grown significantly since its launch in 2021. Work will be taken forward in 2023 to do a full review of all existing pages as well as to identify any gaps in information available on our public website. The teams will be looking to identify 'Digital Champions' in order to grow capacity within the teams working directly on the website.

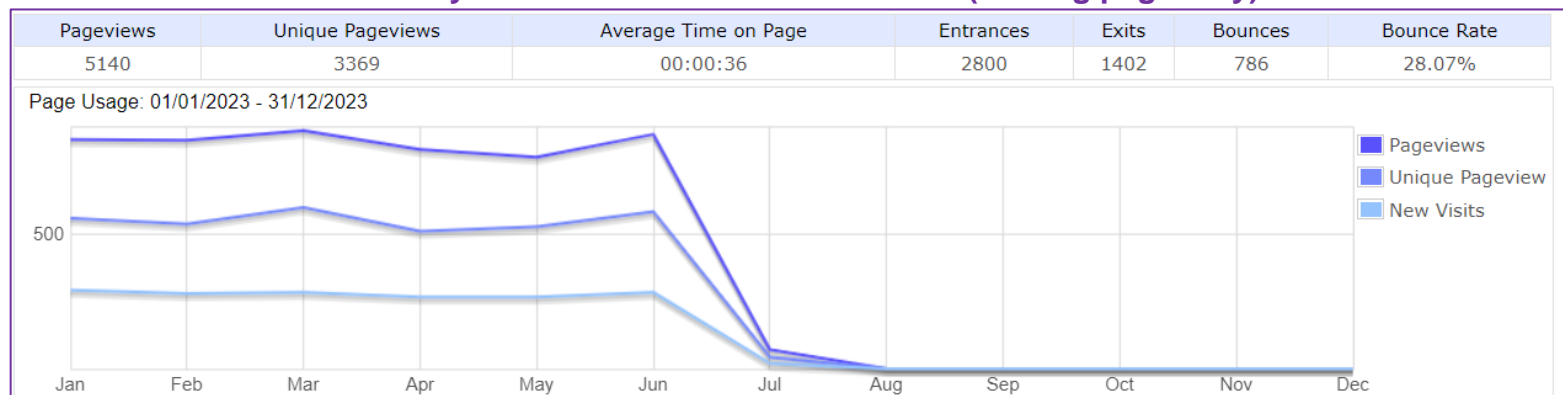
Work is also taking place in partnership with VASA to identify opportunities to improve the user journey across both sites to improve access to information.

The below data shows the hit rate of our HSCP landing page.

### South Ayrshire HSCP website traffic 2022 (landing page only)



### South Ayrshire HSCP website traffic 2023 (landing page only)



## Locality Planning

Locality Planning Partnerships (LPPs) continued to meet throughout the year, some now choosing to meet in person rather than on-line. They remain a major locus for engagement for HSCP and wider planning, for example in relation to planned changes within NHS Ayrshire and Arran Cancer services.

They have supported a range of local activity and successfully used their local discretionary funding (**around £21k per locality**) to address local priorities. One additional theme in this period has been support for local activity to mitigate the effects of the Cost of Living / Energy Costs crisis and to that end many of the emerging Cosy Spaces across South Ayrshire. LPPs respond flexibly to the needs of their local areas and some allocations have reflected key local priorities, such as Defibrillation access in the South Carrick area.

Cosy Spaces have had a real impact on delivering our Strategies including Social Isolation. Communities showed real innovation and growth to open cosy spaces at a time of crisis, spaces ranged from Church Halls, Community centres and local hotel / cafe businesses to Care Homes and support groups. These cosy spaces offered hot drinks, hot meals, snacks, warm spaces, social contact and activities. Although many intended to offer these resources during the cold winter months, a significant number have continued to operate since opening.

Local grants were allocated without 'Decision Days' in this period, partly recognising continuing Covid-related concerns but it is hoped that these will be re-introduced next year.

A major piece of work in this period has been to carry out developmental work with other Community Planning Partners to create the basis for a stronger and more influential role for LPPs. It is hoped to have a formal 're-launch' of this newly revitalised approach, building on strong partnership working with Council colleagues and wider Community Planning Partners. This will also recognise the movement, particularly in adult HSCP services, to become more locality focused.

Part of this review work has also been developing proposals for a change to the Ayr localities recognising the stark inequalities that exist within the area.

Some of the LPPs are also reflecting on updated locality profiles to consider what priorities they agree in the next year.

Along with CPP colleagues, Wallacetown has remained an area of focus and the HSCP has actively supported front-line work in the area but also, within the context of the Strategic Delivery Partnership, sought to offer leadership to look at longer term developments that might also recognise the poverty and inequality in the wider Ayr North area.



## Girvan and South Carrick

Girvan and South Carrick LPP meetings are well attended and have good representation. The engagement officers were involved in place planning at Ballantrae, which allowed members of the community to have their say on how they would like funding spent in their local area, as well as advising on what they felt the main priorities were.

Girvan have an initiative called 'Making Girvan and South Carrick Safer, Friendlier and Healthier for All' rather than Dementia Friendly, which it is known as in other localities. Some of the work that has taken place includes:

- 10 Dementia coloured benches at Ainsley Park. In a cluster formation to encourage conversation and interaction.
- 2 Picnic benches which are wheelchair accessible at the promenade.
- Beach accessible wheelchairs, beach walker and hoist.
- Support provided to the Boost Group to encourage healthy eating and exercise.
- Improved disability access from the promenade to the beach.
- War memorial benches and refurbishment of picnic tables to allow public access to events on Stair Park.
- Outdoor fitness equipment at the promenade.

This work has been achieved and funded by various sources, which include the Girvan and SC LPP, Girvan Town Team, the Community Led Lottery Fund and Coastal Communities Fund.

The Girvan and SC LPP funded **16** different projects which provided vital support within the community. Some of the projects include Community Action Network (CAN) which provides transport to hospital appointment for local people, Stepping Stones for Families which provides quality money advice as well as a family wellbeing service and RecoveryAyr who are a local community group of individuals in recovery from substance use and supporters of recovery. RecoveryAyr used the funding to host events to bring the community together. All the projects funded linked in well with the priorities set by the LPP.

The LPP also put **£9000** towards the defibrillator project which has allowed **14** defibrillators to be installed and accessed within Girvan. Training for the community will be set up to ensure the public know how to operate them.

## Maybole and North Carrick

Maybole and North Carrick LPP meetings are well attended. The meetings started back again in January 2023 and building membership is the main priority to ensure all the relevant people and the community are represented there.

Dementia Friendly work continues within Maybole and North Carrick and includes a Dementia Friendly Choir that started in June 2023 however plans for this were in the making since 2022 / 23.

Maybole and North Carrick funded **10** projects in 2022 / 23 and these included:

- Colouring Communities, which is a volunteer friendship group aimed at adults with disabilities and they used the funding to pay for the community hall hire to deliver the group as well as providing a hot breakfast for their 9 participants.
- Carrick Senior Citizens Lunch Club, which is run by volunteers and provides a safe space for seniors to meet up and socialise which fits with the priority of social isolation and loneliness.
- Carrick Tots who support numerous families, with pre-school children, on a weekly basis to help build relationships and allow for socialisation.

## Troon

Troon & Villages LPP in association with Marr College held a successful celebration of Carers event in June 2022. Entertainment and refreshments were provided to celebrate unpaid carers across the locality. A number of information stalls were available on the day including Voluntary Action South Ayrshire, Dementia Friendly Prestwick and local organisations such as Give a Dog a Bone as well as the Health & Social Care Partnership and Ayrshire & Arran teams. This was the 1<sup>st</sup> Carers Day event where both young and adult carers were celebrated, we had a film showing of “The Weekend”, a production by The Iris and young carers telling the stories of the 3 young carers. Engagement with Marr College will take place in the near future to discuss arrangements for another day.

There were **14** organisations that were successful in their bids for small grant funding including:

- 1<sup>st</sup> Troon Girls Brigade.
- Dundonald Parish Church.
- Give a Dog a Bone.
- Dementia Friendly Troon.

## Prestwick

Prestwick & Villages LPP in partnership with Prestwick Academy held a successful celebration of Carers event in June 2022. Entertainment and refreshments were provided to celebrate unpaid carers across the locality. A number of information stalls were available on the day including Voluntary Action South Ayrshire, Dementia Friendly Prestwick as well as the Health & Social Care Partnership and Ayrshire & Arran teams. A future date for 2023 has been set and the event will also include young carers.

There were **14** organisations that were successful in their bids for small grant funding from the LPP, including:

- Howie Bowling Club.
- South Ayrshire Autistic Society.
- The New Life Trust.

Two organisations have submitted evaluations to date, Age Concern Prestwick applied for £1000 to subsidise their annual Christmas Party, the funding allowed 60 people to attend the event at a reduced cost of £5 per head, guests were served a 3-course meal as well as entertainment. 30 of the people in attendance were new to the 65 club.

Symington Babies & Toddlers were granted £750 to help with hiring experts to run activities at their Tuesday and Friday sessions. These activities are arranged to allow parents/carers to bring their children, and experience different developmental learning, educational, physical activities. When possible they try do sessions ourselves from volunteers attending the group, but on occasions require experts to come in and run sessions, such as dancing, yoga, sign & sing language, sensory sessions. To date 5 sessions have been run including sensory sessions as well as Bunny luv. The feedback has been very positive, and new attendees have come to the group which was the aim to help tackle social isolation or nervousness coming to the group. The activities have helped build teamwork and communication across adults and little ones, and definitely encourage movement around the room for people to engage and interact.

## Ayr North

Ayr North LPP have been working quietly in the background generating new and enthusiastic members to the group which through 2022 had become low. LPP members have been engaging with local organisations and services to help increase the membership and especially representation for those groups most marginalised. Ayr North has been subject to a number of significant changes in the last year including the development of a Localised Place Plan for Ayr North and the creation of the Wallacetown Partnership.

Ayr North LPP awarded **£10k** to support the development of a community project in Ayr North following a consultation with the local community. Ayr North LPP will be working closely with partners to create locality plans for the area which will sit alongside Thriving Communities Place Plans and HSCP specific Locality Plans.

Both Ayr North and Ayr South LPP's have been subject to a change in the administrative boundaries of the HSCP which has led to some of the more rural communities being relocated from Ayr North to Ayr South and a small section of Ayr town centre moving into the Ayr North locality. Ongoing consultation continues within both areas.

Ayr North LPP supported a number of local organisations through their small grants fund which offered local organisations up to £1000 to help support their development. Organisations Included; Aberlour, North Ayr The 'Gither and Vics in the community.

## Ayr South

Ayr South Locality Planning Partnership have continued to work on reinventing the group as following the pandemic, membership has been particularly sparse making any meaningful developments problematic. The Ayr South LPP continue to work with Remembering Together to support the creation of a 'Memorial' space wit in Ayr South to celebrate the lives lost through and due to the pandemic.

LPP members have been actively engaging with the local neighbourhoods in Ayr South to promote the work of the group and to generate new members. Heading into 2023 the group has successfully attracted support from local residents, organisations and council services and is in the process of developing new targeted action plans that reflects the changing needs of the individual communities based on community information and national statistics.

Following some initial scoping, it has been agreed that a Dementia Friendly initiative in Ayr was too much of a challenge and as such moving through 2023 the group will be working with schools, organisations and Thriving Communities to create a 'Dementia Friendly Doonfoot and Alloway' network that will utilise the invaluable resources within the area to support those with Dementia and their families.

Ayr South LPP supported a number of local organisations through their small grants fund which offered local organisations up to £1000 to help support their development. Organisations included Broken Chains, Crossroads and The Ayr Ark.

## Wellbeing Survey

The Wellbeing Pledge Board and the IJB's Strategic Planning Advisory Group (SPAG) recommended that that the HSCP undertakes an exercise to better understand the wellbeing of the community in South Ayrshire to build on (and bring up to date) existing data. At the same time, the HSCP has been in conversation with council colleagues who run South Ayrshire 1000 survey around how this exercise could be used to benefit the HSCP and the work on the Wellbeing Pledge.

To progress this piece of work HSCP colleagues worked with the Health Improvement Team (NHS A&A) and SAC Corporate Policy to develop a set of questions that will form the first South Ayrshire Wellbeing Survey. The questions have largely been drawn from existing surveys (e.g., Scottish Health Survey, Scottish Household and Quality of Life Survey) to ensure quality and rigour of the answer we will receive.



The survey was published on 25 March 2022 and was open for a period of 12 weeks to allow adequate time for people to meaningfully engage. The survey was published online and was promoted on social media and other communications channels. Paper copies of the survey and prepaid return envelopes were also distributed to various locations across our localities. In total, there were **469** responses to the survey. In terms of analysis the University of West of Scotland offered support with qualitative analysis which was not required due to the limited qualitative responses. The results were mainly quantitative with limited detail that could suitably be analysed by their team.

## Key Findings

### Theme: General

The majority of survey respondents fell into the 55-64 age bracket with a total of 129 responses, this was followed by the 65+ age bracket with 120 responses. The most underrepresented age bracket was 16-25 who returned only 5 responses. This tells us we have more to do to engage with younger generations in encouraging their engagement with the survey to gain a broader understanding of wellbeing across all age groups. This could include a review of the engagement strategies used to share the survey and how we encourage a younger generation to share their views.

The survey asked respondents to share which locality they lived in. Ayr South and Coylton locality engaged the most with 148 responses, Maybole and North Carrick engaged the least with on 36 responses from people living in this locality. This would suggest that further engagement is required across the localities who engaged least with the survey. Consideration should be given to the size of the locality commensurate with the responses received. I'd also note the disparity between Ayr North and Ayr South; Ayr North only had 55 responses compared to the 148 received from Ayr South. The challenges felt in Ayr North around deprivation would suggest we could do more to engage with the community to understand how this impacts upon their wellbeing position.

The majority of respondents were female at 331 responses with only 127 responses from males and 5 who would prefer not to disclose their gender. In order to best analyse the wellbeing of both men and women across the survey a more balanced representation of genders would be required if this indicator was to be used for reference.

Of all survey respondents 386 advised they were white Scottish, 57 were white English and 1 white Irish. There was little to no responses from any other ethnic group. This could suggest further work is required to improve the reach and engagement of the survey including improving accessibility to the survey potentially the availability of the survey in a range of languages.

Over half of survey respondents (284) would consider themselves to have a good or very good standard of life. Only 11 respondents suggested they currently had a very bad quality of life. This shows that the vast majority would consider themselves to have at least a good standard of life.

### Theme: Health

Nearly half of respondents declare that they have a physical or mental health condition or illness lasting over 12 months (215). Out of these respondents only 172 of these people suggested that their condition or illness reduced their ability a little or a lot to carry out day-to-day tasks.

A large proportion of respondents (385) declared that they accumulate at least 30 minutes of moderate physical activity at least 2/3 days a week or more. Only 21 people suggested they never do any sort of exercise.

In reference to smoking across the population only 32 people suggested they are current smokers and 27 currently use E-cigarettes. This tells us that the vast majority of our population who completed the survey are non-smokers.

### Theme: Social Isolation and Loneliness

150 people responded that they feel lonely at least some of time, 50 people felt lonely most of the time and 10 felt lonely all of the time.

234 people noted that they were in contact with relatives, friends, or neighbours either in person or via another communication methods on most days. Only 2 people declared that they never have any contact with anyone at all.

This would suggest these individuals who feel the impact of social isolation and loneliness could benefit from signposting to services available in their communities to mitigate the impact and feeling of loneliness. Understanding this information at locality level would be beneficial to directing services. The social isolation and loneliness strategy implementation group may be interested to review these responses further.

### Theme: Volunteering

Over half of respondents (240) do not engage in any type of volunteering. Of those that do volunteer 64 people stated they were involved in volunteering activity within their local community and neighbourhood. The next most popular area for volunteering was in their child's school / education setting.

Looking at frequency of volunteering, a total of 157 respondents volunteered at least once per week including 53 people who volunteer several times a week.

### Theme: Engagement with the community

The survey asked to what extent respondents agreed that they can influence decisions affecting their local area and only 84 people agreed or strongly agreed this was the case. This would tell us that more work could be done to empower our communities to have a say on decisions that impact upon them and their wellbeing.

Nearly 50% of respondents advised they would like to be more involved in the decisions that affect their community. This provides a key opportunity for services to engage more with the communities they serve and better represent their views given the survey results suggest that is true for those who have completed it.

The final question asks respondents how informed they feel on the services provided by South Ayrshire Health & Social Care Partnership, South Ayrshire Council, and its partners. 148 people said they were quite poorly or very poorly informed and 133 people stated they did not know. This suggests we have more work to do to promote the work of the HSCP and South Ayrshire Council.

44% of respondents suggested webpages/websites would be their preferred mode of finding out about our services. Other suggestions included text and email alerts, leaflets, and social media.

### Next Steps

The initial intention was to repeat the survey every two years in order for effective monitoring of changes in views and perceptions. Given the timing of the previous survey and the relatively low response rate relative to the population of South Ayrshire, it may be prudent to revisit this earlier – in the later part of 2023. This would allow a comparison of wellbeing responses to allow for trends to be discovered.

Consideration should be given to other consultation work being undertaken across localities in 2023 and appropriate connections utilised. The move to locality-based services within the Community Health and Care service will provide further opportunity to drill down to locality level.

## Clinical Care and Governance

Coming out of a global pandemic which saw significant changes to working protocols and practices which changed rapidly and frequently has been challenging. In order to provide assurance that delivering and maintaining high standards of health and care is, first and foremost, the driving factor across services we have continued to adhere to stringent governance. Our governance meetings, in keeping with national guidance to ensure a joined-up approach to governance of both health and social work / social care services and scheduled in advance in accordance with the decision making required.

Our governance arrangements include the Health Care Governance Group. The HCGG received reports from each of the HSCP's service areas and other internal governance groups such as the Social Work Governance Committee. During the early stages of 2023 the template for annual reporting was refreshed and the first generation of this revision will be presented in the summer of 2023 to the various committees and Boards.

In addition to the regular Health and Care Governance business, the now well-established Community Services Oversight Group (CSOG), provides enhanced oversight of care homes and care at home services, built from the early days of the pandemic. Although emanating from national care home oversight guidance, we have tailored these arrangements to what works well for us locally. The multi-disciplinary approach remains strong and has become an embedded work stream. Relationships which were borne out of necessity has developed positive and robust relationships and brings together partners to support improvement across services. These relationships have proven invaluable during some of the most challenging times experienced across health and care services. Engagement with the group is positive and supportive to embedding improvements, the membership of the group gives a platform for developing training and good practice across all services and is driven by professional intelligence, governance and professional curiosity.

In the first full year of the Quality Assurance Framework following its implementation during 2021-22 our services continue to be assessed across a range of themes. The QAF is an evidence-based assessment from a strategic overview of service provision. The findings of the assessments are reported into the CSOG for awareness and approval. During the last year this teams have been able to offer a consistent approach to evaluation and engagement which is undertaken across all externally commissioned services and is carried out in parallel with Council processes led by our Procurement team.

From a public protection perspective, Adult Support and Protection reports along with Child Protection reviews support learning for the HSCP and these wider multi-agency protection-based Partnerships. Good governance arrangements (through the Adult and Child Protection Committees) ensure that all staff are supported to share issues in a safe and confidential environment. Learning Summaries are shared, and the HSCP supports education and learning through the work done by the Education and Learning Sub-Group. This approach ensures that governance procedures improve, assure and, where necessary, result in remediation to drive the quality of our joint services. The Partnership Improvement Plan emanating from this governance approach, ensures that continuous improvement is embedded throughout every aspect of care delivery, from corporate leadership values to clinical and partnership support for staff. We continue to keep our governance processes under review and are constantly seeking to improve these.

## **In year progress and year ahead**

This year's Annual Performance Report covers the twelve months to March 2023. The reality that came from Covid of facing unprecedented challenges which touched all aspects of people's lives, and significantly impacted on their health and wellbeing brings continued opportunity to change and improve how we engage, develop and implement services. We have revised how we work locally and undertaken a significant investment internally to support locality planning and service delivery. Social Work services continue to roll out planned shared improvements

which are the new normal. Although the systematic pressures that covid presented were far reaching, this has created massive potential and opportunity to assess and introduce new ways of working which not only meet the needs of our citizens but support asset and capacity building in the heart of the communities we have. As we move forward to face new challenges, our appreciation for resilience, innovation, durability and a sense of coming together remains strong. We are committed to developing and reviewing Strategy documents which drive service delivery through consultation, collaboration and co-designing underpin our determination of delivering on the outcomes.

Across South Ayrshire and nationally recruitment and retention is difficult. This has a direct impact across all services, some more than others, and the HSCP have introduced a new strategic planning group, formed from the Workforce Plan, to drive forward our commitment to ensuring that we have the best workforce for the services. This includes improved training and access to skill development courses; bespoke and reactive recruitment and career pathways; shared learning and understanding of the challenges and commitment to support strategic awareness and development to address the staffing and resource concerns - for example linking directly with Colleges and University's as well as investing in Modern Apprentice programmes. New ways of working and using technology to reduce system pressures as well as empower our citizens to live an empowered, healthy and safe life.

The commitment to continue to develop core and cluster housing models, offering modern, well-designed accommodation with support available on site to add to the existing portfolio of quality accommodation for people with additional support needs is a key priority and we have strong relationships with the Strategic Housing Management team to underpin our collective approach to achieving this.

Across all of our services we will build on our business intelligence and performance management tools and processes to support teams who are at the coal face of the business better. Investment in this has been agreed and we will be able to report on progress and workstreams next year.

## Lead Partnership Responsibilities

In 2022-23 South Ayrshire Health & Social Care Partnership was the Lead Partnership for the following services across Ayrshire & Arran:

### Continence

The Integrated Continence Service promotes continence by empowering patients to self-manage through behaviour and lifestyle interventions. The objectives of the service are:

- Intermediate clinics across Ayrshire - the Continence Team delivers clinics in 12 locations throughout Ayrshire, including a monthly clinic on Arran.

- An advisory and educational service to NHS clinicians thus enhancing the quality of evidence-based continence care being delivered to patients and carers. The service delivers an annual programme of education.
- An advisory service to patients, carers and voluntary organisations and a Monday to Friday helpline.

The HSCP is currently in the process of reviewing the continence service to improve support to those who use the service.

### **Family Nurse Partnership**

The Family Nurse Partnership is a Licensed Model supported by Scottish Government to improve outcomes for those young mothers who are 19 years old and under who engage with the service. They are recruited at the Midwifery Booking Visit and have no obligation to engage with the support offered. The programme works intensively with families for 2 years offering 26 visits as a minimal, supporting the family's needs. There are more intense engagement and visiting around the needs of the individuals and baby.

The success of this programme has been highlighted in the Annual Report from Scottish Government. Individual families, Mums and Dads have had successful outcomes from the engagement with FNP resulting in improved outcomes for children and individuals in first 2 years of life. The FNP work closely with the Health Visiting Service as children return to the mainstream services of the Health Visitor at 2 years.

### **Community Equipment Store**

The Community Equipment Store supports the provision of equipment, such as hospital beds, mattresses, hoists, slings etc., across the Ayrshire and Arran Health Board. As lead, South Ayrshire Health and Social Care Partnership are responsible for line management and budget of the service.

Community Equipment meets a wide range of needs across all care groups and ages, maximising independence and promoting functional abilities. The equipment provided enables children and adults to carry out the activities of daily living within their own home, including transfers, toileting, bathing and mobility. It can also offer specialist equipment solutions such as profiling beds, mattresses, seating and moving and handling equipment for people with more complex needs and longer-term health conditions, allowing them to be cared for at home. This year will see the re-tender of the Community Equipment procurement contract, this is a Pan-Ayrshire contract for which South Ayrshire HSCP is lead.

In January the new Store Coordinator commenced in post, taking on responsibility for the Community Equipment Service (Pan-Ayrshire) based at Ailsa Hospital, and the Community Equipment and Minor Adaptation Service (South Ayrshire HSCP) based in Troon. There has also been a number of recruitments to vacancies within the service, bringing both stores up to full staffing compliment. This has supported the continued effort to drive down lead times for equipment deliveries, whilst also enabling the ongoing focus on supporting quick access to equipment when supporting end of life care.

Over the past year we have seen an increase in the need for equipment to prevent hospital admissions and support safe discharges from hospital as well as the continued support of those individuals in the community with complex care needs. The HSCP is currently reviewing the demand and performance of the Community Equipment Store in order to promote efficient and effective management of the store and improve upon the support to the disciplines and communities who require its services. The newly published Equipment and Adaptations Guide (2023) will be used to guide the ongoing development of this service over the coming year.

### Other Lead Partnership Arrangements

**North Ayrshire Health and Social Care Partnership** is the lead Partnership in Ayrshire for specialist and in-patient Mental Health Services and some Early Years Services. They are responsible for the strategic planning of all Mental Health in-patient services, Learning Disability Assessment and Treatment Service, Child and Adolescent Mental Health Services, Psychology Services, Child Service, Children's Immunisation Team and Infant Feeding Service.

**East Ayrshire Health and Social Care Partnership** is the lead partnership with responsibility for Primary and Urgent Care Services. 'Primary Care' refers to the four independent contractors who provide the first point of contact for the Ayrshire and Arran population. These contractors are General Practitioners (GPs), Community Pharmacists, Optometrists and General Dental Practitioners. Leadership arrangements are well-established across all contractor groups. This lead responsibility relates to:

- General Medical Services: 53 GP Practices in Ayrshire and Arran with a practice population of 388,145.
- Community Pharmacies: 98 community pharmacy outlets across Ayrshire and Arran.
- Community Optometry Practices: 50 across Ayrshire and Arran.
- Dental Practices: 67 dental practices providing general dental services (4 are orthodontic practices).
- Public Dental Service: delivered under management of Primary Care Dental Team and employed dentists.

# Looking Ahead

**Children's Health, Care and Justice Service:** As Head of Service, **Mark Inglis** is clear on his aims and aspirations for Children's Health Care services:

We are committed to continuing to work on a preventative basis applying the Christie Commission four P's of Prevention, People, Performance and Partnership.

Children services will embed the learning from the transformational work delivered over the past year and have shown efficiency and improved service delivery. In particular, the implementation of the Promise, Belmont Family First project & Small Steps to Wellbeing, the application of the Signs of Safety, the creation of a Kinship Team and the Children's house extension at Cunningham Place.

These transformation projects have evidenced financial efficiencies over and above targets as well as delivered improved outcomes for Children and their families. This has enabled the change in the balance of Care with more focus and investment being placed on early intervention and prevention, collaborative working and whole system change and away from expensive care providers and intrusive statutory interventions.

This work, along with the more "whole system, cultural change" challenge that the Promise brings, and the focus on being Trauma informed and Children's rights focused, creates an opportunity for change in not only what we do but how we do it.

The team will continue to focus on developing:

- Roll out to other schools, a Family First Schools project, learning from the Small Steps to Wellbeing project and expanding on the Belmont First model.
- To have teams in localities working with partners to respond to local needs and develop strong community partnerships
- Transform and modernise the children with disability team
- Create additional nursing support within Ayr North / Wallacetown
- Redesign current Young Persons Support and Transition Team with Youth Justice and Through Care and After Care clearly defined
- Develop trauma informed therapeutic services for children looked after in Foster and Kinship Care, including the employment of a Play Therapist and enhanced training to reduce the number of family care break downs
- Contribute to Children Services Planning Partnership, Whole Family Wellbeing to ensure a coordinated and cohesive approach to Family Wellbeing as outlined within the Promise.



- Take the learn from the work of Horizons Research commissioned by the Children Services Planning Group, to develop a whole family approach offer in South Ayrshire that is informed and reflects the whole Community Planning Partnership contribution through the Children’s Service Planning Partnership
- To deliver on the Promise and change the “whole system” and how we care for Children who are in Care or Care Experienced, in particular the challenge to use Care based language.
- To deliver on the Parenting Promise and our objective of loving our Care Experienced Children and young people in word and in action
- Improve the use of Data and the presentation of it, to inform service design and resource allocation. To also devolve more data and local decision making to front line managers

**Community Health and Care Services for Adults:** As Head of Service for **Billy McClean** has set his vision high across the service areas within his remit:

Across Community Health and Care Services we have invested significantly across services to drive quality improvement, professional standards and integrated working with a focus on prevention, early intervention and partnership working. Building on the positive Joint Inspection of Adult Services Billy McClean has set his vision high across the service areas within his remit to go from “Good to Great”, delivering and celebrating sector leading services.

#### **Mental Health and Addictions**

We continue to improve our approach to integrated services closer to the community with significant investment in our integrated teams and early intervention approaches.

Working closely with Housing we have developed sector leading supported housing projects for our most vulnerable clients.

Having appointed to a new Service Manager post we aim to build on these successes and will engage with our service users and teams to review our Mental Health Strategy over the coming 12months.

#### **Learning Disabilities and Sensory Impairment**

Our new Learning Disability Strategy was published in 2022 and is celebrated as an excellent example of partnership working and service user engagement having been developed and being delivered in partnership with people who have a learning disability and their carers. We are working with partners to deliver on the ambitions set out in the strategy.

We have reviewed our Sensory Impairment Service Plan and restructured the Service making it more agile and proactive to the needs of people with a sensory impairment.

We have a number of sector leading supported housing projects and have supported people to return to Ayrshire which we will build on this year.

### Adult and Older People

Building on the success of our Strategic Plan and Wellbeing Pledge we have a clear vision for our “team around the locality” and whole system approach to service provision set out in our Adult and Older People Service Plan.

Following significant investment in our front-line teams and Senior Management and Professional Leadership capacity we will be developing and delivering on Locality Plans for each of the six localities.

We are a Scottish Government GIRFE (Getting It Right For Everyone) pathfinder site and have been asked by Health Improvement Scotland to share our whole system frailty work nationally.

**South Ayrshire Health and Social Care Partnership:** As Director **Tim Eltringham** celebrates the previous year’s achievements and reflects on the strength of the current position:

Offering positive, empowering and motivating leadership, the senior management team are committed to further improving both the quality of and access to services. We continue to pursue the right premises for our teams, where staff can feel valued, be proud of the facilities they work from and present to the wider community that the Health and Social Care Partnership is committed to building thriving communities where people can be supported and support others living close to them.

We will continue to listen to our staff, and value the significant contribution that they make.








Further developing a training suite of value based, up to date and relevant training courses and sessions, backed up with leadership and management tools to support their development and actively promote the value of our richest resource. We recognise that whilst Health and Social care remains a challenging environment to work in, we have a responsibility to actively promote health and social care as a positive destination for employment, offer real career path opportunities and build a strength-based workforce who are committed to continuous improvement.









We will continue to work with stakeholders and partners to create real opportunities to grow our skilled workforce and make South Ayrshire the location of choice for people to live, learn and work in.





Looking inwards to our Performance Management and reporting we will gather, collect and present evidence-based business intelligence designed to supports services to develop responsive, appropriate services whilst meeting our statutory obligations. This will also help us manage our risks better.

Our passion, drive and commitment to keep people safe, well and healthy remains strong.

# Appendix 1: National Health and Wellbeing Indicators Data

NATIONAL INDICATORS		South Ayrshire Health and Social Care Partnership Data									Scotland Latest Data	RAG STATUS	
		2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			2022/23
NI-1	Percentage of adults able to look after their health very well or quite well	95%	N/A	95%	N/A	94%	N/A	94%	N/A	92%	N/A	91% (2021/22)	
NI-2	Percentage of adults supported at home who agreed that they are supported to live as independently as possible	83%	N/A	83%	N/A	82%	N/A	82% <sup>1</sup>	N/A	76% <sup>1</sup>	N/A	79% <sup>1</sup> (2021/22)	
NI-3	Percentage of adults supported at home who agreed that they had a say in how their help, care or support was provided	81%	N/A	80%	N/A	77%	N/A	75% <sup>1</sup>	N/A	76% <sup>1</sup>	N/A	71% <sup>1</sup> (2021/22)	
NI-4	Percentage of adults supported at home who agreed that their health and social care services seemed to be well coordinated	79%	N/A	74%	N/A	85% (s)	N/A	72% <sup>1</sup>	N/A	63% <sup>1</sup>	N/A	66% <sup>1</sup> (2021/22)	
NI-5	Total percentage of adults receiving any care or support who rated it as excellent or good	81%	N/A	83%	N/A	85%	N/A	81% <sup>1</sup>	N/A	76% <sup>1</sup>	N/A	75% <sup>1</sup> (2021/22)	
NI-6	Percentage of people with positive experience of the care provided by their GP practice	89%	N/A	90%	N/A	88% (s)	N/A	86%	N/A	78% (s)	N/A	67% (2021/22)	
NI-7	Percentage of adults supported at home who	82%	N/A	83%	N/A	87% (s)	N/A	81% <sup>1</sup>	N/A	72% <sup>1</sup>	N/A	78% <sup>1</sup> (2021/22)	

	agree that their services and support had an impact on improving or maintaining their quality of life												
NI-8	Total combined percentage of carers who feel supported to continue in their caring role	43%	N/A	40%	N/A	36%	N/A	37%	N/A	34%	N/A	30% (2021/22)	
NI-9	Percentage of adults supported at home who agreed they felt safe	83%	N/A	85%	N/A	85%	N/A	87% <sup>1</sup>	N/A	76% <sup>1</sup>	N/A	80% <sup>1</sup> (2021/22)	
NI-10	Percentage of staff who say they would recommend their workplace as a good place to work	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
NI-11	Premature mortality rate per 100,000 persons	425 (2013)	391 (2014)	422 (2015)	451 (2016)	380 (2017)	419 (2018)	428 (2019)	435 (2020)	451 (2021)	422 (2022)	422 (2022)	
NI-12	Emergency admission rate (per 100,000 population)	14,825	15,811	16,334	16,573	17,498	17,904	16,829	14,852	15,809	14,345 (2022) <sup>2</sup>	11,120 (2022) <sup>2</sup>	
NI-13	Emergency bed day rate (per 100,000 population)	153,312	166,173	176,340	178,190	179,753	166,658	165,627	139,251	153,725	159,863 (2022) <sup>2</sup>	111,371 (2022) <sup>2</sup>	
NI-14	Readmission to hospital within 28 days (per 1,000 population)	109	107	110	116	120	127	118	128	114	101 (2022) <sup>2</sup>	101 (2022) <sup>2</sup>	
NI-15	Proportion of last 6 months of life spent at home or in a community setting	85%	86%	86%	85%	86%	86%	87%	89%	88%	88% (2022) <sup>2</sup>	89% (2022) <sup>2</sup>	

NI-16	Falls rate per 1,000 population aged 65+	22.3	24.9	24.4	22.4	24.8	24.1	22.6	22.1	21.5	18.9 (2022) <sup>2</sup>	22.1 (2022) <sup>2</sup>	
NI-17	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	N/A	86%	89%	86%	87%	80%	80%	79%	73%	Not available for 2022/23 yet	76% (2021/22)	
NI-18	Percentage of adults with intensive care needs receiving care at home	71% (2013)	67% (2014)	63% (2015)	64% (2016)	63% (2017)	61% (2018)	64% (2019)	69% (2020)	73% (2021)	63% (2022)	64% (2022)	
NI-19	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population)	629	900	838	1,273	967	1,354	1,699	886	1,365	2,216	919 (2022/23)	
NI-20	Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	27%	26%	27%	28%	29%	29%	29% <sup>3</sup>	N/A	N/A	N/A	24% <sup>3</sup> (2019/20)	
NI-21	Percentage of people admitted to hospital from home during the year, who are discharged to a care home	<b>Indicator under development</b>											
NI-22	Percentage of people who are discharged from hospital within 72 hours of being ready	<b>Indicator under development</b>											
NI-23	Expenditure on end of life care, cost in last 6 months per death	<b>Indicator under development</b>											

The above figures were provided by Public Health Scotland to all Partnerships for inclusion in Annual Performance Reports.

(p) provisional figures




(s) statistically significant difference in the percent positive result between SA THE PARTNERSHIP area and Scotland as reported through the Health and Social Care Experience Survey.

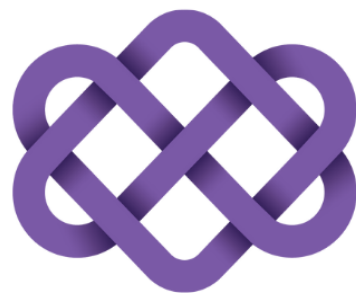
Notes

1 Due to various changes in the HACE survey wording in 2019/20, indicators NI-2, NI-3, NI-4, NI-5, NI-7 and NI-9 are comparable between 2019/20 and 2021/22 but not to results in years prior to this.

2 Calendar year 2022 is used here as a proxy for 2022/23 for indicators NI-12, NI-13, NI-14, NI-15 and NI-16 due to the national data for 2021/22 being incomplete. We have done this following guidance issued by Public Health Scotland to all Health and Social Care Partnerships. Using more complete calendar year data for 2022 should improve the consistency of reporting between Health and Social Care Partnerships.

3 Indicator 20 - NHS Boards were not able to provide detailed cost information for 2020/21 due to changes in service delivery during the pandemic. As a result, PHS have not provided information for indicator 20 beyond 2019/20. PHS previously published information to calendar year 2020 using costs from 2019/20 as a proxy but, given the impact of the COVID-19 pandemic on activity and expenditure, PHS no longer consider this appropriate.

	No concerns		Some concerns		Major concerns
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**south ayrshire**  
health & social care  
partnership

Find out more about the South Ayrshire HSCP on  
our website: [hscp.south-ayrshire.gov.uk](https://hscp.south-ayrshire.gov.uk)

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