County Buildings
Wellington Square
AYR KA7 1DR
Tel No: 01292 612724

south AYRSHIRE COUNCIL
Comhairle Siorrachd Àir a Deas

15 September 2025

To:- Councillors Connolly (Chair), Clark, Cullen, Davis, Grant, Hunter, Kilbride and Shields.

All other Members for INFORMATION ONLY

Educational Representatives – Mr. McGuire, Pastor Gall, Rev. Gemmell, Mr. Fullard, Mr. Laird and Pupil Representatives K. Nelson and D. Griffiths.

Dear Councillor

CABINET

You are requested to participate in a meeting of the Cabinet to be held **on Tuesday, 23 September 2025 at 10.00 a.m.** for the purpose of considering the undernoted business.

This meeting will be held in the County Hall, County Buildings, Ayr on a hybrid basis for Elected Members, will be live-streamed and available to view at https://south-ayrshire.public-i.tv/

Yours sincerely

CATRIONA CAVES
Chief Governance Officer

B U S I N E S S

1. Declarations of Interest.

2. Minutes of previous meeting of 26 August 2025 (copy herewith).

3. Decision Log -

(a) Overdue Action – *none;*

(b) Actions Listed with Revised Dates – for approval; and

(c) Recently Completed Actions.

(copies herewith).

4(a)/

4. Education.

(a) Educational Services Standards and Quality Report 2024/25 – Submit report by the Acting Director of Education (copy herewith).

5. Education/Health and Social Care.

(a) Annual Report 2024/25 - Children and Young People's Service Plan 2023-2026 – Submit joint report by the Acting Director of Education and Head of Children's Health, Care and Justice Service (copy herewith).

6. Education/Buildings, Housing and Environment.

(a) New Girvan Primary and Early Years Campus - Submit report by the Depute Chief Executive and Director of Housing, Operations and Development (copy herewith).

7. Buildings, Housing and Environment.

(a) Annual Assurance Statement – Housing – Submit report by the Depute Chief Executive and Director of Housing, Operations and Development (copy herewith).

(b) Ayrshire Energy Masterplan - Submit report by the Depute Chief Executive and Director of Housing, Operations and Development (copy herewith).

(c) Disabled Parking Bay Audit - Submit report by the Depute Chief Executive and Director of Housing, Operations and Development (copy herewith).

8. Corporate and Strategic.

(a) Strategic Risk Management – Submit report by the Chief Governance Officer (copy herewith).

9. Health and Social Care.

(a) Age Well: Dementia Strategy 2024-2034 – Submit report by the Director of Health and Social Care (copy herewith).

(b) Live Well: Mental Health and Wellbeing Strategy 2024-2034 - Submit Report by the Director of Health and Social Care (Copy herewith).

For more information on any of the items on this agenda, please telephone June Chapman, Committee Services on at 01292 272015, at Wellington Square, Ayr or e-mail: committee.services@south-ayrshire.gov.uk
www.south-ayrshire.gov.uk

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CABINET

Minutes of a hybrid webcast meeting on 26 August 2025 at 10.00 a.m.

Present in County Hall: Councillors Brian Connolly (Chair), Alec Clark, Ian Davis, William Grant, Hugh Hunter and Martin Kilbride.

Present Remotely: Councillor Chris Cullen.

Apology: Councillor Bob Shields.

Attending in County Hall: C. Sneddon, Chief Executive; K. Braidwood, Depute Chief Executive and Director of Housing, Operations and Development; J. Bradley, Director of Communities and Transformation; S. Mulholland Acting Director of Education; C. Caves, Chief Governance Officer; T. Baulk, Chief Financial Officer; W. Wesson, Chief HR Officer; T. Eltringham, Director of Health and Social Care; L. Reid, Assistant Director – Transformation; G. Hunter, Assistant Director – Communities; G. Hoey, Chief Social Work Officer; A. Gibson, Committee Services Officer; and E. Moore, Committee Services Assistant.

Attending Remotely: K. Dalrymple, Assistant Director – Housing and Operations.

Opening Remarks.

The Chair took the sederunt, confirmed to Members the procedures to conduct this meeting and advised that the meeting was being broadcast live.

1. Declarations of Interest.

In terms of Council Standing Order No. 17 and the Councillors' Code of Conduct, Councillor Connolly declared an interest in item 5 of this minute entitled "McCosh Hall and Bowling Green Community Asset Transfer under Part 5 of the Community Empowerment (Scotland) Act 2015 and Application for Funding from the Advancing Community Assets Fund" as he had submitted a letter of support. He agreed to leave the meeting during consideration of that report.

DRAFT

2. Minutes of previous meeting.

The minutes of 17 June 2025 (issued) were submitted and approved.

3. Decision Log.

The Cabinet

Decided:

(1) to note there were no overdue actions;

(2) to approve the actions listed with revised due dates (issued); and

(3) to note the recently completed actions (issued) and that the log item relating to "Memorial Policy" be amended to indicate that a report would be presented to a meeting of South Ayrshire Council in September 2025.

Buildings, Housing and Environment.

4. Barr Community Centre - Community Asset Transfer and Public Trust Resolution.

There was submitted a joint report (issued) of 19 August 2025 by the Depute Chief Executive and Director of Housing, Operations and Development and Chief Governance Officer providing an update regarding the title issue affecting the Barr Community Centre; and requesting Cabinet to pass a resolution to modify the public trust purposes, to allow the community asset transfer to proceed.

Having heard various officers, the Cabinet

Decided:

(1) to note that there was a Public Trust affecting Barr Community Centre and that the Council was the only known Trustee;

(2) to agree that the Public Trust would be known as the Carnegie Morton Trust;

(3) to pass a resolution in terms of Appendix 1 to this report modifying the trust purposes to reflect modern-day conditions and aligning the Trust purposes more closely with the purposes of the Barr Community SCIO;

(4) to delegate authority to the Chief Governance Officer to advertise the passing of the resolution, comment on any objections and submit the documentation to the Lord Advocate;

(5) to extend the deadline by which a formal offer required to be submitted by Barr Community SCIO to purchase the Barr Community Centre under Part 5 of the Community Empowerment (Scotland) Act 2015 to 1 April 2026; and

(6) to note that annual reports would be brought to Cabinet in relation to the Carnegie Morton Trust.

DRAFT

Having previously declared an interest, Councillor Connolly left the meeting at this point and Councillor Clark took the Chair for the following item:-

5. McCosh Hall and Bowling Green Community Asset Transfer under Part 5 of the Community Empowerment (Scotland) Act 2015 and Application for Funding from the Advancing Community Assets Fund.

There was submitted a report (issued) of 19 August 2025 by the Depute Chief Executive and Director of Housing, Operations and Development proposing the Community Asset Transfer of ownership of the McCosh Hall and Bowling Green in Kirkmichael, to Kirkmichael Ayrshire Development Trust SCIO, under Part 5 of the Community Empowerment (Scotland) Act 2015; for a price less than best consideration; and an associated application for funding through the Advancing Community Assets Fund.

The Cabinet

Decided:

(1) to approve the transfer of ownership of McCosh Hall and Bowling Green, as shown in Appendix 1 of the report, under Part 5 of the Community Empowerment (Scotland) Act 2015 to Kirkmichael Ayrshire Development Trust (KADT) SCIO for the discounted sum of £70,000 (seventy thousand pounds) Sterling, having regard to the recommendations made by the Community Asset Transfer Assessment Group (Appendix 2 of the report);

(2) to approve an associated award of up to a maximum of £115,000 from the Council's Advancing Community Assets Fund (ACAF) to KADT, subject to the ACAF standard terms and conditions (included in Background Papers and can be viewed via Kirkmichael Ayrshire Development Trust SC053662 - South Ayrshire Council) and to such specific terms and conditions as may be considered appropriate;

(3) to note the Council's responses to the representations received following publication of the Notice of Asset Transfer Request (copies of the Notice and Representations were included as Background Papers of the report and can be viewed via Kirkmichael Ayrshire Development Trust SC053662 - South Ayrshire Council), and to approve publication of the responses on the Council website and notification of those who responded to the consultation;

(4) to note that, if the applicants wished to proceed with the acquisition, they had a period of six months from the date of the decision notice within which to agree the terms of the sale with the Council; and

(5) that, in the event of an offer being received, to request the Chief Governance Officer to conclude the sale, in accordance with the recommendations of this report.

At this point Councillor Connolly rejoined the meeting and took the Chair.

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6. Tenant Participation Strategy 2025 – 2030.

There was submitted a joint report (issued) of 19 August 2025 by the Chief Executive and Depute Chief Executive and Director of Housing, Operations and Development seeking approval of the Tenant Participation Strategy 2025 – 2030.

Following a number of questions from a Member of the Cabinet and having noted that the Service Lead – Housing Strategy and Regeneration would speak to that Member outwith the meeting on various issues he raised, the Cabinet

Decided:

(1) to approve the Tenant Participation Strategy 2025-2030 (detailed in Appendix 1 of the report); and

(2) to request that an annual report be presented to the Service and Partnerships Performance Panel on progress against the Strategy.

Corporate and Strategic

7. Community Councils - Scheme for Establishment of Community Councils – Consultation Update.

There was submitted a report (issued) of 19 August 2025 by the Director of Communities and Transformation providing an update on the consultation and seeking approval for officers to consult on the draft Scheme for Establishment of Community Councils following phase one of the consultation.

Following discussion and issues raised by a Member regarding the consultation, the finances available to Community Councils and the restrictions to what the monies could be spent on and having noted that the Service Lead – Thriving Communities would respond in writing to any specific questions the Member had. There was also discussion on how to entice members of the public to join Community Councils.

The Cabinet

Decided:

(1) to request that officers consult on the draft Scheme for Establishment of Community Councils, as set out in Appendix 1 of the report;

(2) to approve the recommended approaches and consultation plan set out in the report including the consultation mandate in Appendix 2 of the report; and

(3) to request officers to submit a further report to Council with recommendations in December 2025.

DRAFT

Corporate and Strategic/ Buildings, Housing and Environment/ Finance, HR and ICT/ Economic Development

8. Approvals Under Delegated Authority during period of Recess.

There was submitted a report (issued) of 18 August 2025 by the Chief Governance Officer advising of matters determined under delegated authority during recess.

The Cabinet

Decided: to acknowledge the matters determined under delegated authority during recess.

Health and Social Care

9. Learning Disabilities Team Policy.

There was submitted a report (issued) of 19 August 2025 by the Director of Health and Social Care providing an update on the culmination of the work carried out on the Learning Disability (LD) Strategy 2022 - 2027; providing the practical measures put in place to develop the support required for people with LDs; and outlining the services that would be provided for people with LD on a day-to-day basis.

There was discussion on a number of issues arising from the report including the assistance provided to help people with LDs into employment, self-directed support and the corporate parenting role.

The Cabinet

Decided:

(1) to agree that care and support services would be provided to those in critical need only in line with department's eligibility criteria;

(2) to agree the new model of day care provision - ie three days building based and two days individualised support;

(3) to agree both flexible and standard models of day care for those in critical need of this care and that meant a maximum of 28 days respite for people with LD; and

(4) to agree the resource allocation group (R.A.G) as the most effective way of ensuring equity and balance in the delivery of services to people with an LD.

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Finance, HR and ICT.

10. Budget Management – Revenue Budgetary Control 2025/26 – Position at 30 June 2025

There was submitted a report (issued) of 19 August 2025 by the Chief Financial Officer presenting a financial overview of the General Services revenue account, Housing Revenue Account and Common Good Accounts for 2025/26, as at 30 June 2025.

Following discussion regarding the number of vacancies within the Council at present, the Cabinet

Decided:

(1) to note the revised Directorate budgets following the budget movements, as outlined in the report;

(2) to approve the budget transfers as outlined in the Directorate financial performance reports (Appendix 1 and summarised in paragraph 4.1.7 of the report);

(3) to approve the requested earmarking of resources to be carried forward to 2026/27, as summarised in paragraph 4.1.8 of the report;

(4) to note the projected in year under-spend of £1.361m. after earmarking and projected uncommitted general reserve balance of £9.140m.; and

(5) to note that the HSCP were developing a recovery plan in order to address the currently projected overspend of £5.286m.

11. General Services Capital Programme 2025/26: Monitoring Report as at 30 June 2025.

There was submitted a report (issued) of 19 August 2025 by the Depute Chief Executive and Director of Housing, Operations and Development providing an update on the actual capital expenditure and income, together with progress made on the General Services Capital Programme projects as at 30 June 2025 (Period 3); and seeking agreement to the changes to budgets in 2025/26, 2026/27 and 2027/28.

The Cabinet

Decided:

(1) to note the progress made on the delivery of the General Services Capital Programme to 30 June 2025, resulting in spend of £4.835m., or 4.92%, as detailed in Appendix 1 of the report;

(2) to approve the adjustments contained in Appendix 2 of the report;

(3) to approve the revised budget for 2025/26 at £92.337m., 2026/27 at £93.105m. and 2027/28 at £70.522m., as highlighted in Appendix 2 of the report; and

(4) to agree that the Depute Chief Executive and Director of Housing, Operations and Development provide Members with a Briefing Note relating to the programme of works for the demolition of the Hourston's and Arran Mall sites.

DRAFT

12. Code of Conduct for Employees.

There was submitted a report (issued) of 19 August 2025 by the Chief HR Officer seeking approval for the revised Code of Conduct for Employees.

The Cabinet

Decided:

(1) to approve the revised Code of Conduct for Employees, as contained in Appendix 1 of the report; and

(2) to approve the amendment to the Disciplinary Managers Handbook (Appendix 2) to include the social media information as reflected in the revised Code of Conduct for Employees.

Financial, HR and ICT/Buildings, Housing and Environment.

13. Housing Capital Programme 2025/26: Monitoring Report as at 30 June 2025.

There was submitted a report (issued) of 19 August 2025 by the Depute Chief Executive and Director of Housing, Operations and Development providing an update on the actual capital expenditure and income, together with progress made on the Housing Capital Programme projects as at 30 June 2025 (Period 3); and seeking agreement to the changes to budgets in 2025/26, 2026/27 and 2027/28.

The Cabinet

Decided:

(1) to note the progress made on the delivery of the Housing Capital Programme to 30 June 2025, resulting in spend of £5.679m., or 9.65%, as detailed in Appendix 1 of the report;

(2) to approve the adjustments contained in Appendix 2 of the report; and

(3) to approve the revised budget for 2025/26 at £59.527m. and 2026/27 at £30.851m., as highlighted in Appendix 2 of the report.

Finance, HR and ICT/Economic Development/Buildings, Housing and Environment.

14. Procurement of Capital Projects and Construction Works – Corporate Procurement Structural Changes.

There was submitted a report (issued) of 19 August 2025 by the Chief Financial Officer seeking approval for changes in responsibilities in terms of the procurement processes associated with capital projects and construction works across the Council; and detailing updates that were required to the Council's Standing Orders relating to Contracts, as outlined within Appendix 1 of the report.

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The Cabinet

Decided:

(1) to agree that all Capital project procurement activity was added to the remit of the Corporate Procurement Team;

(2) to note that this would be implemented through a transition period from 31 August 2025 until expected full implementation on 31 December 2025;

(3) to approve the creation of two Level 9 and one Level 7 resource for the Procurement Service;

(4) to agree the transfer of funding relating to one vacant Level 11 from Professional Design Services to Corporate Procurement to offset a proportion of the cost of the new posts, identified in paragraph 2.1.3 of the report;

(5) to note that the additional 2025-26 in-year cost and ongoing future year cost implications would be met through increased charges to capital works, split between General Services and the Housing Revenue Account capital programmes; and

(6) to note the required updates to the Standing Orders relating to Contracts, identified within the extract in Appendix 1 of the report with proposed changes being incorporated within the next full Standing Orders relating to Contracts update to Council.

Adjournment.

At this point, the Cabinet agreed to adjourn for ten minutes.

15. Exclusion of press and public.

The Cabinet resolved, in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, that the press and public be excluded during consideration of the remaining items of business on the grounds that they involved the likely disclosure of exempt information in terms of paragraphs 8 and 9 of Part 1 of Schedule 7A of the Act.

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Buildings, Housing and Environment.

16. Sale of Former Belleisle House Hotel, Ayr.

There was submitted a report (Members only) of 19 August 2025 by the Depute Chief Executive and Director of Housing, Operations and Development seeking approval for the sale of the former Belleisle House Hotel, Doonfoot Road, Ayr.

The Cabinet, subject to noting amendments to paragraphs 4.2 and 8.1.4 of the report

Decided:

(1) to approve the sale of the property to the approved party (Option 4) outlined within the Addendum (confidential) to this report, subject to agreement being reached with the approved party regarding the matter detailed in paragraph 4.2 of the report;

(2) to grant authority to the Chief Governance Officer to conclude the sale (Option 4) subject to the agreed terms and conditions in the Addendum (confidential) to this report, and on terms to be agreed to the satisfaction of the Service Lead - Asset Management and Community Asset Transfer; and

(3) to grant authority to the Service Lead-Asset Management and Community Asset Transfer to seek to include in the terms and conditions of sale, conditions that planning permission is to be obtained within 2 years of Cabinet approval and that the works to the building are to be completed within 3 years of the date of the grant of planning permission, as detailed in paragraph 4.2 of the report.

17. Sale of Former Gardenrose Primary School Site.

There was submitted a report (Members only) of 19 August 2025 by the Depute Chief Executive and Director of Housing, Operations and Development seeking approval to proceed with the recommendations outlined in the Addendum (confidential) to this report in relation to the Gardenrose Primary School site.

The Cabinet

Decided:

(1) to note the recommendations made in the Addendum (confidential) to this report in relation to the two offers received for the Gardenrose Primary School site; and

(2) to request the Depute Chief Executive and Director of Housing Operations and Development, to undertake negotiations with the developer of Offer 2, to establish a net offer and to report back to the Cabinet of 20 January 2026 with the outcome of the negotiations and a recommendation on how to proceed.

DRAFT

18. Consideration of Disclosure of the above confidential reports.

The Cabinet

Decided:

(1) to agree that under Standing Order 32.4, the undernoted report remain exempt until the sale was completed and subject to redaction for GDPR:-

- Sale of Former Belleisle House Hotel, Ayr; and

(2) to agree that under Standing Order 32.4, the undernoted report remain exempt with the Depute Chief Executive to conclude negotiations and report back to Cabinet:-

- Sale of Former Gardenrose Primary School Site.

The meeting ended at 12.15 p.m.

DRAFT

Mtg	Mtg Date	Title of Report	Directorate	Managed by	Implementation	Complete	Current Due Date	Requested Revised Due Date	Notes (any date changes agreed with relevant PFH(s))	Date Revision agreed with PFH	Portfolio Holder
CAB	29/11/2022	2022-25 Council Workforce Plan	["CEO"]	Wesson, Wendy	Full implementation	No	31/08/2025				Davis, Ian
CAB	28/11/2023	Ayrshire Growth Deal – Roads Enabling Progress Report	["HOD"]	Corrie, Jane	STAG Progress and approval	No	31/08/2025		paper lodged and being presented to cabinet 23/04/24 At the Cabinet meeting on the 21 May 2024, it was agreed that the current due date of 23/04/2024 be amended to 18/06/2024. Update - Report going to Cabinet now on 27/8/24 At the Cabinet meeting on the 27th August 2024, it was agreed that the current due date of 18/06/2024 be amended to 27/08/2024. At the Cabinet meeting on the 25th September 2024, it was agreed that the current due date of 27/08/2024 be amended to 31/12/2024. A further report regarding the AGD is due to be taken to Council on 13th February 2025 and if approved the development of the STAG and OBC will then be progressed. Report was considered by Cabinet on 6th February 2025 and Case for Change has been submitted to Scottish and UK Governments seeking changes to the overall proposal and the roads proposals. Work has		Cullen, Chris

CAB	21/01/2025	Update on Ayrshire Roads Alliance Electric Vehicle Infrastructure Strategy with North Ayrshire : Procurement Phase Progress	["HOD"]	Corrie, Jane	Prepare draft TROs and commence statutory consultation process	No	01/08/2025		At the Cabinet meeting on the 18th February 2025, it was agreed that the current due date of 01/02/2025 be amended to 01/08/2025. This will now be undertaken as part of the design phase and delivered in connection with the new Charge Point Operator (CPO). The TRO process will be aligned with the phased implementation plan over the three-year installation programme, so a standalone tracker item is no longer required.	10/02/2025	Cullen, Chris
CAB	21/01/2025	Motorhome Parking Scheme 2025	["HOD"]	Corrie, Jane	The Battery, Ayr - promotion of permanent Traffic Regulation Orders	No	01/09/2025	30/09/2025			Clark, Alec;Cullen, Chris
CAB	21/01/2025	Motorhome Parking Scheme 2025	["HOD"]	Corrie, Jane	Supporting On Street TTROs – promotion of permanent Orders	No	01/09/2025	30/09/2025			Pollock, Bob;Clark, Alec
CAB	26/08/2025	Code of Conduct for Employees	["CEO"]	Wesson, Wendy	Publish the Code of Conduct; and update the Disciplinary Handbook to add the relevant wording around Social Media wording	No	01/09/2025				Davis, Ian

Mtg	Mtg Date	Title of Report	Directorate	Managed by	Implementation	Complete	Current Due Date	Requested Revised Due Date	Notes (any date changes agreed with relevant PFH(s))	Portfolio Holder
CAB	18/03/2025	Ayr Parking Consultation and General Parking Review	["HOD"]	Corrie, Jane	report back to Council in six months time - different to rec in report	No	30/09/2025	28/11/2025		Cullen, Chris
CAB	21/01/2025	Pavement Parking Enforcement - Update	["HOD"]	Corrie, Jane	Implement Exemption Order Officers have had to undertake further assessments for exemptions and a further Cabinet paper is required. The implementation date now needs to be pushed out to 31 July 2026 and Cllr Kilbride is content with this proposal.	No	30/09/2025	31/07/2026		Cullen, Chris
CAB	21/01/2025	Motorhome Parking Scheme 2025	["HOD"]	Corrie, Jane	The Battery, Ayr - promotion of permanent Traffic Regulation Orders	No	01/09/2025	30/09/2025		Clark, Alec;Cullen, Chris
CAB	21/01/2025	Motorhome Parking Scheme 2025	["HOD"]	Corrie, Jane	Supporting On Street TTROs – promotion of permanent Orders	No	01/09/2025	30/09/2025		Pollock, Bob;Clark, Alec

LP	18/02/2020	Ayrshire Regional Spatial Strategy	["HOD"]	Iles, Craig	Publish draft Ayrshire RSS, submit to Scottish Ministers and undertake consultation	No	24/12/2025	24/12/2025	The RSS has not been able to progress as the relevant Regulations and Guidance documents have yet to be produced by the Scottish Government . They are expected in Spring 2024. At the Cabinet Meeting on 31 October 2023, it was agreed that the current due date of 30/10/2023 be amended to 30/04/2024. At the Cabinet meeting on the 21 May 2024, it was agreed that the current due date of 30/04/2024 be amended to 13/12/2024. At the Cabinet meeting on the 21st January 2025, it was agreed that the current due date of 13/12/2024 be amended to 31/05/2025. At the Cabinet meeting on the 17 June 2025, it was agreed that the current due date of 31/05/2025 be amended to 24/12/2025.	

Mtg	Mtg Date	Title of Report	Directorate	Managed by	Implementation	Complete	Current Due Date	Requested Revised Due Date	Notes (any date changes agreed with relevant PFH(s))	Portfolio Holder
CAB	26/08/2025	Budget Management – Revenue Budgetary Control 2025/26 – Position at 30 June 2025	["CEO"]	Baulk, Tim	Action the budget transfers in the financial ledger as outlined in the Directorate financial performance reports at Appendix 1 and summarised in 4.1.7	Yes	14/10/2025			Davis, Ian
CAB	26/08/2025	General Services Capital Programme 2025/26: Monitoring Report as at 30 June 2025	["HOD"]	Bradley, Pauline	Process adjustments to the General Services Capital Programme	Yes	09/09/2025			Davis, Ian
CAB	26/08/2025	Housing Capital Programme 2025/26: Monitoring Report as at 30 June 2025	["HOD"]	Bradley, Pauline	Process adjustments to the Housing Capital Programme	Yes	09/09/2025			Davis, Ian;Kilbride, Martin
CAB	26/08/2025	Procurement of Capital Projects and Construction Works – Corporate Procurement Structural Changes	["CEO"]	Alexander, David	Commence transition period to transfer responsibility and implement structural changes	Yes	31/08/2025		Activity for recruitment has commenced.	Davis, Ian;Cullen, Chris;Kilbride, Martin
CAB	18/03/2025	Community Councils - Review of the Scheme for Establishment of Community Councils	["CT"]	Tait, Jamie	Report recommendations on Proposals to Cabinet, seeking authority to consult on those Proposals	Yes	31/08/2025		This was presented to Cabinet last month.	Dowey, Martin

CAB	29/10/2024	Unannounced Inspection of Cunningham Place Children's House	["HSCP"]	Inglis, Mark	Implementation Due date Managed by Mark Inglis, Head of Service for Children's Health, Care and Justice To implement the identified improvements required in the Care Inspectorate's report and the associated Action Plan At the Cabinet meeting on the 18th March 2025, it was agreed that the current due date of 27/06/2025 be amended to 30/08/2025. This action has been superseded by the action above which relates to the same inspection of the same Childrens house. The update is 11th September 2025 - The service has reported on the last Care Inspectorates visit to PAC and we will continue to work to the CI time scale, in delivering on the requirements by the time scale given, being the 30th Sept 2025. These remain on track, at which point the action will be closed.	Yes	30/08/2025		There was a follow up, unannounced inspection on the 29th January 2025, follow the inspection in June 2024. Key Messages; Young people were making good progress through their plans, and this included the service supporting young people under continuing care arrangements. • Staff training plans had been significantly developed to ensure staff received training in child protection, adult protection, trauma-informed practice and children's rights • The staff and leadership team were working hard to embed training within the service's ethos and culture to ensure children and young people received rights based, trauma- informed care. • The staff and leadership team had developed internal information sharing systems and improved staff communication to ensure young people were kept safe Requirement 1 - Is not Met, however in the narrative in the CI report states that they are please on 5 out of 6 on the action taken, however, "the service requires some additional time to embed these plans into practice and Childrens support plans could be SMARTer Requirement 2 - Met Requirement 3 - Met Requirement 4 - Met Once the Care Inspectorates Report is published we will take this to various reporting and scrutiny groups. But 10.04.25 - no further update to what is already noted. 14.05.25 - There is good progress being made within the House. With ongoing work to evidence the already acknowledged improvements on the noted requirements. There is a paper going Cabinet on the 28th May to update on the action plan and the requirements	Hunter, Hugh
CAB	25/09/2024	Barr Community Centre Community Asset Transfer under Part 5 of the Community Empowerment (Scotland) Act 2015 and Application for Funding from the Advancing Community Assets Fund.	["CEO","HOD"]	Caves, Catriona; Burns, Tom	Resolve title issue and issue update to Cabinet. At the Cabinet meeting on the 18th March 2025, it was agreed that the current due date of 21/03/2025 be amended to 31/08/2025. Update 30.7.25 - a report is due to go to August Cabinet with proposals to resolve title issues.	Yes	31/08/2025		Consultation with counsel arranged for 18/10/2024 to discuss options in relation to title issue and trust law. Update 19.12.24 - joint report by Estates and Legal being prepared for March Cabinet to address title issue. The recommendation will be for Cabinet to approve a resolution by the Council as Trustee to modify the Trust purposes so that they align more closely with the purposes of Barr Community SCIO. Update 4.3.25 - Barr Community SCIO are to amend their constitution at their AGM in May, to include in the community, those living or working in the former Parish area. this will ensure that no Trust beneficiaries will be excluded from the community. Once the SCIO's constitution has been amended, Cabinet will be requested to 1) pass a resolution to modify the Trust purposes to bring them in line with the SCIO's purposes and modern conditions, and 2) appoint Trustees to deal with the Trust going forward. Suggest extension of deadline to end of August, aiming for Cabinet on 26 August. Update 7.4.25 - Barr Community SCIO have fixed their AGM for 30.4.25 and are to amend their constitution at this meeting. Update 17.8.25 - report is going to Cabinet 26.8.25 regarding amendment of the Trust, per update 4th March. Report approved by Cabinet on how the Council will resolve title issues regarding the Community Asset Transfer for Barr Community Centre. The Council will issue a decision notice to the applicant. The report to Cabinet was approved on 26th August regarding resolving title issues,	Kilbride, Martin

SAC	19/08/2024	Golf South Ayrshire – Golf Development Centre at Belleisle Golf Course	["CT"]	Mutch, Alistair	Provide Cabinet with an update on the proposed Golf Development Centre	Yes	31/08/2025		Elected Members Briefing presented on 27/08/2025 with full presentation and business plan shared with all Members to allow them to provide feedback. Next steps outlined during the briefing with a future Paper planned following a further round of Public Engagement in October 2025.	

Agenda Item No. 4(a)

South Ayrshire Council

Report by Acting Director of Education to Cabinet of 23 September 2025

Subject: Educational Services Standards and Quality Report 2024/25

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1. Purpose

1.1 The purpose of this report is to seek Cabinet approval for the Educational Services Standards and Quality Report, which covers academic session 2024/25.

2. Recommendation

2.1 It is recommended that the Cabinet:

2.1.1 approves the Standards and Quality Report 2024/25 (Appendix 1);

2.1.2 notes the progress by Educational Services and the collective efforts of all staff across the service over the past year; and

2.1.3 agrees the publication of the report and plan in line with the Education (Scotland) Act 2016.

3. Background

3.1 The Education (Scotland) Act 2016 amended the Standards in Scotland's School etc Act 2000 and places a duty on each local authority to prepare and publish an annual local Improvement Plan to set out how services and schools will continue to improve and a Standards and Quality Report detailing progress towards meeting improvements linked to the National Improvement Framework and local priorities.

3.2 The Educational Services Standards and Quality Report fulfils South Ayrshire Council's statutory obligations in this regard. It sets out clear links to the National Improvement Framework (NIF) Priorities and the South Ayrshire Council Children's Services Plan.

3.3 The Standards and Quality Report provides a summary of the progress and key achievements of Educational Services for academic session 2024/25. Appendix 2 sets out a summary of SQA attainment from the most recent results published in August 2025. It should be noted that these figures do not include wider attainment achieved through the award of other SCQF qualifications. These only reflect SQA National Qualifications. The range of SCQF qualification offered by schools have increased over the past 2 years to reflect the range of interests, training and employment opportunities available to young people.

4. Proposals

4.1 Members are asked to:

4.1.1 approve the Standards and Quality Report;

4.1.2 acknowledge the efforts of staff who have demonstrated a strong professionalism and commitment in supporting children and families; and

4.1.3 agree that the Standards and Quality Report is published on the Council's website for members of the public and other stakeholders; the report is made available in other languages should it be requested; the report is made available on the intranet site for staff; a small number of copies are printed and are made available to members in the members library.

5. Legal and Procurement Implications

5.1 The recommendations in this report are consistent with legal requirements. The preparation and publication of this Standards and Quality Report fulfils our legal obligations in the Education (Scotland) Act 2016.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 The report will be published electronically, any costs associated with printing or providing the report in alternative languages will be met within existing Educational Services budget.

7. Human Resources Implications

7.1 Not applicable

8. Risk

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

8.1.1 There are no risks associated with adopting the recommendations.

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

8.2.1 The risks associated with rejecting the recommendations are breach of the Council's statutory duty to prepare and publish information in line with the Education (Scotland) Act 2016. It may also impact on the reputation of the Council.

9. Integrated Impact Assessment (incorporating Equalities)

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an Integrated 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 Priority Two of the Council Plan: Live, Work, Learn and Outcome One: To provide quality education and lifelong learning.

13. Link to Shaping Our Future Council Yes ☐ No ☑

13.1 Not applicable.

14. Results of Consultation

14.1 Consultation has taken place and the report and plan reflect the feedback and comments.

14.2 Consultation has taken place with Councillor William Grant, Portfolio Holder for Education, and the contents of this report reflect any feedback provided.

15. Next Steps for Decision Tracking Purposes

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

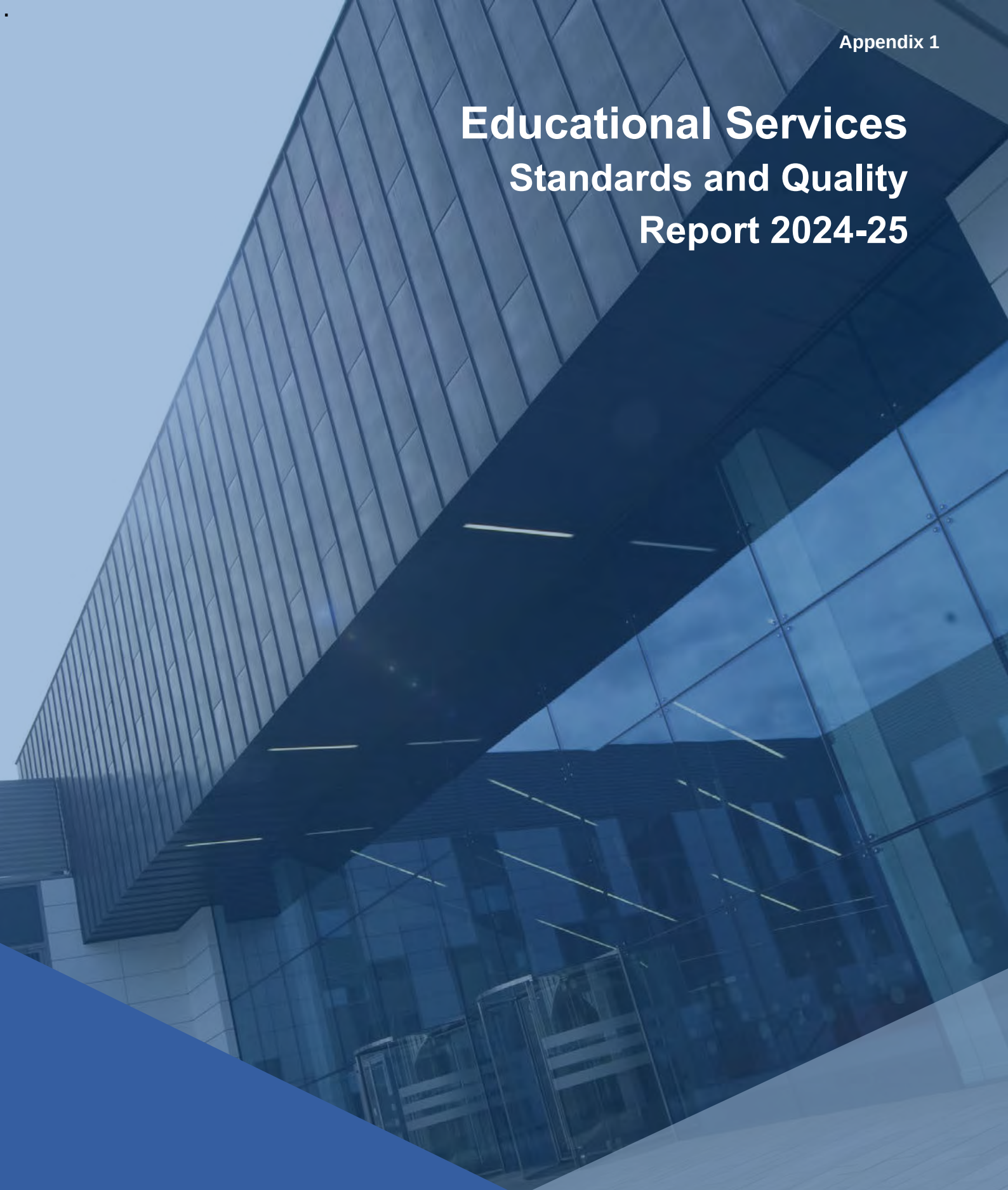
Implementation	***Due date***	***Managed by***
The report and plan will be uploaded to the Council website and sent to Scottish Government	30 September 2025	Quality Improvement Manager
The report will be made available to staff via The Core	30 September 2025	Quality Improvement Manager

Background Papers	**None**
Person to Contact	**Scott Mulholland** **Acting Director of Education** **County Buildings, Wellington Square, Ayr, KA7 1DR** **Phone: 01292 612504** **E-mail: Scott.Mulholland@south-ayrshire.gov.uk**

Date: 3 September 2025

Appendix 1

Educational Services
Standards and Quality Report 2024-25



south AYRSHIRE COUNCIL
Comhairle Siorrachd Àir a Deas
Making a Difference Every Day

south-ayrshire.gov.uk

Introduction from Scott Mulhollland
Acting Director of Education



It is my pleasure to present the Educational Services Standards and Quality Report for 2024–25.

This report highlights the dedication, innovation and collective efforts of our education staff, school leaders, early years practitioners, support teams and our valued partners across the public and third sectors. It captures not only the progress we've made, but also our shared commitment to achieving the very best outcomes for all children and young people in our communities.

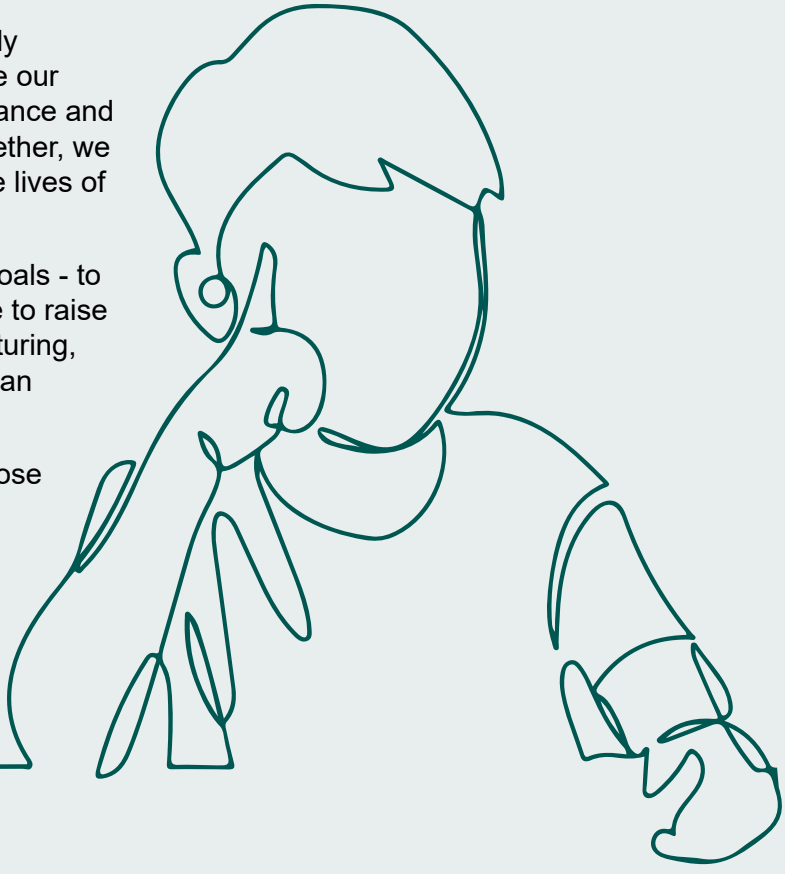
Over the past year, we have continued to navigate a dynamic and often challenging educational landscape. Despite this, our staff have demonstrated exceptional professionalism, resilience and care - always keeping the wellbeing, equity, and success of our learners at the heart of their work. Whether through classroom teaching, leadership, support services or community partnerships, every contribution has played a part in raising aspirations and driving improvement.

I would like to take this opportunity to sincerely thank all those who work within and alongside our educational services. Your passion, perseverance and commitment are very much appreciated. Together, we are making a real and lasting difference in the lives of our children and young people.

Looking ahead, we remain ambitious in our goals - to close the attainment gap, ensure we continue to raise standards across all settings and provide nurturing, inclusive environments where every learner can thrive.

I am grateful for the continued efforts of all those who support our learners and communities.

Scott Mulholland
Acting Director of Education



Foreword from Councillor William Grant Education Portfolio Holder



I am delighted to endorse South Ayrshire Council's Educational Services Standards and Quality Report for 2024–25.

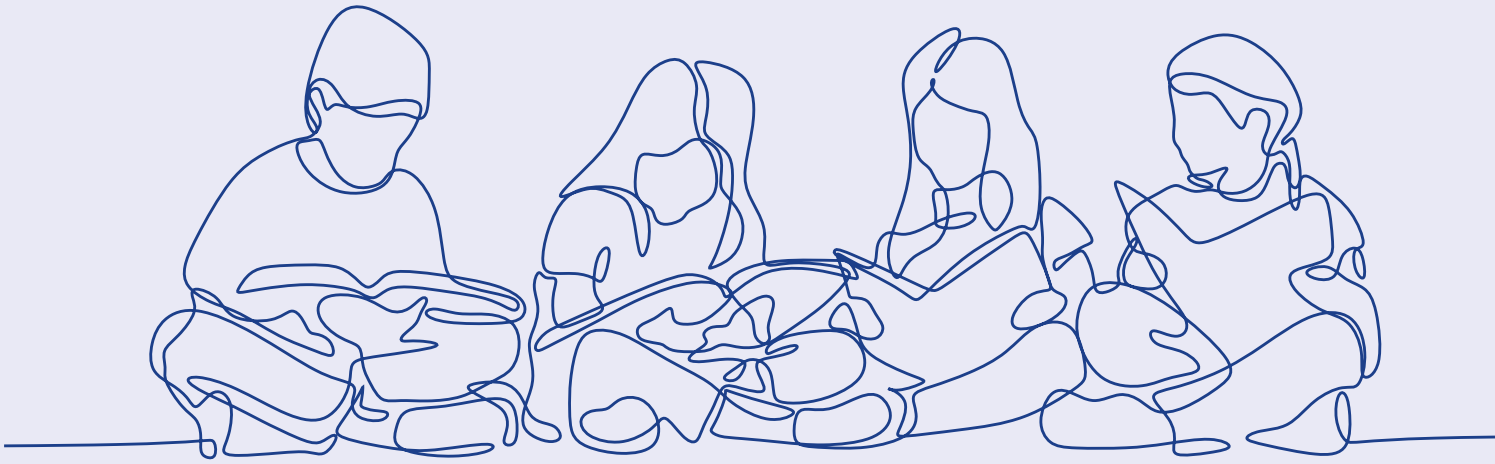
This report provides an overview of the work undertaken across our educational services and highlights the continued efforts to deliver high-quality learning experiences for all children and young people in South Ayrshire.

I would like to acknowledge the contributions of staff across early years settings, schools, and support services, as well as our partners in health, social work, the third sector, and the wider community. Their ongoing commitment to improving outcomes for learners is appreciated.

Throughout the past year, there have been examples of effective collaboration, innovation, and a focus on wellbeing and inclusion. Whether through targeted interventions, curriculum development, or support for vulnerable learners, these efforts have contributed positively to our overall objectives.

As we continue our work to reduce the attainment gap, raise standards, and support all young people to achieve their potential, I am confident that we will maintain a clear focus on improvement and respond constructively to the challenges ahead.

Councillor William Grant
Education Portfolio Holder



Overview of South Ayrshire



2% of Scotland's Population

20 of the most (0-15%) overall deprived datazones in Scotland are in South Ayrshire, 12th highest in Scotland

1.4% of the population aged 16 to 17 claim benefit principally for the reason of being unemployed compared with 1.2% nationally

11.5% of the population aged 18 to 21 claim benefit principally for the reason of being unemployed compared with 9.1% nationally

About Educational Services

Vision

- Excellence through raising attainment and improving outcomes: ensuring that every child and young person achieves the highest standards in literacy and numeracy, as well as the values, attitudes, knowledge and skills necessary to shape a sustainable future as successful learners, confident individuals, responsible citizens, and effective contributors.
- Achieving equity: ensuring every child and young person has the same opportunity to succeed, no matter their background or shared protected characteristics, with a particular focus on closing the poverty related attainment gap.

Education Services Priorities

- Engaged and Included
- Outstanding Learning, Teaching and Assessment
- Developing our Curriculum
- A self-improving Service

40 Primary Schools (7,383) children

8 Secondary Schools (6,313) young people

2 Specialist schools (130 children and young people)

6 Supported learning centres in mainstream schools)

36 Early Years centres

13 Funded providers

5 Out of school care offices

3 Holiday clubs

1177.26 FTE Teachers employed in South Ayrshire (2022 census)

15,164 **hours of support** provided by support staff including classroom assistants, librarians, administration and others

8 Campus Police Officers

About South Ayrshire

Mid-2023, South Ayrshire's population was estimated by National Records of Scotland (NRS) to be 111,830. This is projected to fall to 105,191 by 2043 – a decline of 5.9%. This contrasts with an estimated 5.1% national increase across the same period.

In South Ayrshire the forecast differs by age group. Numbers of children and the working age population are currently expected to decrease by 13% and by 14%, respectively.

The pensionable population is, however, projected to increase by 17% by 2043 and, within this group, numbers of those aged 75 and over are currently set to increase by 46%.

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

Source: National Records of Scotland (NRS)

111,830 POPULATION

48% MALE

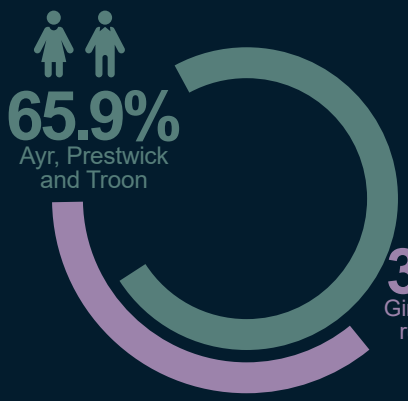
52% FEMALE

25% 66 and over (National average 18.4%)

15% under 16 (National average 16.6%)

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





TROON

PRESTWICK

AYR

MAYBOLE

GIRVAN

(Source: NRS Electoral Ward Population Estimates

About The Council

Elected Members

INDEPENDENT **11**
CONSERVATIVE **6**
LABOUR **5**
SNP **5**
ALBA 1



Staff

6000
(1 July 2025)

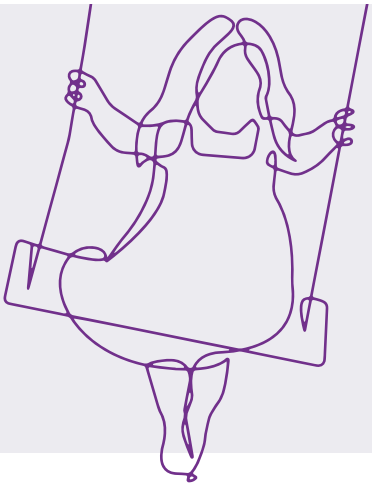
Care experienced children

During the 2024-25 school session 488 care experienced children and young people were registered with and attended a South Ayrshire school, early years centre or early years partner centre. Of this figure, 58 were looked after at home (12%), 160 away from home (33%), and 270 recorded as previously looked after (55%).



Child Protection

As of 31st July 2024, there were 25 children listed on the Child Protection Register in South Ayrshire Council. This translated to a rate of 1.3 per 1,000 children. The national rate was 2.1 on this date.



Source: https://www.gov.scot/publications/childrens-social-work-statistics-child-protection-2023-24/documents/



Quality of Leadership

Supporting School Improvement through Collaborative Improvement Visits and School Inspection

Supporting school improvement is a key role within education services. One aspect of improvement is through Collaborative School Improvement visits and external scrutiny and inspection by Education Scotland.

Collaborative School Improvement Visits

The programme for School visits is set out in the Key dates letter issued in June prior to the start of the new school session. The Collaborative School Improvement visits focused on QI 2.3 Learning, teaching and assessment. Peer school staff are part of the team.

There were 7 collaborative improvement visits during session 2024/25. All were positive.

Early Years	Primary	Secondary
Prestwick North	Alloway Coylton Culzean Struthers Tabolton	Queen Margaret Academy

Alongside the Collaborative School Improvement Visits the following schools received inspections by Education Scotland

	1.3 Leadership of Change	2.3 Learning, teaching and assessment	3.1 Ensuring Wellbeing Equity and Inclusion	3.2 Raising attainment and achievement
Alloway Primary	Very Good	Very Good	Very Good	Very Good
Alloway Early Years Centre	Good	Good	Very Good	Good
Dalmilling Primary		Good		Good
Doonfoot Primary	Very Good	Good	Very Good	Good
Doonfoot Early Years Centre	Very Good	Very Good	Very Good	Very Good
Heathfield Primary		Good		Good
Ayr Academy	Satisfactory	Satisfactory	Good	Weak

Care Inspectorate visits

Early Years Centre	Date	QI 1.1	QI 1.3	QI 3.1	QI 4.3
Struthers	September 2024	4	4	3	3
Girvan	October 2024	5	5	5	5
Heathfield	November 2024	4	4	4	4
Fisherton	April 2025	3	3	3	3
Troon	June 2025 (Not yet published)	5	5	5	5
Colmonell	June 2025 (Not yet published)	3	3	3	3

Leadership programmes with South Ayrshire

Leadership Development Programme 1 24 participates across Primary and Secondary

Leadership Development Programme 2 18 participants across Primary and Secondary.



Staff uptake on Education Scotland Professional Learning such as Headship etc.

We have 6 new candidates starting cohort 11 of Into Headship

We continue to have 2 candidates in the final stages of cohort 10.

We had 5 complete and graduate from cohort 9.

1 member of staff participated in In Headship

*Middle leader programme with Education Scotland is now online modules and we are not given data of who has completed. *

Our Instrumental Music Service (IMS) and Youth Music Initiative (YMI) programmes are strategically aligned to maximise access to high-quality music-making opportunities in schools. Additional Scottish Government funding to widen access has created an opportunity for innovation and expansion. We remain committed to equity of access, progression pathways and sustainability.

Instrumental Music Tuition – individual and small group lessons

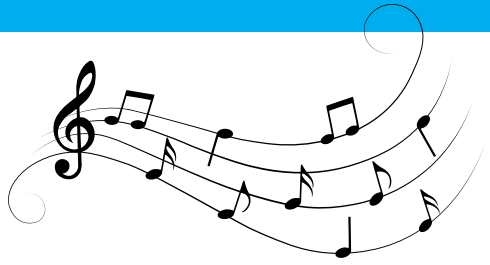
In 24-25, the IMS delivered instrumental music tuition to **1,407 children and young people** from P4 – S6 across primary and secondary schools in **individual and small group lessons:**

Instrument	No of Pupils
Strings	480
Woodwind	230
Brass	395
Percussion	116
Voice	51
Guitar	75
Bagpipe / Chanter	60





Individual and small group lessons are delivered by a team of music instructors who work across schools. These educators provide instrumental lessons and facilitate access to ensemble music making activities within the school environment and at local authority level. They support the delivery of SQA qualifications, as well as a range of eternal examinations including Trinity, Associated Board of the Royal Schools of Music, and Music Leaders Scotland awards.



Instrumental Music Tuition – 'Next Generation' whole class projects

In 2024-25, the IMS delivered whole class instrumental music projects to primary pupils in 11 primary schools, facilitated by 3 music instructors across the Ayr, Carrick and Girvan clusters. This included singing, percussion, brass, and musicianship reaching 728 pupils. All pupils took part in performance opportunities within their schools and the local community. The funding for these additional instrumental tuition projects has been made available from Scottish Government.



This year the focus was to support transition opportunities into secondary school, to reach more young people and widen access at local authority level. The collective impact has seen an increase in instrumental participation at secondary level, confidence in performance and promotion of health and wellbeing.

Local Authority Music Groups, Ensembles and Showcase Performances

Our young musicians have the opportunity to further develop their musical skills by taking part in our local authority groups. These include Junior String Orchestra, Intermediate String Orchestra, Senior String Orchestra, Symphony Orchestra, Cello Army, Junior Concert Band, Intermediate Concert Band, Senior Concert Band, Percussion Ensembles, Pipe Band, Chamber Singers, Guitar Collective and Ukulele Orchestras. All groups rehearse after school or in the evening, led by the music instruction team and enhanced through the provision of additional staffing and resources. In 24-25, **516 young people** took part in these activities. Local authority performances in Ayr Town Hall included the annual South Ayrshire Christmas Concert featuring all senior groups and the annual String Orchestras and Bands Showcase Concerts in February. The Percussion Ensembles held their annual showcase in Ayr Academy and the Symphony Orchestra performed in Prestwick Academy. The Guitar Collective held their annual performance in March in Belmont Academy. Across our local authority concerts **1,500** parents, families and members of the community attended as audience members. ***This programme brings pupils together from across all our school communities. It ensures continuity, supports progression, and fosters community for young musicians.***



The Ukulele Orchestra and Cello Army took part in the Ayrshire Music Festival and many of the groups held open rehearsals to share their learning with parent and carers. At the Ayrshire Music Festival, the Junior String Orchestra were winners of The Primary Shield, the Intermediate String Orchestra won their class, and the Senior String Orchestra were winners of the Walker Challenge Cup.











South Ayrshire Young Musician of the Year

Young people from all 8 secondary schools took part in the finals of the Junior and Senior Young Musician of the Year Competition. Each secondary school head their own school competition and the winners competed in the local authority final. Scottish Young Musicians supported our school competitions and the local final by providing trophies and certificates. Across the whole event, 150 young musicians took part. The current holder of the South Ayrshire Junior Young Musician of the Year is clarinettist Agatha Ludkin-Finnie, and the current holder of the Senior Young Musician of the Year 2025 is trumpeter, Luke Parkhill. Luke went on to represent South Ayrshire at the finals of Scottish Young Musicians Solo Performer of the Year at the Royal Conservatoire of Scotland.



Scottish Young Musicians – National Ensemble of the Year

South Ayrshire Chamber Singers were awarded 'runners up' in the Scottish Young Musicians Prestigious National Ensemble of the Year finals 2025. They were selected as one of 12 finalists from across the country and performed at the Royal Conservatoire of Scotland.





West of Scotland Schools Concert Band and Orchestra (WSSCB and WSSSO)

Some senior musicians audition for extended music opportunities out with the local authority. This year, 5 were successful in gaining a place in WSSCB and 11 were successful in gaining a place in WSSSO.

Masterclasses

We welcomed ***The Band of the Royal Regiment of Scotland*** with North and East Ayrshire Music Services to Ayr Town Hall where senior woodwind, brass and percussion pupils took part in a workshop.

A brass quintet from the ***Orchestra of Scottish Opera*** performed for pupils from Ballantrae, Colmonell, Girvan, Invergarven, Sacred Heart, St Cuthbert's and Culzean Primaries and Girvan and Carrick Academies. They demonstrated instruments and performed repertoire from a wide variety of musical styles.

We welcomed ***199 secondary singers*** to Ayr Town Hall for a workshop with North and East Ayrshire Music Services under the direction of choir directors and ***Sir James MacMillan*** rom T***he Cumnock Tryst.*** Pupils enjoyed an inspiring and motivational day of music making.

25 brass players from across the authority enjoyed a trip to the ***Royal Conservatoire of Scotland*** for The Brass for Schools concert where RCS students put on a top-class performance of their 'Dance Remix' programme.





Partnership Working and Community Involvement

We welcomed 200 parent/carers to our annual 'Instrumental Instruction Parent/Carer Evening' where they were able to meet with their child's instructor and discuss progress.

Parents and Carers joined open rehearsals for the Junior, Intermediate and Senior Strings, Pipe Band, and the Ukulele Orchestras.

This was the 3rd year of our partnership with Ayr Arts Guild on 'Big Music for Young Ears'. As part of the Ayr Concert Series, 138 young musicians and a parent were given free tickets to attend concerts in Ayr Town Hall with the Scottish Chamber Orchestra and the Orchestra of Scottish Opera.

Our pipers supported the annual local authority P7 Burns Supper at Ayr Town Hall welcoming guests and piping in the haggis.

Music Instructors supported pupils and school ensembles and groups who entered the ***Ayrshire Music Festival.***

A group of woodwind players from Marr College and Prestwick Academy performed at an authority event in the Walker Hall Troon to celebrate ***International Women's Day.***

A group of brass players performed at the Light up a Life Christmas Reflection Event for ***The Ayrshire Hospice*** and at County Buildings, Ayr to entertain council officials.

Young musicians showcased their skills at the Scottish Government Travelling Cabinet in Ayr Town Hall. Their performances were gratefully received, and they spoke with the ***First Minister and shared their experiences of music making in school and the local authority.***







Youth Music Initiative (YMI)

The national YMI gives every child in Scotland the opportunity to experience high-quality, whole-class music-making before the end of primary school. In South Ayrshire, our bespoke programme fosters active learning and nurtures essential music skills while building confidence, encouraging teamwork, and boosting self-esteem. By making music together, pupils not only discover their creative potential but also develop lifelong skills that resonate far beyond the classroom. YMI is funded by Scottish Government, through Creative Scotland. There are three projects which make up our planned YMI programme in South Ayrshire.

Music Heroes

1,465 children in P2/3 across all schools took part in our Music Heroes project which takes children on a singing and musicianship journey. Our project develops core musical skills in pitch, pulse, and rhythm, through fun, inclusive activities that bring classrooms to life with music. The project is led by a music instructor with teachers actively participating in sessions providing support for pupils. ***This programme ensures an equitable baseline before pupils embark on any of our instrumental tuition programmes.*** Many teachers make time to reinforce learning throughout the week and note an increased confidence in their teaching of music because of their participation.

The impact on children is clear. Teacher's report:

- **High engagement and enjoyment**, where children consistently look forward to sessions and are excited to participate.
- **Improved musical skills,** with a notable development in understanding rhythm, beat, musical notation, and pitch.
- **A boost in confidence**, from the opportunities for children to share their learning and perform in front of others and participate in group activities.
- A nurturing environment creates space for children to **develop skills in enhanced teamwork** through opportunities for collaboration, turn-taking, and **improve listening skills.**
- Experiencing a sense of success has had a **positive emotional impact** on children who express joy, enthusiasm, and a general sense of achievement.

"Very well-structured, with clear progression and fun for all,"

class teacher.





United by Sound - ASN

United by Sound is our music project designed for our learners in **ASN schools** and settings, offering rich opportunities to explore sound through voice and instruments. With a focus on **collaboration, creativity, and fun**, pupils engage in activities that encourage turn-taking, singing, and making music together—**building confidence, communication**, and joy through shared musical experiences. **85 learners took part in this project**. Class teachers took an active part in sessions alongside our YMI musicians. They supported children and gained confidence and ideas for teaching music and were **inspired to use music more regularly.** Across sessions, teachers noted the **positive engagement of children** characterising them as **enthusiastic, calm**, and **motivated**. Children had very good opportunities to **develop skill**, with improved skills in rhythm, tempo, and musical vocabulary. Many reported sessions had a **therapeutic value**, bringing a **calming and regulating effect** and that *"music is enriching the learning experiences of our pupils"*, class teacher.





Empowering Teachers:

We continue to support primary class teachers to deliver high-quality music education with greater confidence. Opportunities include CLPL sessions, access to a curated SharePoint resource hub, borrowing class sets of musical instruments, tailored advice, and digital licence subscriptions to enhance teaching and learning. Whether colleagues are new to music or looking to extend their practice, this support ensures every teacher can bring music to life in the classroom. 32 schools borrowed class sets of instruments, using our SharePoint resources to support teaching and learning.

Schools were given a choice of digital subscription licences. 62% of schools chose a Sparkyard Singing School licence. Many schools used this weekly with 50 teachers accessing over 3,500 song plays. Teachers reported an increased confidence in teaching music. Teachers appreciated the motivational and inclusive nature of songs, and that the resource was easy to navigate. They observed positive impacts on learners, including increased confidence, improved mood, greater sense of belonging, enhanced relaxation, and more opportunities for self-expression. 38% of schools chose a Charanga licence. 107 teachers used the resource, delivering 985 hours of music education. Teachers noticed increased engagement and enjoyment in music lessons, improved understanding of musical concepts and a boost in confidence through more regular music-making activities.

281 children in primary 4 and 5 from five primary schools in the Marr cluster took part in an inspiring singing pilot project led by a professional musician who worked collaboratively with class teachers to promote the development of good vocal technique, supporting musical learning in the classroom. Children had an opportunity to learn and rehearse a variety of songs before coming together for a collective singing experience. The event included an opportunity to showcase solo singers from Marr College who acted as role models for their younger peers. Also performing at the event was a professional vocalist. Singing together promotes many social and emotional benefits, and this opportunity created a rich, cross-sector celebration of music and community Singing together promotes many social and emotional benefits, and this opportunity created a rich, cross-sector celebration of music and community.





School Modernisation Programme 2024-25

Educational Services' modernisation agenda for schools and Early Years Centres continued to make excellent progress in the 2024-25 academic session, with the completion and commencement of a number of projects, demonstrating the Council's commitment to investing in our education estate and a determination to provide our young people with the best learning experience.

Over the next twelve years, our investment in the school estate will exceed sixty-one million pounds, further modernising our schools and education facilities. This will include the flagship project for construction of a brand-new replacement building for Girvan Primary School, with works now commencing on that in July 2025.



Completed Projects

The largest project undertaken by Educational Services in the summer of 2024 was the creation of a new Additional Support Needs (ASN) education base at Heathfield Primary School. The works consisted of the conversion of three former mainstream classrooms into a dedicated ASN Learning Facility. Subject to a full public consultation, the project progressed due to a growing requirement for specialist education places across the authority and the need for more modern learning facilities to enhance the learning experiences and outcomes at all stages of education. The project was successfully completed in August 2024 and along with the classroom conversions, the works included formation of a new sensory room, two quiet rooms, new accessible changing space, and a dedicated, secure play area in the school grounds, as well as improved accessible parking.

ASN accommodation at the Council's Southcraig School was also expanded in the summer of 2024, increasing the capacity of the Additional Support Needs provision by converting former storage space and staff accommodation in the school to form two new classrooms.

In accommodating the impact of new housing in the catchment area, Doonfoot Primary School had works completed last summer to upgrade parking facilities and improve security measures at the school. The work comprised of a full re-development of the school car park, footpaths, and external security fences. This has added a dedicated area for ASN school transport, increased the number of accessible parking spaces and facilitated easier flow of traffic with a new one-way system. The completed project has created a much safer environment for pupils and staff in the school grounds.

Dailly Primary School was also subject to similar last summer with a project to convert unused land at the rear of the school into a car park with sixteen spaces. The work, completed in early 2025, has helped to alleviate parking and congestion in the village's main street, which was a real focus of the Community Council who worked closely with Educational Services on this project. Along with the new car park the school's Early Years Centre also benefitted from a project to install a canopy over the outdoor play space and improve play and external storage facilities. The work on this was collected in August 2024.



Another project with a focus on improving outdoor space for our young people, and their play-based learning, took place at Annbank Primary School in the summer of 2024. A new covered play area with canopy was created for the lower school building and the project also involved creation of some much-needed additional office and meeting space for staff.

Smaller projects included the creation of two, new pupil changing rooms at St Patrick's Primary School, a project that was led and championed by the school's pupil Rights Respecting Group. Kirkmichael Primary School had work completed to increase staff accommodation with the conversion of existing space to create an additional office in August 2024, and work at Dalmilling Primary School was completed last summer to convert a former open space into two, flexible general-purpose rooms for staff and pupils.

Education's outdoor estate was also improved during the last session with a number of projects to improve play and sports facilities in our schools, the largest of which was the replacement of the all-weather sports pitches at Marr College which are an extremely well-used resource, both for the school, and for local sports clubs and community Lets.

Although completed in the 2023/24 session, our new Maybole Community Campus is worthy of mention once again as the building was shortlisted for the 'Architectural Excellence' award at the 2025 Scottish property Awards in February. The awards recognise the best new public buildings in Scotland, judged by a panel of experts drawn from across the sector who bring together their industry experience and market knowledge to recognise the greatest achievements in the built environment across Scotland. Although missing out on the top award on the night, Maybole Community Campus was praised as a stunning example of modern, functional design which will sustainably support many future generations in Maybole through education and community use.

Projects Due to Commence

Works will continue to progress on several school construction projects over the next session, including commencement of a new-build primary school and two major extensions to existing primary schools.

Without doubt Education's flagship project at the moment is for the construction of a brand-new replacement building for Girvan Primary School. Over the course of the last 12 months a design has been finalised, a Contractor has been appointed and Planning Permission has been granted for a new, two-stream primary school building with dedicated ASN facility, standalone Early Years Centre and improved landscaping, outdoor play areas and an artificial sports pitch. Enabling works will commence in July 2025, with construction of the new school starting in October. It is anticipated that the new school will be ready at the beginning of 2027, with all remaining landscaping works and demolition of the old school building completed in the same year.

A major project to extend Struthers Primary School will commence this coming summer, a requirement of completion of the major housing development in North-East Troon, the works include construction of a four-classroom extension, a new school library, a multi-purpose open area, general purpose space and new toilets. The upper school playground will also be extended and will include a new outdoor classroom and garden that can be directly accessed from the extension. Planning Permission for the design has been approved and a Contractor has been appointed to commence the work from July 2025. It is anticipated that the work will take just over twelve months to complete.

Dalmilling Primary School will also be extended through a major project to expand the gym and dining hall at the school. The project includes creation of an additional gym/dining hall, connected to the existing hall via partition, which will allow for the flexibility of either an extended double hall for P.E, or the ability to separate gym and dining if required. The project also includes formation of a new school office and reception, as well as new meeting rooms and support accommodation for visiting specialists. A life-skills classroom will also be created as well as improvements made to the school's car park and main entrance. This work will commence in July 2025 and should be completed in the latter half of 2026.



The Council's focus on ASN education provision continues with three major projects linked to inclusive learning this summer. The biggest of these is a project at Troon Primary School to create an ASN base in the school, similar to the project completed at Heathfield Primary School last summer. Also subject to a full public consultation, the works include conversion of a former classroom and staffroom to create two dedicated ASN classrooms which will include separate quiet rooms and a sensory room, new accessible changing place and a dedicated outdoor play area, as well as improvements to the car park for ASN school transport. The school will also benefit from alterations and security improvements for the main entrance and office/reception, conversion of a former classroom to create a new staff room, formation of a new family meeting room and refurbishment of management office space.

The second ASN project taking place this summer takes us back to Heathfield Primary School where, following the success of the 2024 ASN project, we will be improving outdoor facilities at the school by building an accessible multi-use games area. With the generous support of the Cruyff Foundation, the school's 'Cruyff Court' will be the first of its kind in Scotland. Work on the court is expected to be completed by September 2025 and when finished will offer accessible football, basketball and trampoline facilities.

A rolling programme of work at Doonfoot Primary School, which has seen many projects completed in the last ten years, continues this summer with a full refurbishment of the school's upper ASN base. The work comprises alterations to the existing two ASN classrooms to incorporate new quiet rooms, a new sensory room, and an additional accessible changing place. Work will commence in June 2025 and will be completed for the new session starting in August.

A unique and exciting project at Girvan Academy will take place in the summer of 2025 through a joint community sponsored project to refurbish the school theatre. The theatre will be completely transformed with new seating, flooring, re-decoration throughout and a replacement of the stage rigging and curtains. Technological improvements include installation of a new audio-visual system including state-of-the-art projection facilities, display screens and a new sound and lighting control booth. Perhaps most importantly the theatre will also benefit from creation of a new accessible viewing platform which can be accessed on the level, where previously a wheelchair lift has been required. It is hoped all of these improvements will make this a much more suitable space for school and community use.

The expansion of the Council's early learning facilities also continues at pace and a project, facilitated by the relocation of the former Troon Library, to create a new Early Years Centre for Troon Primary School, commences in July 2025. The works include conversion of the former Library to create a modern early learning centre with four playrooms, supporting accommodation and a brand-new outdoor play area incorporating covered, all-weather sections. When the works are complete at the beginning of 2026, the project will increase the capacity of Troon Primary EYC for statutory early years provision for 2–5-year-olds, from 65 currently to 100 children.

Future Years Projects in Design

With construction works getting underway for the forthcoming new school session, plans are already in place for the continued modernisation of the school estate into 2026/27 and beyond.

Whilst the major projects to improve facilities for Girvan, Struthers and Dalmilling primary schools will continue on until 2027, design work for new projects has already commenced and these will be progressed from August 2025 to enable construction taking place in the summer of 2026.

The most developed of these plans is for a full alteration of the Music Department at Girvan Academy. Having opened in 1983, the school is now the Council's second oldest secondary school and along with the work in 2025 to refurbish the school's theatre, further investment at the Academy outlines the Council's commitment to keeping our school estate in excellent condition and fit for the modern requirements of learning and teaching.

The project comprises a refurbishment and alteration of two existing music classrooms to include dedicated storage space for instruments, a new layout to better reflect advances in music technology and which offers the flexibility of facilitating desk based learning and musical performance. The works will also include formation of a new staff base and three new music practice rooms. It is anticipated that this project will commence from July 2026.



Priority 1

Engaged and Included in South Ayrshire, we want all of our children and young people to be engaged and participate in an inclusive education system that values the unique contributions of all our learners.



Improve School Attendance

In this session, our ongoing efforts to improve school attendance concentrated on refining our methods for tracking and monitoring attendance in both our Primary and Secondary schools. By effectively analysing and utilising our data, we can identify early warning signs and implement well-planned support, positively influencing attendance rates. This year, our attendance in primary schools reached 93.5%, an increase of 0.8% from the 2023-24 session. The attendance rate at our secondary schools increased by 1.7%, rising from 86.7% in 2023-24 to 88.3%. These improvements have brought our overall attendance rate to 90.9%, a notable milestone on our path to improvement. We introduced tracking persistent absence (PA) as a new measure this session. PA is the percentage of pupils missing 10% or more of sessions. Our overall PA rate stands at 29.1%, while the national average is 29.3%. This remains an area we will continue to focus on moving forward.

Attendance (%)

Primary	2016-17	2017-18	2018-19	2019-20	2022-23	2023-24	2024-25
All pupils	95.5	94.8	94.5	93.9	92.2	92.7	93.5
Quintile 1- most deprived	93.3	92.8	92.3	91.7	89.7	90.2	91.4
All care experienced	93.8	93.2	92.4	91.9	90.1	90.8	90.8

Secondary	2016-17	2017-18	2018-19	2019-20	2022-23	2023-24	2024-25
All pupils	90.6	89.7	90.0	91.4	85.5	86.8	88.3
Quintile 1- most deprived	85.6	85.4	86.0	87.3	79.2	82.0	84.4
All care experienced	83.3	81.9	84.0	85.9	77.4	78.4	82.4

Attendance – 2020-21 and 2021-22 are removed from analysis as Covid attendance code recording and cannot reasonably be compared with other years. 2019-20 recording only reflects up to point where schools initially closed.

Our ‘Every Learner, Every Day’ (ELED) campaign has continued throughout the session with a multimedia approach to spreading the message about the importance of school, while promoting the benefits of good attendance.

We have used radio adverts in August and April, which reached 100,000 listeners in South Ayrshire across the two adverts. A new YouTube video in January with over 43,000 views, as well as utilising bus stop adverts throughout the session, and a billboard in the centre of town in April to coincide with our radio advert on Clyde 1 Ayrshire. The bus stop advertisements and billboard campaign garnered a total of 1.6 million impressions. Our general social media advertisements on Facebook and Google Ads, which included our video and photographic content, were viewed just over two million times by South Ayrshire residents. In total, our campaign material has been viewed a total of 3.7 million times this session, helping us deliver a strong and consistent message about the importance of school attendance. Two Council vans have been commissioned with our Every Learner, Every Day message on their livery to further promote the message over the next two years.





To support our schools and promote staff development around attendance, we have collaborated with Education Scotland on a program focused on quality improvement. Two cohorts of staff from seven schools, including both Primary and Secondary sectors, attended a two-day training session along with colleagues from other local authorities. Staff took a deep dive into their school's data to highlight a group to target with a test of change and learnt how to use various improvement methodology tools to support this.

In March, we presented our ELED journey alongside a colleague from our Child Protection team at the National Neglect Seminar, hosted by the Centre of Excellence for Looked After Children in Scotland (CELCIS), to an audience of over 400 professionals from Children's Services and the third sector. The response and feedback we received from fellow professionals were hugely complimentary, and we've had follow-up discussions with six local authorities regarding aspects of our improvement journey.

To end this session, we've created a smaller campaign targeting our Early Years children and families. A poster campaign and a leaflet have been developed, featuring some of our current learners enjoying activities provided by our Early Years team.

Exclusions

Primary – Exclusions have decreased by 0.9 per 1000 pupils since 2023-24.

50% of exclusions involve children from decile 1.

A small number of care experience children were excluded.

Exclusion incidence per 1,000 pupils

Primary	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
All pupils	4.9	3.9	3.4	1.4	1.9	1.8	*	3.3	2.4
Quintile 1- most deprived	11.9	11.2	7.9	*	*	*	*	*	7.5
All care experienced	46.3	*	*	0.0	*	*	0.0	0.0	*
All looked after	79.5	*	*	0.0	0.0	0.0	0.0	0.0	*
Previously looked after	0.0	*	*	0.0	*	*	0.0	0.0	*

* disclosure rules have been applied for confidentiality reasons with values less than 5 being suppressed, or where values would allow calculation of small numbers.

Distinct pupils excluded

Primary	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
All pupils	21	19	19	9	10	9	*	15	14
Quintile 1- most deprived	10	8	8	*	*	*	*	*	7
All care experienced	6	*	*	0	*	*	0	0	*
All looked after	6	*	*	0	0	0	0	0	*
Previously looked after	0	*	*	0	*	*	0	0	*

* disclosure rules have been applied for confidentiality reasons with values less than 5 being suppressed, or where values would allow calculation of small numbers.

Secondary- exclusions have decreased by 8.7 per 1000 pupils since 2023-24

23% of exclusions involved young people from decile 1.

9 care experienced young people were excluded.

Exclusion incidence per 1,000 pupils

Secondary	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
All pupils	34.3	37.8	34.7	19.3	30.2	28.2	32.7	26.0	17.3
Quintile 1- most deprived	91.6	81.8	92.1	45.0	54.3	44.5	59.0	43.2	20.7
All care experienced	209.7	226.0	144.4	67.6	114.4	79.5	91.2	70.6	50.0
All looked after	163.5	303.0	164.6	*	115.0	*	*	*	*
Previously looked after	277.8	126.0	116.7	104.9	113.9	118.8	133.8	92.1	63.3

Distinct pupils excluded

Secondary	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
All pupils	147	154	141	92	129	136	147	128	93
Quintile 1- most deprived	60	53	54	36	39	42	45	38	21
All care experienced	31	42	32	13	20	13	16	14	9
All looked after	15	29	21	*	9	*	*	*	*
Previously looked after	16	13	11	10	11	11	12	10	6

Improve support for young people and families experiencing difficulty across our school communities.

During session 24/25 we have been committed to our work within our Family First model. The Family First model allows the needs of South Ayrshire's children to be met through a joined-up, collaborative approach to children's services. Integrative practice within and across agencies is key to locality working, and with this in mind the Family First approach uses a tiered approach to intervention in order to plan for individual children, young people and families at the earliest opportunity. Putting Families First and working alongside local families, our GIRFEC approach helps us to identify the support each child or young person needs to help to improve their wellbeing.

The Family First model has been implemented across 8 clusters, organised by the 8 secondary schools and their associated Primary schools – Ayr, Belmont, Carrick, Girvan, Kyle, Marr, Prestwick and Queen Margaret.

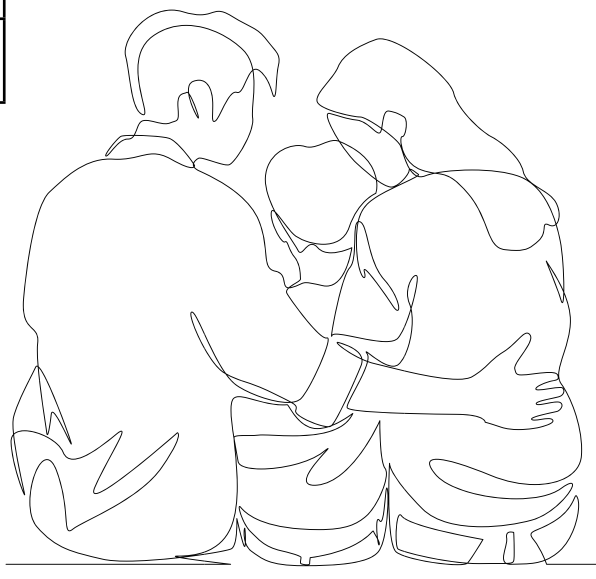
This approach identifies needs within local schools and communities and empowers schools to effect change often with the allocational of additional resource. Between September 24 and May 25 73 young people and families have been referred to the Family First Forum. Analysis of referrals to the Forum offers insights into evolving needs, shifting thresholds and the impact of interventions. This multi-agency approach has strengthened links between sectors and has had a positive impact for young people and families across the school session.

The table below outlines the range of multi-agency supports accessed during session 24/25.

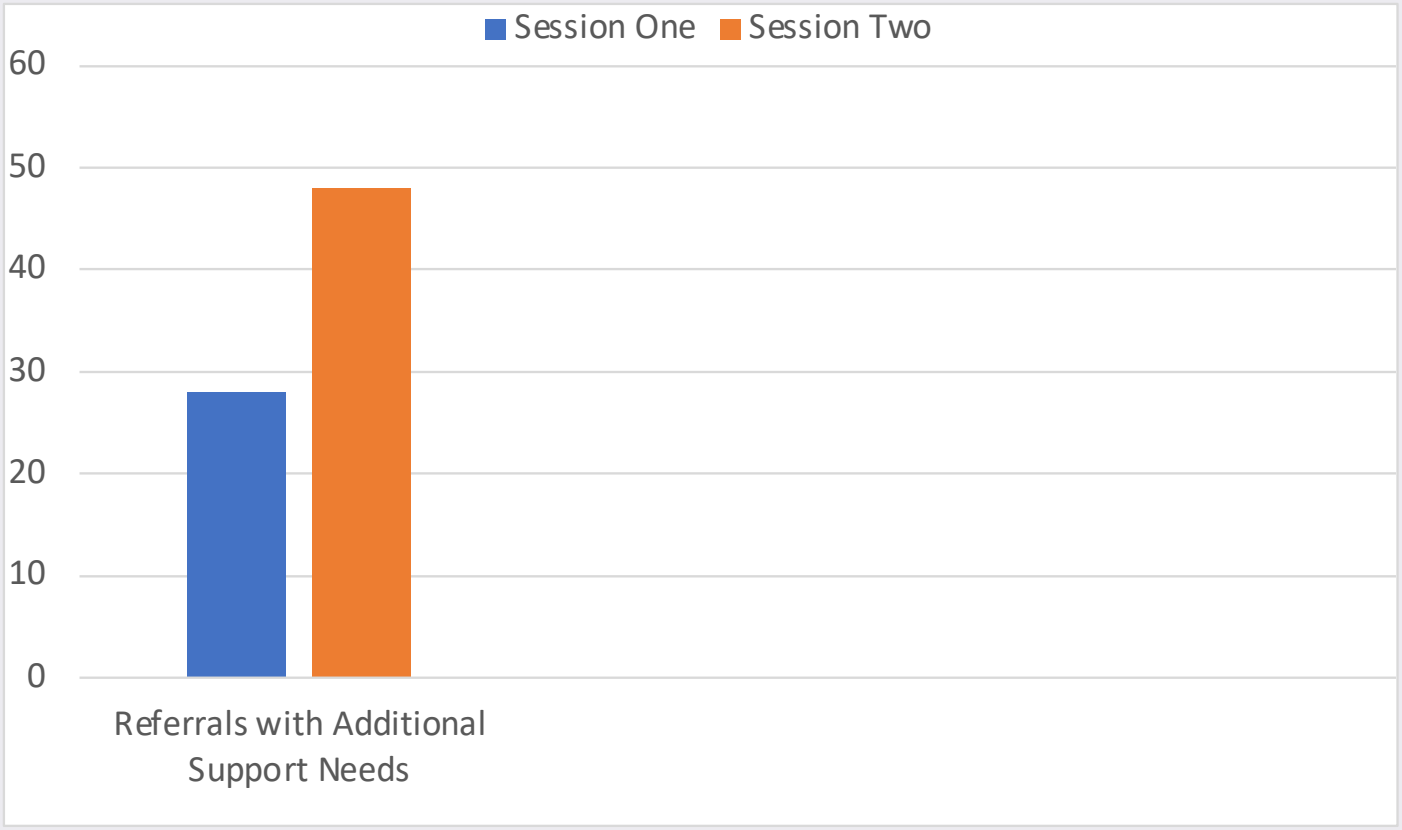
	Number of Referrals Sep 24 – May 25
Family First Teacher	32
Support & Development Worker	48
Thriving Communities	21
School Nurse	5
Small Steps to Wellbeing	9
Educational Psychologist	7

Our statistics from the last two sessions show us that young people are being referred to Family First at an earlier stage, before a referral to social work or other services. This early intervention model helps support young people and families before they reach the point of crisis.

We are able to evidence that Family First is continuing to support an increasing number of children and young people with additional support needs.



Referrals with Additional Support Needs



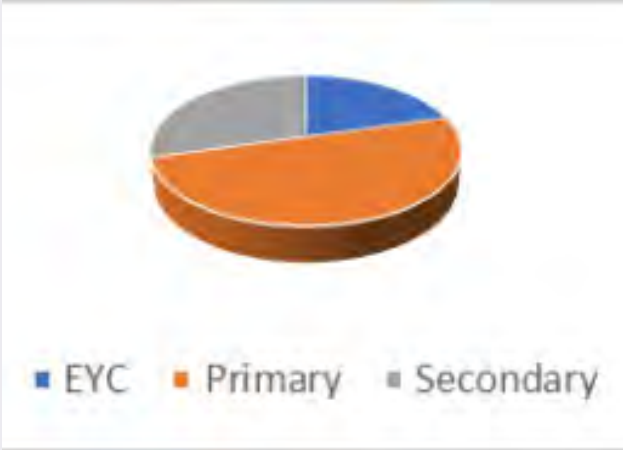
Our Central Inclusion Teams continue to support schools, young people, and families.

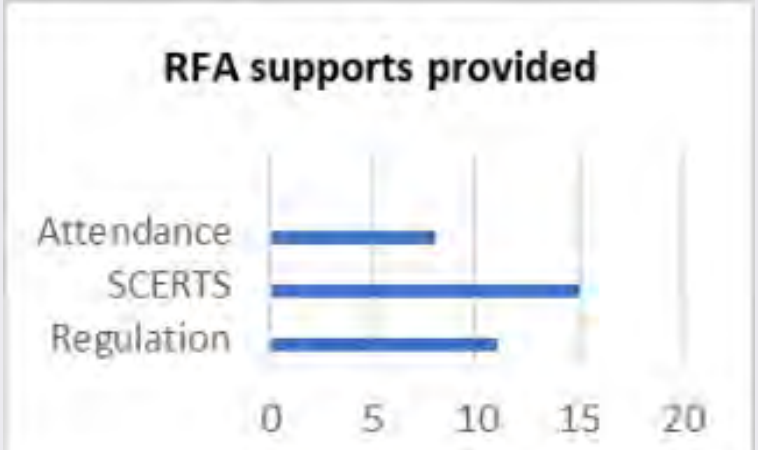
Autism Outreach Team

The Principal Teacher of Language and Communication leads a team of 4 FTE Autism Outreach teachers and 1.0 FTE school assistants can offer support to autistic learners aged 3-18 years in mainstream settings across the authority.

Autism Outreach Team have received **66 requests** for assistance (RFA's). This has resulted in **34 accepted RFA's**. Building capacity supports were offered to those where RFA support weren't agreed.

Autism Outreach Team has delivered 68 training sessions to over 1300 staff.





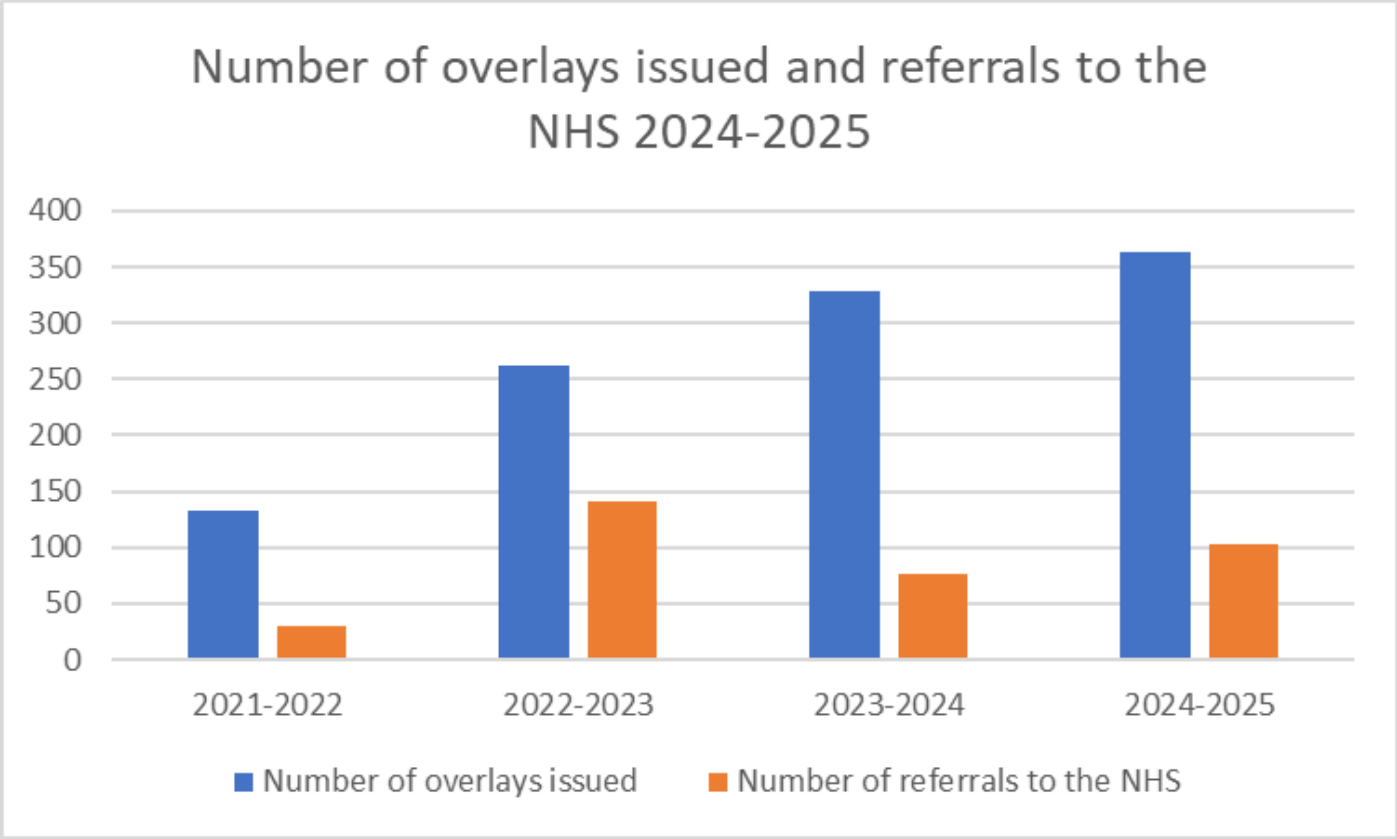
Additional Support for Learning (ASFL)

The Principal Teacher for Additional Support for Learning (ASfL) leads a team of 43 Additional Support for Learning teachers supporting all mainstream schools across the authority. School Assistant Training and Family support is also provided.

The ASfL team continue to deliver the 5 roles of a support for learning teacher across the authority. Feedback from schools such as “We value our ASfL teacher’s knowledge and skills” highlight the important contribution of the ASfL team.

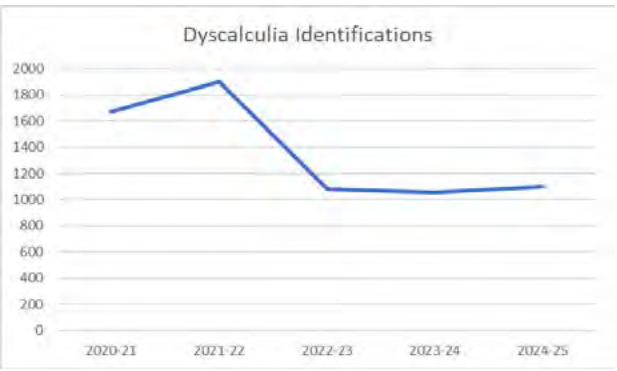
Visual Stress Assessments and Referral to NHS

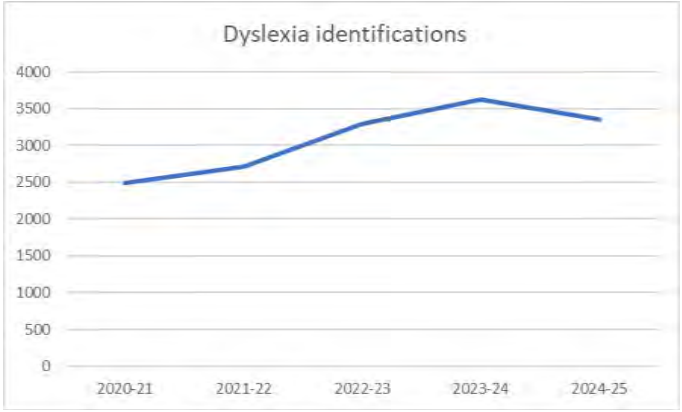
The numbers of overlays issued has increased steadily over the past 4 years. Recent training to new ASfL teachers was successful with feedback suggesting a rise in confidence in recognising the signs of visual stress and in the process of assessing learners for overlays Next Steps: continue to embed this process across all schools.



Identification of Dyslexia and Dyscalculia

The number of dyslexia identifications has been steadily increasing peaking in 2023-2024. The number of dyscalculia identifications peaked in 2021-2022 with the number of identifications gradually increasing again this year.





Learning and inclusion Team

The Principal Teacher of Learning and Inclusion leads a team of 4 teachers, 2 support and development workers and 0.5 full time equivalent (FTE) school assistants comprising outreach support and the South Ayrshire Skills Academy (SASKA) to support the inclusion of pupils with Social, Emotional and Behavioural Needs (SEBN) across the authority.

Visual Impairment Team

2.4 full time equivalent (FTE) teachers of the Visually Impaired and 1 transcription assistant support children and young people with a visual impairment across the authority from diagnosis throughout their educational journey.

English as an Additional Language

1 FTE Principal Teacher of Ukrainian Support, 2 full time equivalent (FTE) Ukrainian Support EAL teachers, 2 FTE Ukrainian Support Welfare Officers, 4 full time equivalent (FTE) EAL teachers and 1 full time equivalent (FTE) EAL Early Years Practitioner support bilingual learners from 3-18 years across the authority. Members of the EAL team led workshops and delivered training to Early Years and Secondary staff at the ASN forums. The aims of the workshops were to develop inclusive strategies for bilingual learners. The Early Years workshops were particularly well attended, and feedback was positive. Members of the team also led workshops at the ASN Primary forum in February.

Feedback suggested increased confidence in knowledge and understanding amongst participants. All staff reported increased confidence in understanding what a bilingual learner is and what strategies to use to support them.

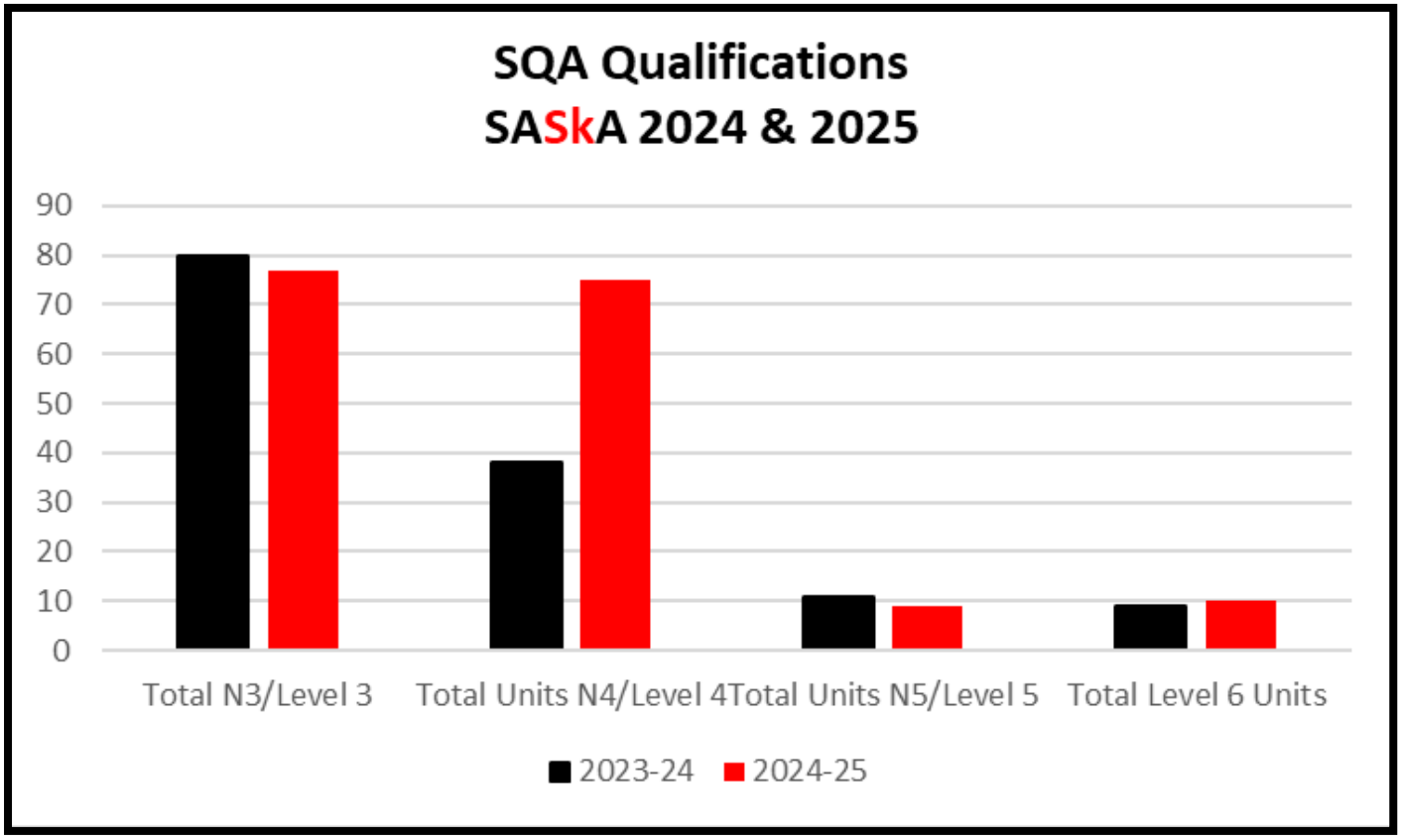
Ayrshire college staff delivered training in english for speakers of other languages (ESOL) an initial assessments and trauma informed practice in english for speakers of other languages (ESOL) classes to EAL and Thriving Community staff. There are currently three english for speakers of other languages (ESOL) classes running: an unaccompanied asylum seeking children (UASC) ESOL class delivered by Thriving Communities and a Nat 2 and Nat 3 level class at Ayr College.

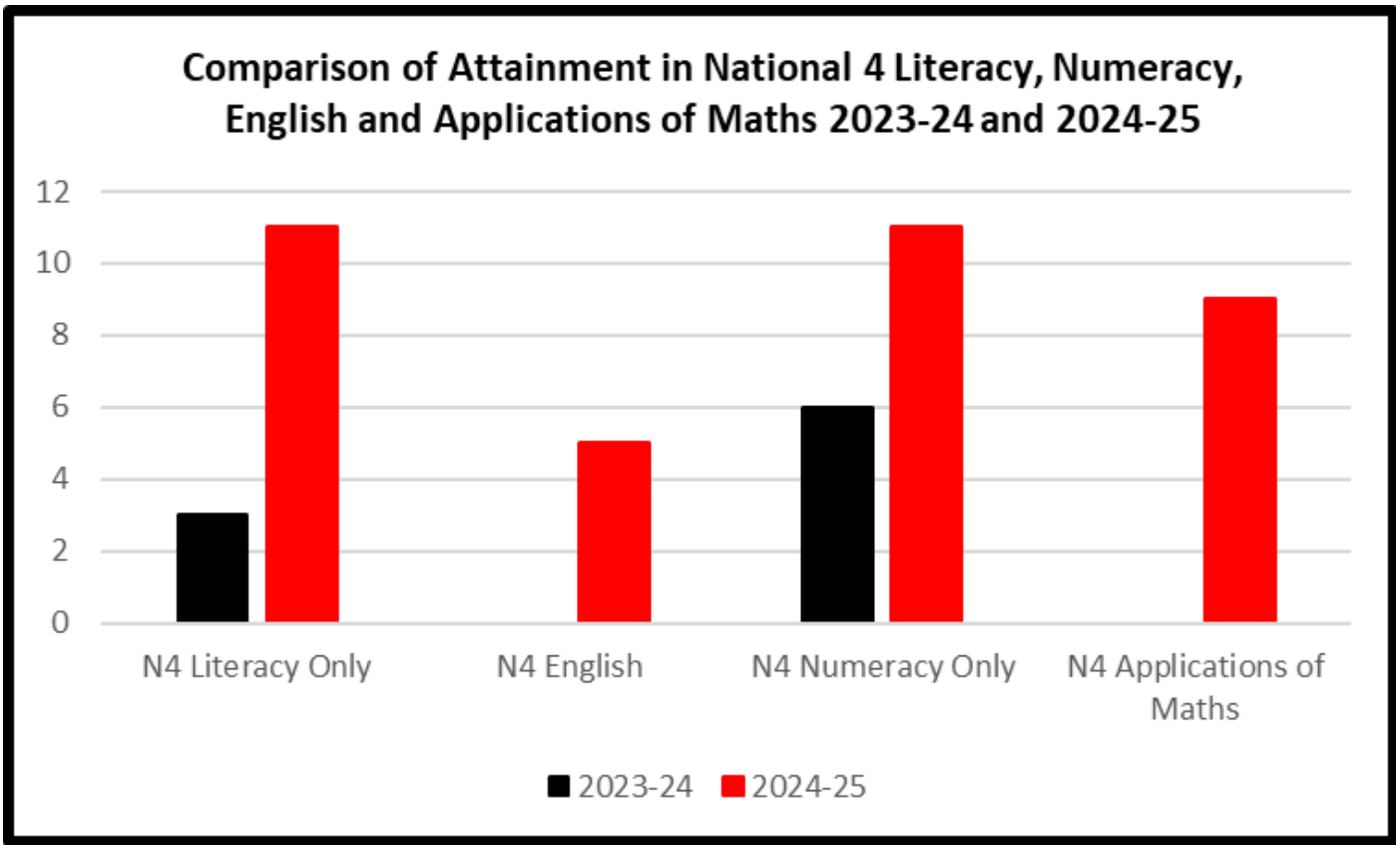
The department has been looking for a resource to identify strengths and challenges for learners for whom standard assessments for ASN would not be suitable. We purchased Cognitive Assessment for Multilingual Learners (CAML) which looks at different cognitive abilities and is presented in a way that is accessible for our bilingual learners. We also discussed next steps with the PT ASFL and plan to work more with ASFL staff in school going forward.

South Ayrshire Skills Academy

12 young people in S4 perceived at risk of non achievement and disengagement from education have been supported by South Ayrshire Skills Academy (SASkA) this academic year. All 12 young people are recognised to have a range of Social, Emotional and Behavioural Difficulties which present barriers to learning.

SQA Qualifications 2024-25

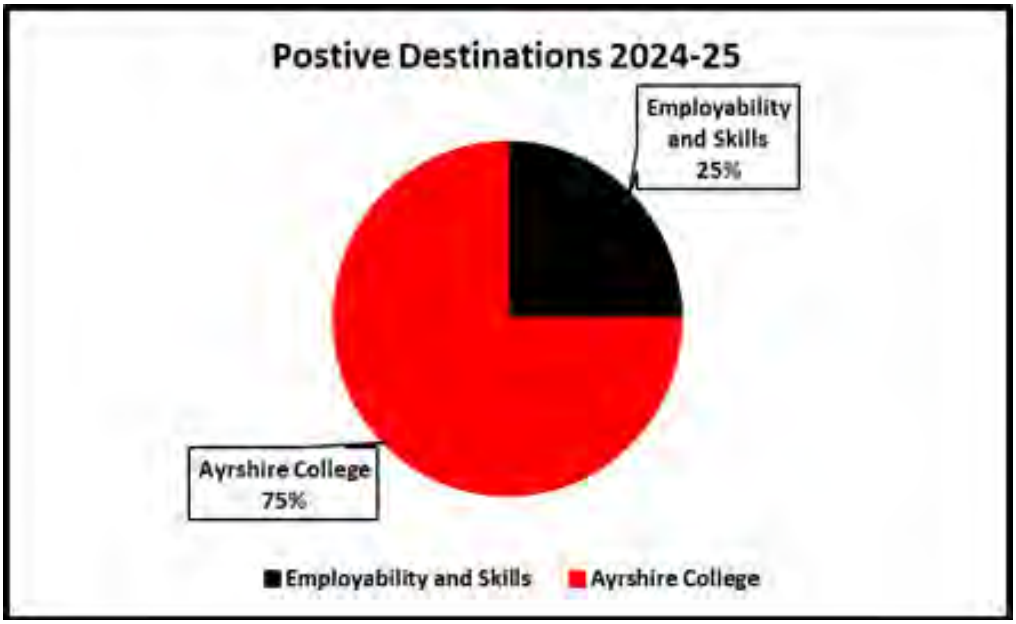




SQA attainment has increased with all young people (YP) who attended SASkA this year achieved a minimum of 5 National 3 qualifications. This year 5 young people have secured National 4 English with Literacy and N4 Applications of Maths. There has also been an increase this year in attainment of N4 Literacy (2024– 3 YP, 2025– 11 YP) and N4 Numeracy (2024-6YP, 2025– 11YP)

Post School Destinations 2025

All 12 young people who attended SASkA this year have secured a positive destination post school. 3 young people have signed up with the Thriving Communities Employability and Skills Team to prepare for employment and further education. 9 young people have secured a place at Ayrshire College starting in August 2025. All young people will have access to the summer programme provided collaboratively by Ayrshire College and Thriving Communities.



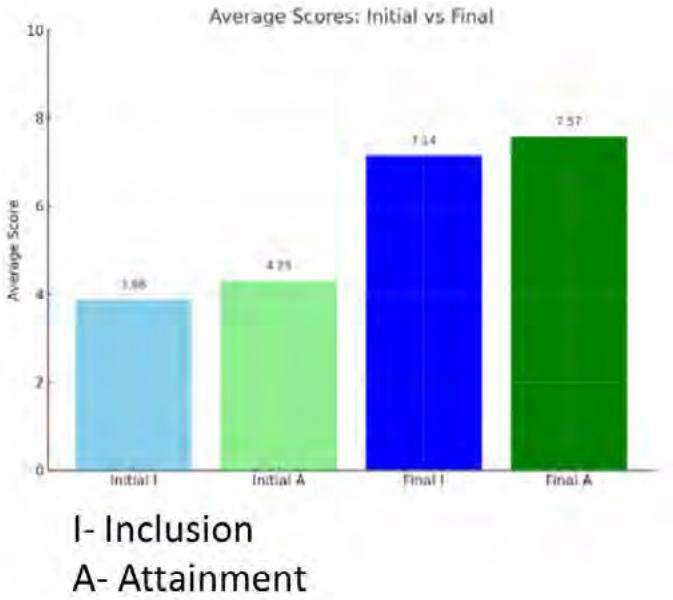
Language Provision

One teacher, a 0.5 full time equivalent (FTE) Early Years Practitioner and 0.5 full time equivalent (FTE) Speech and Language Therapists support learners from pre-school to Primary 2 where language is the most significant barrier to learning and inclusion at the point of referral, and they are at risk of having Developmental Language Disorder.

Between August 2024 and February 2025, Language Provision supported a total of 19 children through the Language Nest. During this period, seven children participated directly in the Language Nest model. Prior to February 2025, five children were supported exclusively through outreach services. Following February 2025, the new model continued to support 12 children, each receiving up to three sessions per week.

All pupils making progress from the start of the intervention to the end of the year.

This Demonstrates that strategies employed during the intervention period has had a measurable impact on both inclusions and attainment.



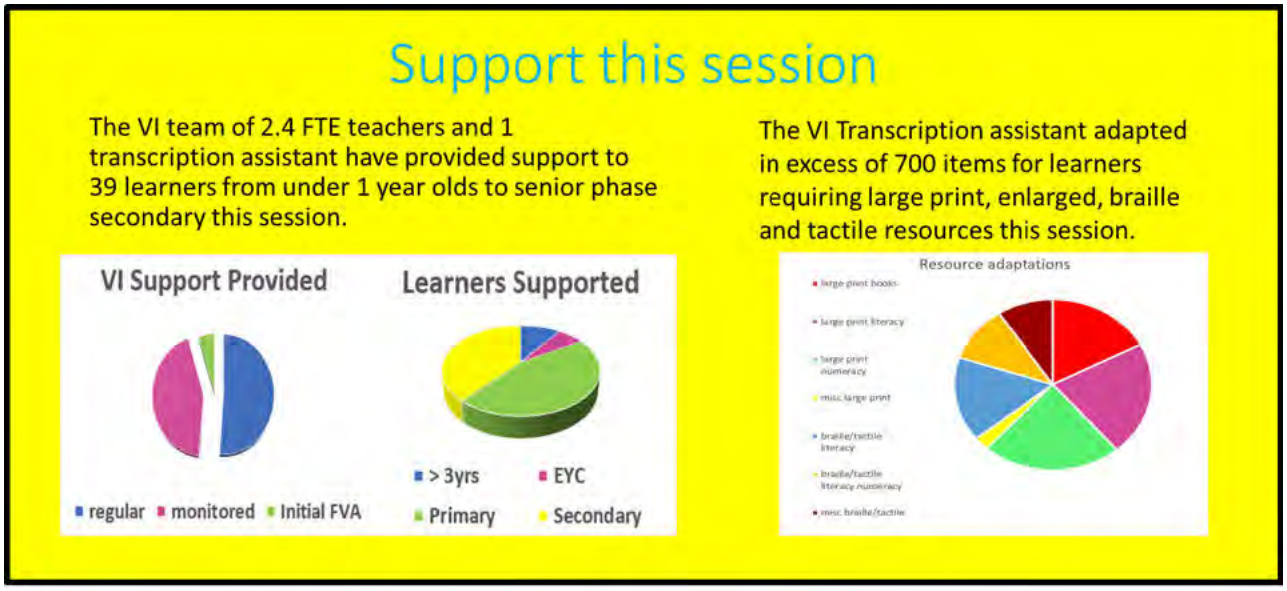
Early Years Home Visiting

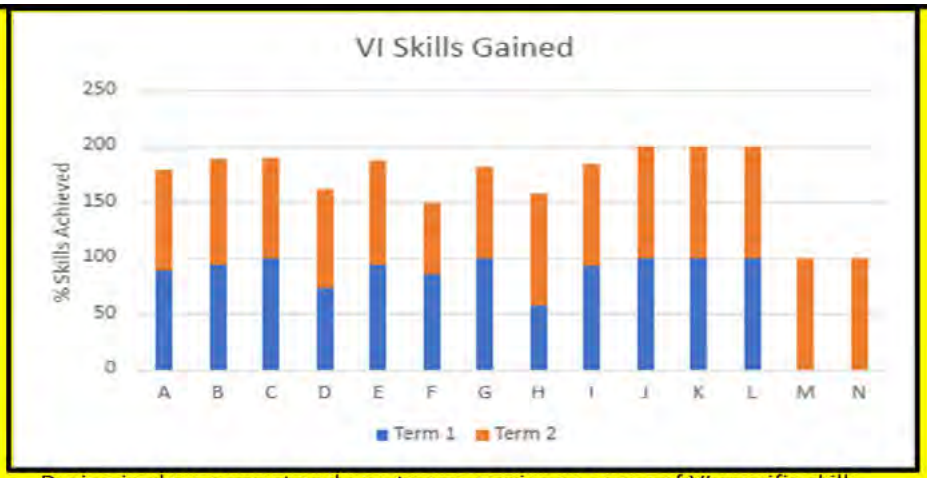
Two Early Years Practitioners support children up to 3 years of age who have significant additional support needs in their own home. This session we welcomed two new members of staff to our Early Years Home Visiting Team both of whom had supported young children with significant additional support needs in early years settings and a specialist setting. The team have supported 27 children and families with a range of additional support needs such as language and communication and complex needs. Almost all referrals have come from health visitors this year with only one request from an Early Years Centre.



This Session the IAELD tracker was further embedded with new staff supported to use it effectively as a tool to track and monitor development across four key areas.

Visual Impairment Team



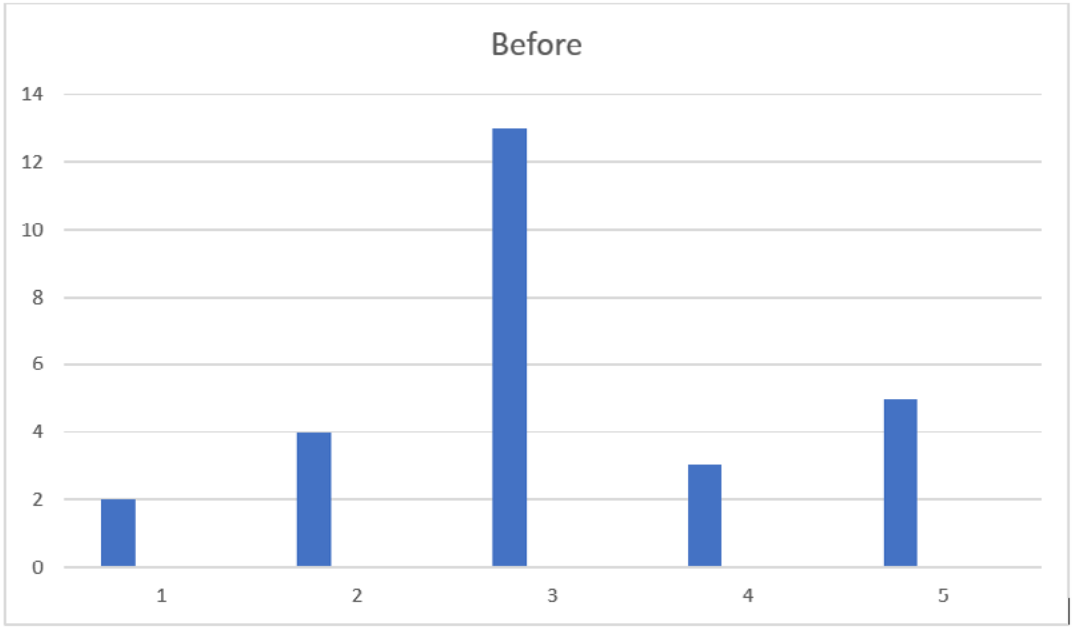


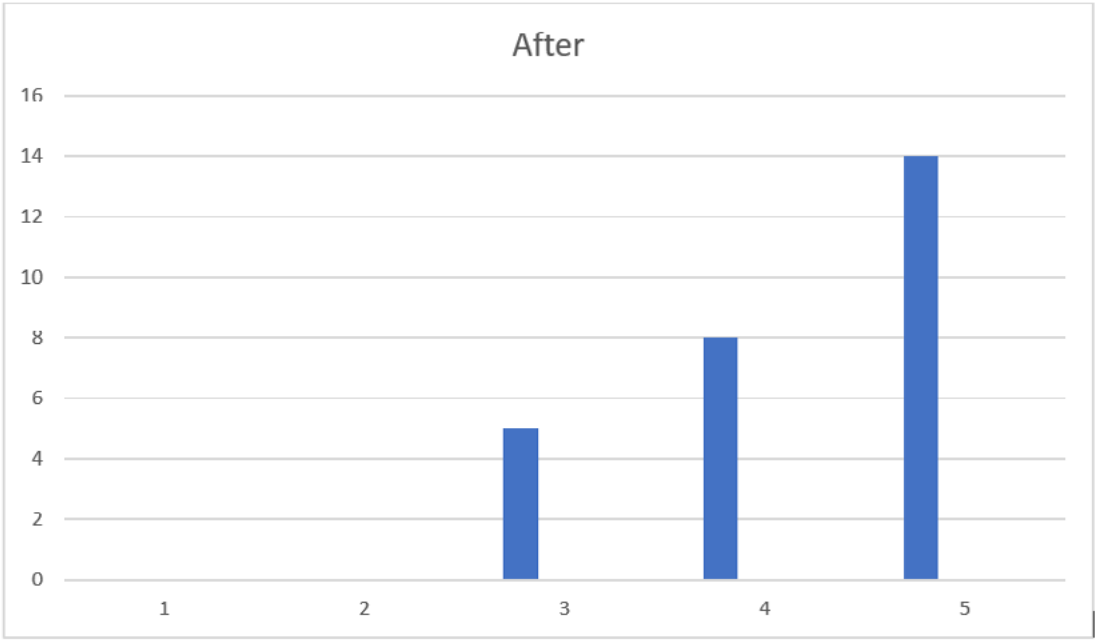
During in class support and one to one sessions a range of VI specific skills were taught such as developing tactile awareness in preparation for learning braille, building ICT skills using both mainstream and specialist devices, for example laptops, iPads and Connect 12. Most learners achieved 80% and above while almost all achieved 70% and above.

Nurture

The Principal Teacher of Nurture leads a team of 6 nurture teachers and 3.5 FTE school assistants supporting children and young people through 2 enhanced nurture provisions and an outreach team working in partnership with mainstream schools to embed nurture principles. This year the team have supported 8 children across Chestnut Cottage and Crosshill Enhanced Nurture provisions. 85% of pupils live in SIMD 1/2, 17% of pupils live SIMD 3 33% . 37.5% of pupils are care experienced. All pupils showed an increase in their wellbeing throughout their journey of Enhanced Nurture. The team have trained 65 staff this year, including foster carers and residential staff, in full nurture training which comprises of Attachment Theory, Early Neuroscience, Nurture Principles, Boxall Profiles, Developmental Trauma, Adverse Childhood Experiences (ACES) and Staff Mental Health and Wellbeing.

Schools across the authority that were supported by the Outreach Nurture Team were asked “How confident do you feel your staff are in supporting children with nurture needs before/after input from the Nurture Team”?





Virtual School Support

The Virtual School has operated with one Head Teacher and four full time Welfare Officers this year. The WFOs supported 44 children and young people and their families this year; across 19 of South Ayrshire Schools, 4 from residential living and 1 living in another authority. The children and young people are amongst the most disconnected with education across authority. There were 14 new children and young people allocated to the service this year and 6 young people have successfully transitioned on to other services such as Employability and Skills, Small Steps to Wellbeing or Belmont Family First. The team are supporting children and young people with a varied range of social work intervention.

The Virtual School also supported the implementation of a pilot provision , RISE, in partnership with Health and Social Care Partnership—aiming to return young people from out with authority education provisions to their own community:

- 1 DHT, 1 Class teacher, 1 WFO, 1 SW Support Assistant
- 3 young people included; 3 in process of enrolling
- 7 qualifications have been gained amongst the three pupils since Jan 2025
- Two work placements have been secured since Jan 2025

Virtual School has co-managed a one year pilot Supportive School Structure Programme alongside the Health and Social Care Partnership.

- 2 Care Experienced Curriculum Officers, 1 Lived Experienced Participation Officer
- 10 young people and families (previously looked after) supported 1:1

Impact Across the Year:

- The Virtual School offered an After School Art Club to young people with care experience. The club has steady attendance of 15 young people weekly, with one previously supported young lady volunteering to support the club.
- Eight young people attend a weekly Wellbeing Group, supported by Active Schools
- 12 young people and their families participated in an Easter Residential Outdoor activity at Dolphin House, facilitated by Thriving Communities and organised and supported by Welfare Officers
- The Virtual School HT has worked in partnership with CLD and Health and Social Care Partnership to implement an Education Hub for Unaccompanied Young People.
- Eight fourth year pupils achieved their minimum qualifications with a bespoke and creative package supported by the WFO and teacher input
- Virtual School Pupil Council continued to operate this year; with six young people representing care experience from across four schools
- Two young people included in Youth Council
- SQP Pick Up intervention supported 13 young people to gain qualifications for leaving school
- Three non school attending pupils are now attending school, with attendance rates sitting approximately at 85%
- Six young people received new bikes as a result of completing a Cycle Scotland Scheme supported by WFOs
- Virtual School secured funding to purchase Barista equipment and deliver training; allowing young people to achieve Level 6 qualifications

The year in review

Significant work continues across English as an Additional Language (EAL) with focus teams on Ukrainian Support, Afghan Support, Unaccompanied Young People support and general core EAL across all school. The Autism Outreach Team worked under Educational Psychological service this year to focus on a change of approach to the service. Nurture Outreach teams have had a focus on building capacity across all sectors as well as implementing the Fidelity Nurture within five schools. Family Engagement through the ASN Family Forum and EAL Forums has significantly increased with an increase in attendance over the year.

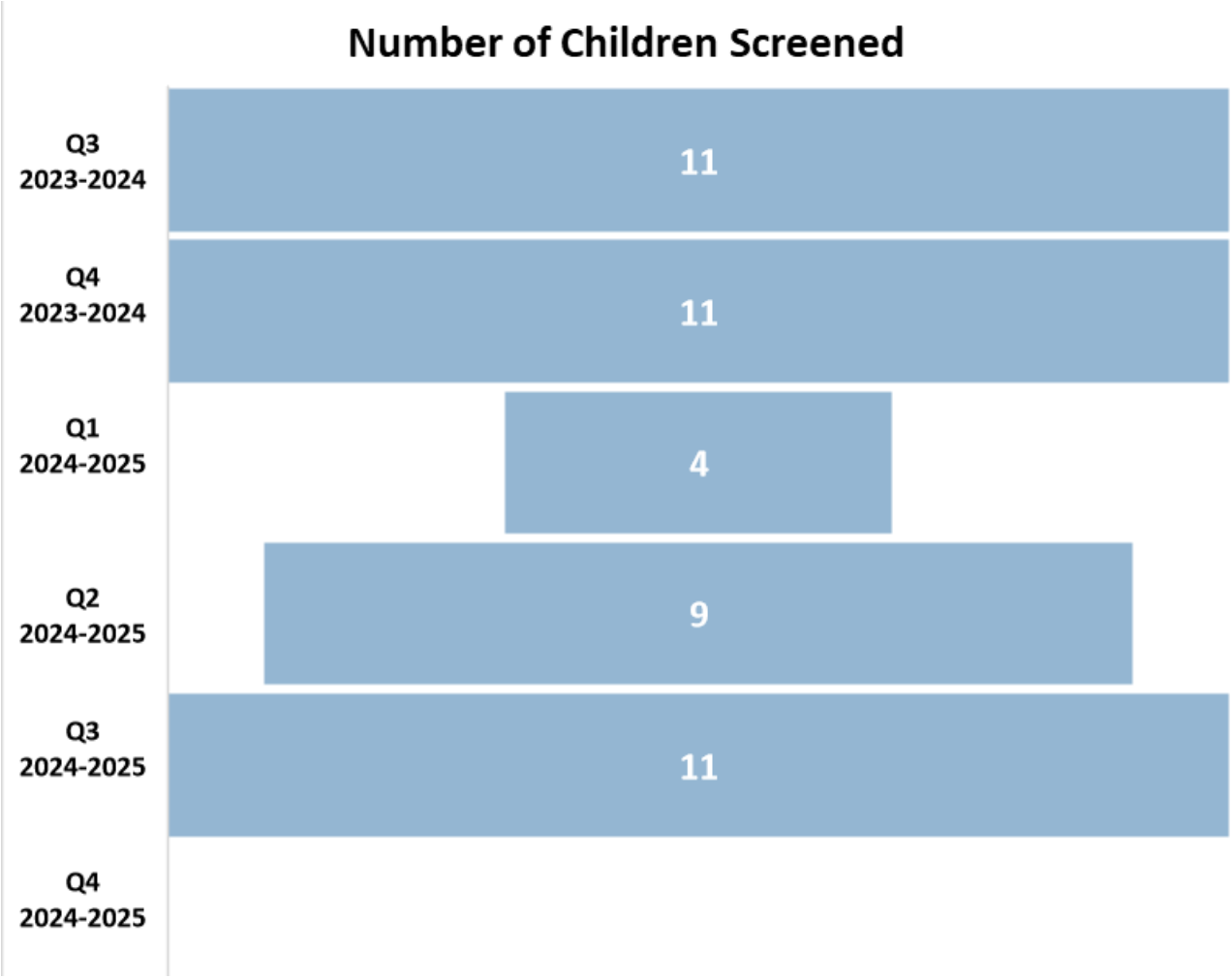
Improve support for our neurodiverse children, young people and families

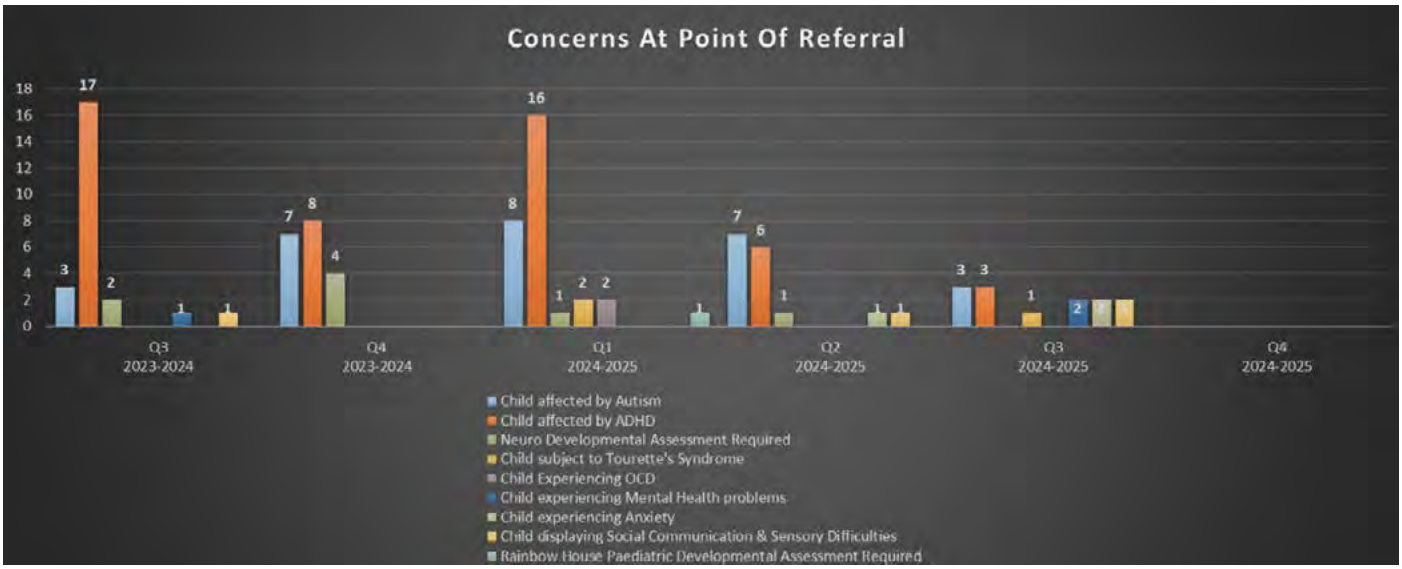
In August 2023 CAMHS Ayrshire and Arran adopted the National Neurodevelopmental Specification. As a result, South Ayrshire has instigated several groups to ensure families and young people are supported.

The neurodevelopmental screening group is made up of representatives from several services across South Ayrshire. These include education, CAMHS, Health and Social Care colleagues, and the Neurodevelopmental Empowerment and Strategy Team.

Between April 2024 and March 2025 24 young people were referred to the Screening Group

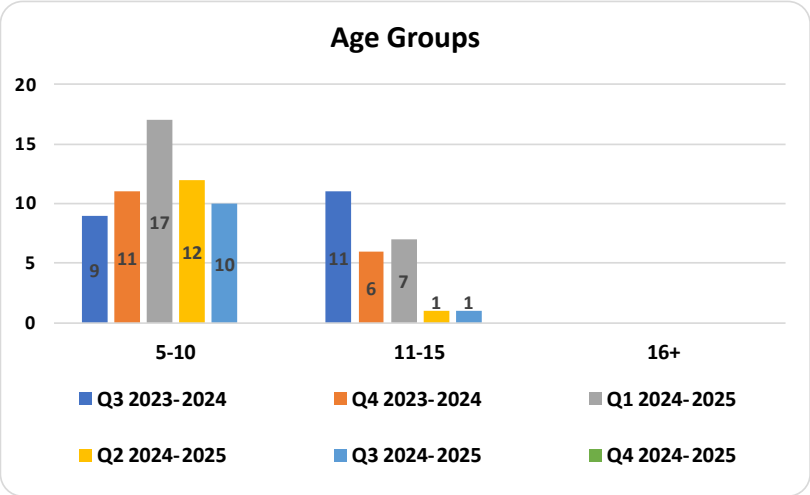
Amongst other details , the group record the neurodevelopmental concern at the point of referral and also the age of the young person referred.





Young people, schools and families also benefit from support from the Autism Outreach Team and Psychological Services.

In surveys conducted by the Autism Outreach Team, 100% of parents supported felt that:



- their child enjoyed and valued their time with their Autism Outreach teacher
- their child was treated with respect and knew their child as an individual.
- their Autism Outreach teacher increased their child's confidence in achieving their goals and they were happy with the updates and progress reports.
- they were able to talk openly about their child's needs and make suggestions.
- they would recommend the Autism Outreach Team to another parent.

70% of schools reported high levels of satisfaction with the assessment, strategies and supports were put in place.

85% of schools felt that there had been a positive impact on their ability to meet autistic pupils needs.

85% of schools reported effective communication with Autism Outreach Team and that the staff worked effectively with school staff to promote partnership working.

87.5% of pupils advised that they were confident in approaching the Autism Outreach Team with suggestions about their goals, understood what their next steps are and would recommend the Autism Outreach Team.

Social group stakeholder survey and attendance data

100% pupils said they felt they could talk honestly with the Autism Outreach Team and would recommend a social group.

71% of social group pupils said they felt it helped them to settle in secondary.

The pupils identified getting a regulation break, making new friends, and understanding what it means to autistic as the main benefits of attending a social group.

Improve our approaches to involving children and families in decision making

An immense amount of work has taken place this session to ensure that our children and young people participate in decision making.

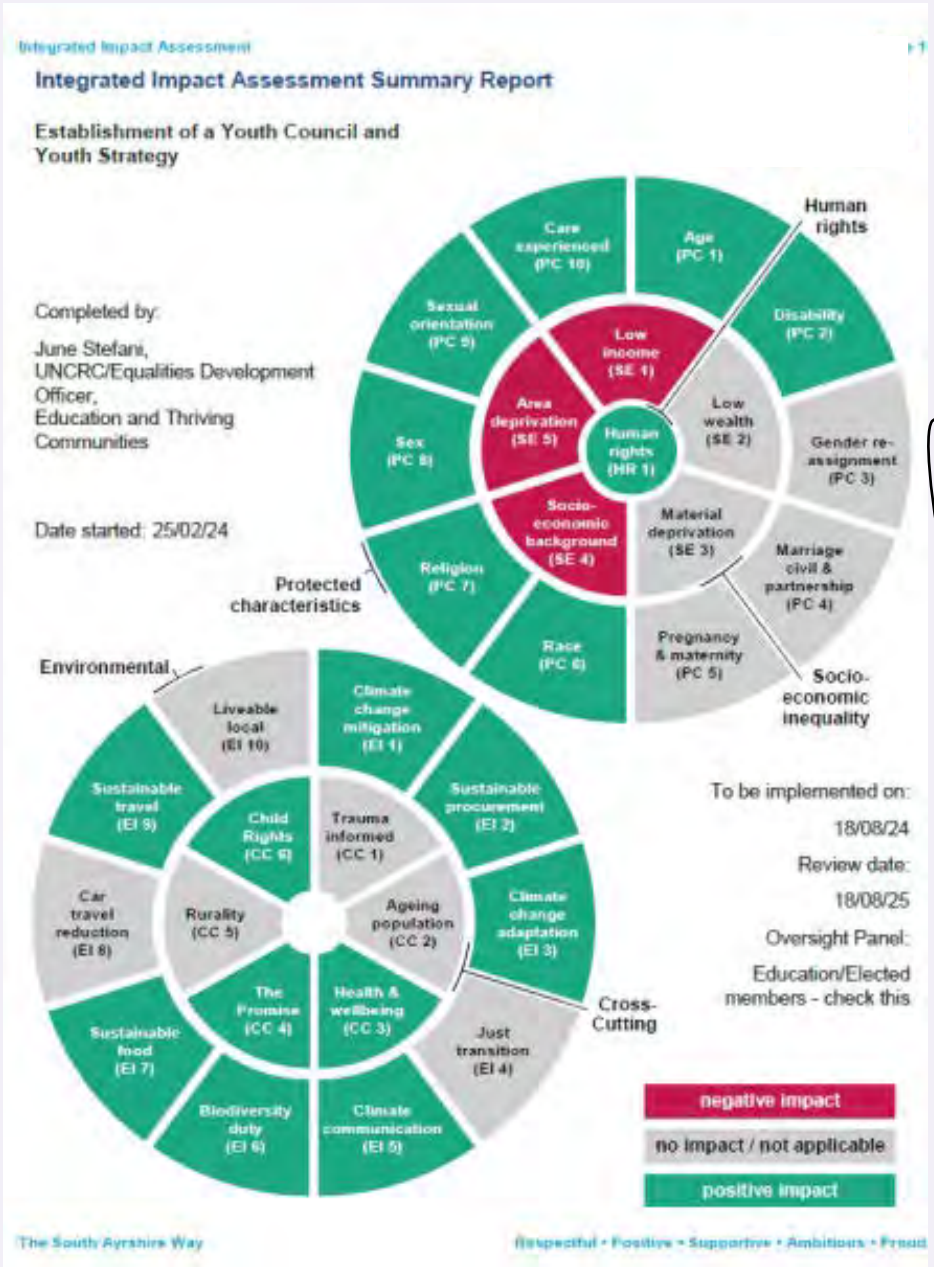
Below is a summary of the calendar of the main events that took place. It is not extensive but will give you a flavour.

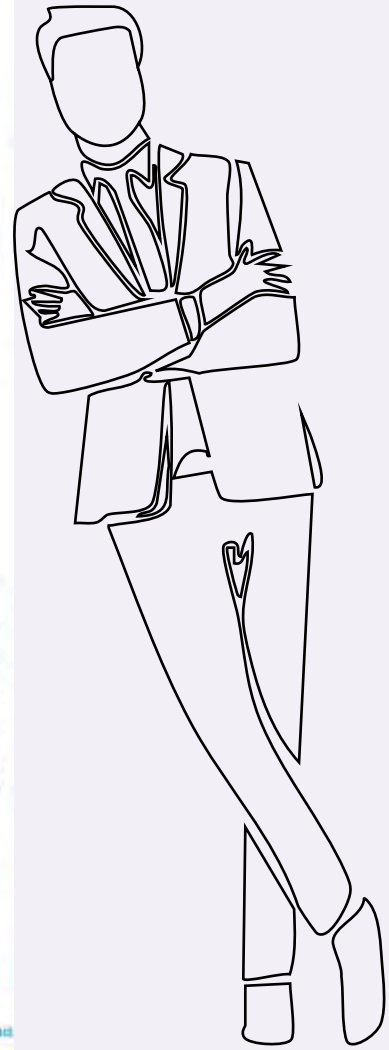
FEBRUARY

An extensive consultation road show took place.

MARCH

Integrated Impact Assessment / Childrens rights and wellbeing impact assessment (IIA/CRWIA) Youth Strategy and Youth Council devised.





MAY

Formation of the youth council





JUNE

Youth council training took place followed by the Youth Council Elections









A total of 28 young people were elected: 11 care experienced and 1 young carer, the final results were announced via live online link to all Schools with Director of Education, Lyndsay McRoberts as the Presiding Officer.











AUGUST

Youth Council launch event.



NOVEMBER

Youth Council and our elected P7 Representatives Live ‘teams’ announcement from Asst Director Scott Mulholland.





Travelling Cabinet – Meeting First Minister and posing questions

DECEMBER

Kayla and Aaryn contributed to our Youth Strategy Group.



JANUARY

Youth Council to Observe at both the Education and the Full Cabinet



FEBRUARY-APRIL

The youth council engaged in a number of meetings to share their views including:

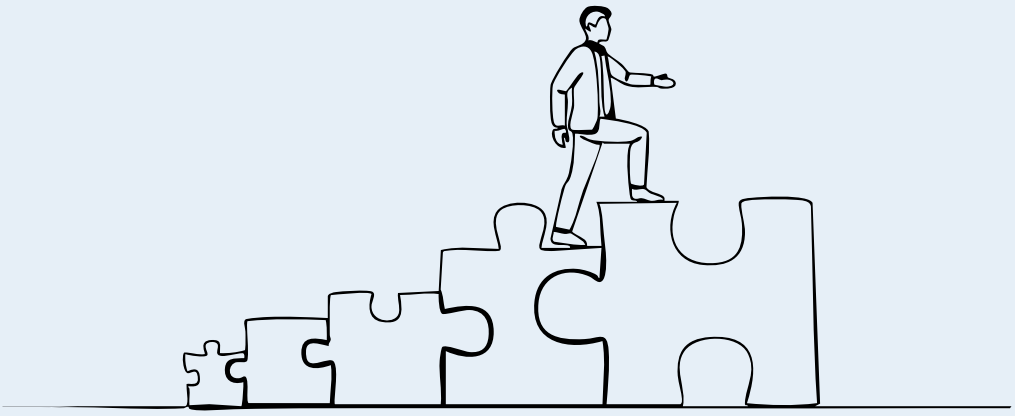
Cost of living

Thematic inspection review

Childrens services planning

MAY

Next Steps



FINALISE IMPROVEMENT PRIORITIES - CREATE THINGLINK	COST OF LIVING/£15000 MENTAL HEALTH £5000 ASN £5000	PREPARE SCHOOL MEALS BRIEFING PAPER FOR CABINET IN JUNE
SET UP A MEETING WITH FACILITIES MANAGEMENT	GROUP TO WORK WITH EDUCATIONAL PSYCHOLOGY ON POSITIVE RELATIONSHIPS POLICY FOR SAC	LOOK AT SAC EQUALITIES ACTION PLAN -

Improve outcomes and experiences for our care experienced children and young people

In 2024-25 The Virtual School has supported over 50 children and young people with one to one interventions. 24% of the young people were supported to improve their attendance at school, with 83% of those young people having a sustained improvement in their attendance. The Virtual School has provided additional support to 12 young people who are at risk of leaving school with no qualifications, with 100% of them achieving at least 5 qualifications at level 3 and some up to level 5.

The Virtual School Head Teacher worked in partnership with The Corporate Parent Officer to implement a pilot programme to support previously looked after young people, to co-create a curriculum to improve engagement. This pilot programme looks at the carriers to education for some of our most vulnerable young people and will enquire how best to remove these barriers; or look at overcoming them. This will be evaluated in 2025-26.

A joint programme between Education and Health and Social Care Partnership was established; creating and implementing a new education and steps to positive destinations provision for South Ayrshire children and young people returning to South Ayrshire from out with provisions. Currently three young people are being supported in this pilot provision who have returned from out with education establishments. This pilot will be reviewed in 2025-26 for impact.

The attainment trajectory for care experienced young people continues to reflect positively, with care experienced leads in all secondary schools closely tracking and monitoring attainment at all levels, for support and early intervention.

The exclusions trajectory continues to decline, with rigorous discussions to support and implement alternatives that meet the needs of our young people.

The Promise Award in Education has been rolled out across all schools, supporting trauma informed practice, escalation, and nurture principles.

Leavers attainment

Figure 5: Percentage of care experienced leavers with one or more qualifications at SCQF level 5 or higher, 2017-18 through 2022-23

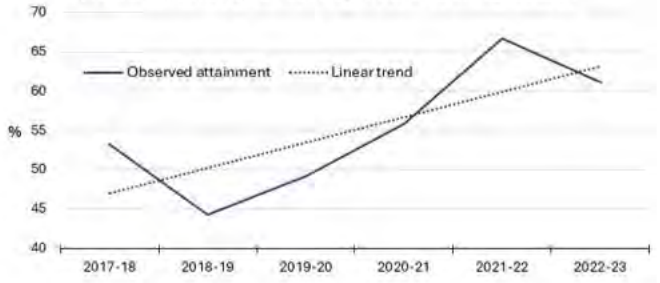
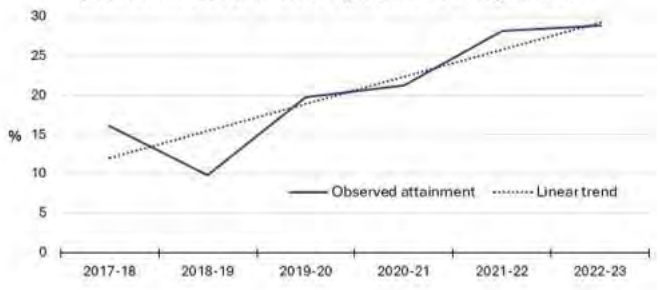


Figure 6: Percentage of care experienced leavers with one or more qualifications at SCQF level 6 or higher, 2017-18 through 2022-23



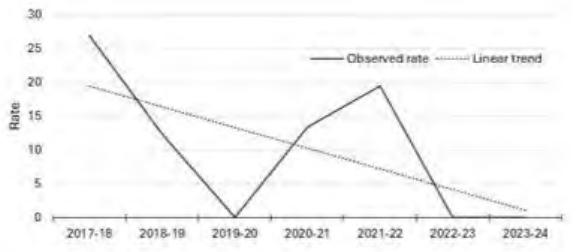
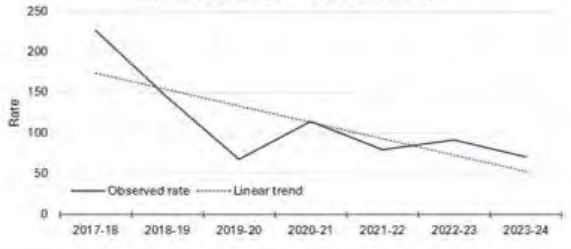


Figure 4: Rate of exclusions per 1,000 pupils, care experienced Secondary pupils, 2017-18 through 2023-24



unicef
UNITED KINGDOM

RIGHTS RESPECTING SCHOOLS

Ensure that UNCRC is central to our work

South Ayrshire continues to embed a human rights ethos across all school to eliminate discrimination, advance equality of opportunity and foster good relations in schools and the wider community.

To ensure success a wide range of activities have taken place including:

- Children's rights and Wellbeing Officer in post 0.6 until March 2026
- Professional Learning sessions are delivered to EYC/Primary/Secondary/ Cluster and Special Schools on a bespoke basis. Rights Respecting Schools (RRS) Strategic Lead has supported and visited 44 establishments across the authority to support knowledge and understanding of implementing rights in their settings. This has led to an increase on uptake of RRS accreditations.
- A memorandum of understanding has been agreed between UNICEF and South Ayrshire Council. South Ayrshire Council receive a 75% discount due to having a team of assessors 3 soon to be 4 who support UNICEF at Silver Level. Assessor Guidance has been produced to support the team and ensure consistency of approach.
- In collaboration with Thriving Communities an SAC Youth Council has been established to look at issues affecting young people across South Ayrshire – these include Cost of Living Crisis, Mental Health and Wellbeing and Additional Support Needs. Children's Rights participatory budgeting is being meaningfully considered as the Youth Council has a budget of £10,000 from the Financial Inclusion Fund for Cost of Living as well as £20,000 from HSCP for all 3 priorities. The Youth Council will also work on the Youth Strategy as part of their priorities.
- UNCRC Scotland 2024 Act professional learning session has been delivered to Elected Members and Senior Leaders.
- Education Central Services Team has been updated on UNCRC and Rights Respecting schools moving forward.
- Children's Rights Steering Group in collaboration with Education and Children's Services has completed the Let's Get Going Gender Equality Toolkit. This has been shared with Head Teachers and 5 schools are piloting during session 2025/2026.
- Children's Rights updates and training are regularly shared in the Education and Career long professional learning (CLPL) bulletin.
- Development Officer sits on the Child Protection Committee sub group and work is shared across partners.
- Collaboration between Education and FIB Youth Theatre to complete Rights Drama pack for SAC primary schools ready for August 2025.
- 4 Schools are ready to re-accredit at Gold and 2 schools ready to accredit at Gold. 5 schools are ready to accredit at Silver. 1 school is ready to present for Bronze as is 1 partner EYC. Many of these assessments should be completed by June 2025. Gold reaccreditations by October 2025

Training August 2023 - Present				
Schools	**Early Years**	**Childminder**	**Assessor**	**Assessments**
35	8	1	3	7
HT Training	**Learning Conf**	**Twilight**	**Staff Training**	**Youth Council**
3	1	1	9	Various

	Bronze	Silver	Gold	Gold Re-accredit	Beyond Time
No	9	24	6	13	2
%	17%	46%	12%	25%	4%
52 schools / EYC's involved					
98% of our schools are signed up to RRSA Programme					



Priority 2

Outstanding learning, teaching and assessment In South Ayrshire, we want all of our children and young people to experience the highest quality learning and teaching in our schools. We are committed to ensuring a relentless focus on learning, teaching and assessment at the heart of all that we do.



Improve quality and consistency of learning, teaching and assessment across all our EYC and schools

Building on the success of last session's Improving Pedagogy and Equity programme, the initiative was implemented for a second consecutive year across shared headship schools (Barr and Barrhill and Maidens and Fisherton Primary Schools) as well as Barassie Primary School. This focus on a whole-school approach and the collaborative nature of the programme created meaningful opportunities for staff to engage in reflective dialogue, share best practices, and provide mutual support and constructive challenge. As a result, there was a noticeable enhancement in the quality and consistency of learning, teaching, and assessment across all participating schools, contributing to improved outcomes for all learners.





Assessment and Moderation

A series of four authority-wide training sessions were delivered to promote consistency in assessment and moderation practices. These sessions served as both a refresh and a revisit of key principles, aiming to enhance practitioners' confidence and support high-quality, flexible approaches to assessment. The focus was on using assessment purposefully to support learning, with an emphasis on formative strategies that effectively elicit evidence of progress and enable responsive, in-the-moment planning. Practitioners also explored the importance of involving learners in the assessment process, ensuring they understand their learning and next steps. The sessions reinforced the idea that assessment is integral to teaching and learning—not a separate activity—and that it should inform planning to lead to improved outcomes for all learners.

Improve quality and consistency of play-based learning approaches across early level and beyond

The South Ayrshire Learns Team delivered targeted CLPL to introduce the pilot of the Playboxes method to school assistants. These took place at Maidens and Braehead Primary School. This pilot was designed to support learners who find play challenging, as well as those who would benefit from one-to-one adult attention. The approach offers learners the opportunity to engage in 10 motivating and enjoyable Playboxes sessions, using carefully selected resources tailored to their interests, alongside an enthusiastic adult.

The focus of these sessions is to help learners build confidence, enhance their social and communication skills, and develop a broad range of other essential skills through guided play. These include fine and gross motor skills, problem-solving and critical thinking abilities, emotional regulation, turn-taking, and cooperation.

















Teachers across the authority immersed themselves in direct learning and enhancing their understanding of Block Play. These 4 in-person sessions explored ways to integrate block play across the curriculum with all stages P1-7. Practitioners explored the developmental value of block play and its potential to support learning in areas such as storytelling and literacy, STEM and creativity, problem-solving and collaboration.

As part of this work, bespoke training was also developed and delivered for Minishant Primary School. This training was tailored to the needs of the staff team and the learners to allow for deeper reflection on practice.

Percentage of pre-school Early Years pupils achieving 8 or more developmental milestones in Health & Wellbeing, Language & Communication, and Mathematics & Numeracy domains: 2020-21 to 2024-25

	2020-21	2021-22	2022-23	2023-24	2024-25
Health and Wellbeing	91.9	95.1	92.5	95.5	96.0
Language and Commmunication	75.9	85.0	76.7	82.7	83.1
Mathematics and Numeracy	76.6	88.5	88.0	88.7	91.7

Pleasingly the percentage of early years pupils having achieved 8 or more milestones has improved in all areas.

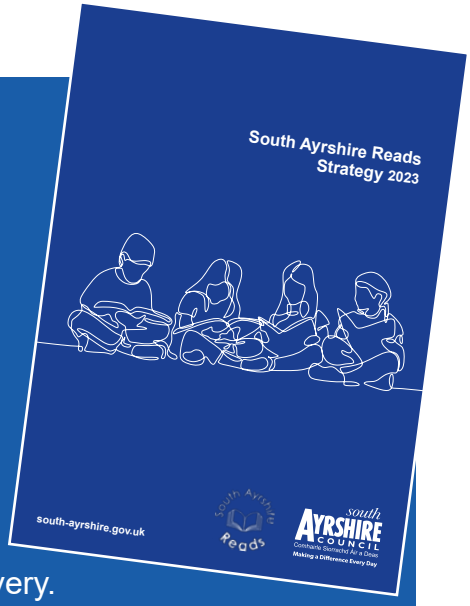
Health & Wellbeing – increase 0.5 %

Language & Communication – increase 0.4%

Mathematics & Numeracy –significant increase of 3 %

Improve our approaches to the teaching of reading across our EYC and schools

South Ayrshire Reads



In its second year, the South Ayrshire Reads (SAR) team significantly enhanced system-wide capacity by designing and delivering both bespoke and universal professional learning opportunities. These sessions included high-quality workshops and targeted in-school support, all grounded in the principles of the Science of Reading. This work was instrumental in promoting alignment between research-informed practice and classroom delivery. The focus in Year 2 was on building collective efficacy, fostering a shared vision and consistent understanding of effective reading pedagogy across all participating schools.

Looking ahead to Year 3, the SAR team will continue to provide sustained support to Phase 1 and 2 schools, with an emphasis on embedding and deepening high-quality, evidence-based practice. Simultaneously, the team will begin working with Phase 3 schools to ensure effective implementation of these approaches, maintaining a coherent and scalable model for literacy improvement across the authority. All mainstream schools across South Ayrshire are actively participating in the South Ayrshire Reads strategy to varying degrees.

The South Ayrshire Strategic Aims are:

- To develop confident and skilled readers in South Ayrshire with a lifelong love of reading and the confidence and tools to access all aspects of education, culture and society.
- To support and develop all education staff in South Ayrshire to implement best practice through a culture of shared knowledge, collaboration, and enquiry.
- To promote the implementation of excellent reading curricula and planning in schools and early years centres which prioritise best practice, challenge, and adapted teaching for children with additional support needs.
- To gather, use and analyse data effectively to drive change and improvement in children's reading skills, reading confidence, and reading attainment.

You can read more about the strategy HERE



Professional Learning for Primary Education Colleagues

South Ayrshire Reads successfully delivered targeted professional learning to 14 Phase 1 and 14 Phase 2 schools, effectively meeting phase-specific developmental needs. Phase 1 strengthened understanding of evidence-based reading practices, including adaptive word recognition, comprehension, and explicit vocabulary instruction. Phase 2 deepened skills in phonological awareness, advanced phonics, fluency, and word recognition, boosting practitioner expertise and classroom impact.



Collaborative work with partnership schools fostered a robust looking outwards approach, facilitating the sharing of best practices, enhancing collective efficacy, and embedding sustainable, consistent approaches through enriched professional dialogue. End-of-year consultations demonstrated increased practitioner knowledge and confidence, resulting in significant, positive shifts in classroom practice and improved learner outcomes.

Universal professional learning was effectively delivered across the authority, covering key areas such as critical literacy, reading in play-based environments, and strategies to support learners with reading challenges.

The training focused on ‘Reading in a Play-Based Environment,’ supported practitioners to embed reading meaningfully within a play-based context. The session explored how early literacy development can be naturally supported through a balance of meaningful child-led, adult-initiated, and adult-led play. The aim was to support practitioners to create environments that promote curiosity, language development and a love of reading.



Building on these strong foundations, Phase 1 schools will deepen their understanding of language comprehension and literacy, while the SAR strategy broadens to include writing, listening, and talking. Phase 2 schools will further develop vocabulary and comprehension skills to embed and continue progress.

Looking ahead to 2025–2026, 10 additional primary and 4 secondary schools will engage in Science of Reading-based professional learning, expanding collaborative capacity and driving continued literacy excellence across South Ayrshire.

Professional Learning for Early Years Colleagues

Following previous phonological awareness training, 14 Early Years Centres identified a need for further professional development and requested bespoke early literacy sessions to enhance practitioner knowledge and skills. This targeted support has strengthened phonological awareness and improved the delivery of play-based, inclusive literacy experiences across most centres. The co-creation of engaging activities embedded in daily routines has increased practitioner confidence. Further development of the literacy lead role is planned to sustain effective practice and drive ongoing improvement collaboratively.



Reading Leaders

Following consultations with Senior Leadership Teams in May 2024, all Phase 1 and 2 schools identified a Reading Leader, and the SAR team developed a strategic plan for their termly professional learning sessions in 2024/25. This aims to build capacity and ensure long-term sustainability of the SAR strategy. Engagement has been strong, with almost all Reading Leaders attending all four meetings. Almost all have delivered parental and staff workshops and implemented a reading fluency test of change. Reading Leaders report that their enhanced strategic understanding has strengthened their leadership, fostering professional growth, confidence, and improved literacy outcomes. Next, support will extend to Phase 3 leaders, with data informed ongoing development.

Communication Friendly Environments

In Year 2, the Communication Friendly Environment (CFE) priority was further embedded through continued multi-agency collaboration. Staff across 53 establishments (14 EYCs, 35 primaries, 2 secondaries, 2 specialist provisions) engaged in targeted professional learning, with almost all reporting increased confidence and improved practice. Most settings completed baseline audits and identified Communication Champions, whose leadership has developed through structured mentoring. The majority of EYCs achieved first-level accreditation, with Forehill and Wallacetown Early Years Centres reaching full accreditation. Strengthening secondary engagement and expanding family involvement are key strategic priorities for the next phase.



Assessment

The strategic embedding of data-informed practice across Phase 1 and Phase 2 schools has led to a consistent and rigorous implementation of standardised assessments. These assessments have been effectively used to inform pedagogical decisions and measure the impact of the teaching and learning of reading. End-of-year consultations have provided strong evidence that all participating schools value the robustness and reliability of the data. This data has been instrumental in strengthening the link between professional learning and classroom practice. Looking ahead, the use of assessment to inform and drive high-quality teaching and learning will remain a central focus. In Year 3, this approach will be embedded within Phase 3 schools as they begin implementation, ensuring continuity and consistency across the authority.

Reading Schools Accreditation

The Reading Schools programme continues to grow across South Ayrshire, with strong sector-wide engagement. Notably, the majority of primary schools have successfully attained Reading Schools accreditation, reflecting positive progress across a range of award levels. Accreditation at Gold, Silver, and Core levels reflects sustained commitment to embedding a reading culture. All secondary schools have achieved accreditation, highlighting a shared understanding of reading as a key driver of attainment, wellbeing, and engagement. Increased professional collaboration and consistent whole-school approaches are evident across sectors. Next steps include supporting remaining schools, strengthening cross-sector networks, and developing a strategic digital hub to share training, resources, and effective practice.

Improve our approaches to the teaching and assessment of writing across our EYC and schools

Members of our Strategic Writing Working Group have been undertaking small tests of change to improve writing pedagogy, learner motivation and, attainment in their establishments over the course of the academic session. Moving into session 2025-2026, the strategic group will share practice and approaches with a view to supporting colleagues to make improvements in writing in their own settings. Our long-term vision is to develop an authority approach to writing which mirrors the South Ayrshire Reads strategy approach.



Percentage of P1, P4, & P7 pupils combined achieving at or above the Expected CfE Level: 2017-18 to 2024-25

	2017-18	2018-19	2020-21	2021-22	2022-23	2023-24	2024-25
Reading	85.5	85.0	75.8	79.0	81.6	84.5	84.6
Writing	80.2	81.1	71.2	72.7	78.0	80.4	80.2
Listening and Talking	89.2	88.2	83.3	86.0	88.8	91.0	91.0
Literacy	78.1	79.7	68.3	71.0	76.6	79.2	79.1
Numeracy	85.5	84.1	77.2	80.2	82.9	85.2	84.9

The percentages for all areas in 2024-25 are very similar to those of the previous year.

Percentage of S3 pupils achieving at or above CfE Level 3: 2017-18 to 2024-25

	2017-18	2018-19	2021-22	2022-23	2023-24	2024-25
Reading	89.9	92.2	87.2	87.8	91.5	92.5
Writing	90.3	91.9	86.1	87.3	91.1	91.9
Listening and Talking	91.3	93.2	87.7	88.4	91.3	92.6
Literacy	88.8	91.2	85.1	86.3	90.8	91.6
Numeracy	91.0	90.3	84.0	89.7	93.9	92.8

The percentage of pupils in S3 achieving level 3 or above has increased in all areas apart from Numeracy which has decreased by 1.1%.

Percentage of S3 pupils achieving at CfE Level 4: 2017-18 to 2024-25

	2017-18	2018-19	2021-22	2022-23	2023-24	2024-25
Reading	56.5	60.4	58.1	67.9	67.5	73.9
Writing	55.4	58.7	56.4	67.1	67.5	72.7
Listening and Talking	56.4	62.2	58.6	69.5	69.2	76.4
Literacy	50.9	55.1	55.5	66.1	65.7	71.8
Numeracy	48.1	50.1	54.1	58.7	62.3	69.2

The percentage of pupils in S3 who have achieved level 4 has increased significantly in all areas. A very pleasing average increase of 6.36%

Source: SAC

Deprivation-related attainment gap amongst P1, P4, & P7 pupils combined achieving at or above the Expected CfE Level: 2017-18 to 2024-25

		2017-18	2018-19	2020-21	2021-22	2022-23	2023-24	2024-25
Reading	**Quintile 1-Most deprived**	78.0	74.7	68.7	68.4	74.9	76.6	75.6
	Quintile 5-least deprived	93.7	94.6	83.3	88.3	89.3	90.8	92.1
	Attainment gap	16pp	20pp	15pp	20pp	14pp	14pp	17pp
Writing	**Quintile 1-Most deprived**	72.4	70.1	59.6	59.4	68.9	70.7	68.1
	Quintile 5-least deprived	91.0	92.1	81.2	84.8	89.3	89.1	90.0
	Attainment gap	19pp	22pp	22pp	25pp	20pp	18pp	22pp
Listening and Talking	**Quintile 1-Most deprived**	86.1	78.7	76.8	77.6	83.6	85.8	83.1
	Quintile 5-least deprived	94.5	94.9	91.2	92.1	94.2	94.7	95.8
	Attainment gap	8pp	16pp	14pp	15pp	11pp	9pp	13pp
Literacy	**Quintile 1-Most deprived**	68.5	68.1	55.8	56.7	68.0	69.4	66.5
	Quintile 5-least deprived	89.8	90.8	78.3	83.3	87.3	88.0	89.5
	Attainment gap	21pp	23pp	22pp	27pp	19pp	19pp	23pp
Numeracy	**Quintile 1-Most deprived**	80.3	75.5	69.8	71.7	76.3	75.2	75.2
	Quintile 5-least deprived	92.5	93.3	86.1	89.8	91.6	92.0	91.4
	Attainment gap	12pp	18pp	16pp	18pp	16pp	17pp	16pp

The attainment gap has increased in all areas apart from Numeracy which has improved by 1pp.

Deprivation-related attainment gap amongst S3 pupils achieving at or above CfE Level 3: 2017-18 to 2024-25

		2017-18	2018-19	2021-22	2022-23	2023-24	2024-25
Reading	**Quintile 1- Most deprived**	79.8	83.9	77.7	76.7	88.4	86.7
	Quintile 5-least deprived	97.2	96.9	93.7	93.1	93.9	98.4
	Attainment gap	17pp	13pp	16pp	16pp	6pp	12pp
Writing	**Quintile 1- Most deprived**	79.8	82.8	76.4	75.8	87.6	85.8
	Quintile 5-least deprived	96.8	97.3	93.2	93.1	94.4	98.4
	Attainment gap	17pp	15pp	17pp	17pp	7pp	13pp
Listening and Talking	**Quintile 1- Most deprived**	80.8	83.3	78.2	77.1	87.5	87.1
	Quintile 5-least deprived	96.8	97.3	94.2	94.1	94.9	98.4
	Attainment gap	16pp	14pp	16pp	17pp	7pp	11pp
Literacy	**Quintile 1- Most deprived**	76.7	81.3	75.0	74.6	86.6	85.8
	Quintile 5-least deprived	96.4	96.9	92.6	93.1	93.9	98.4
	Attainment gap	20pp	16pp	18pp	18pp	7pp	13pp
Numeracy	**Quintile 1- Most deprived**	84.5	82.3	70.9	83.2	91.8	87.6
	Quintile 5-least deprived	97.2	96.4	92.1	95.0	96.7	98.9
	Attainment gap	13pp	14pp	21pp	12pp	5pp	11pp

In S3 at level 3 the gap has increased from the very low figures in 2023-23. However, the 2024-25 data shows that the gap is lower than all other previous years from 2017-18.

Deprivation-related attainment gap amongst S3 pupils achieving CfE Level 4: 2017-18 to 2024-25

		2017-18	2018-19	2021-22	2022-23	2023-24	2024-25
Reading	**Quintile 1- Most deprived**	38.3	38.0	39.5	50.4	57.5	58.2
	Quintile 5-least deprived	75.8	79.6	77.4	84.2	81.8	88.2
	Attainment gap	37pp	42pp	38pp	34pp	24pp	30pp
Writing	**Quintile 1- Most deprived**	36.3	39.1	37.7	50.0	59.7	57.8
	Quintile 5-least deprived	71.8	78.3	76.8	83.2	82.2	87.6
	Attainment gap	36pp	39pp	39pp	33pp	23pp	30pp
Listening and Talking	**Quintile 1- Most deprived**	39.9	42.7	39.1	51.3	59.9	60.0
	Quintile 5-least deprived	71.4	80.1	80.0	85.1	83.2	92.5
	Attainment gap	31pp	37pp	41pp	34pp	23pp	32pp
Literacy	**Quintile 1- Most deprived**	33.2	35.4	37.7	48.8	55.2	56.0
	Quintile 5-least deprived	66.5	74.8	75.8	82.7	81.3	86.6
	Attainment gap	33pp	39pp	38pp	34pp	26pp	31pp
Numeracy	**Quintile 1- Most deprived**	26.8	25.5	41.4	39.8	45.9	54.2
	Quintile 5-least deprived	68.5	72.0	74.2	80.2	80.8	89.2
	Attainment gap	42pp	46pp	33pp	40pp	35pp	35pp

In S3 at level 4 the gap has increased from the very low figures in 2023-23 apart from Numeracy which has remained at 35pp. However, the 2024-25 data shows that the gap is lower than all other previous years from 2017-18.

Percentage of Care Experienced P1, P4, & P7 pupils combined achieving at or above the Expected CfE Level: 2017-18 to 2024-25

	2017-18	2018-19	2020-21	2021-22	2022-23	2023-24	2024-25
Reading	49.0	57.3	42.4	45.2	65.3	66.2	58.0
Writing	46.0	47.6	37.0	34.5	58.7	62.2	49.4
Listening and Talking	61.0	63.1	54.3	60.7	70.7	79.7	66.7
Literacy	44.0	46.6	34.8	33.3	56.0	59.5	46.9
Numeracy	56.0	53.4	42.4	48.8	64.0	59.5	60.5
Number in cohort	100	103	92	84	75	74	81

Percentage of care experienced achieving at the expected level or above in 2024-25 have decreased in all areas apart from numeracy.

Percentage of Care Experienced S3 pupils achieving at or above CfE Level 3: 2017-18 to 2024-25

	2017-18	2018-19	2021-22	2022-23	2023-24	2024-25
Reading	54.0	73.2	56.6	44.7	66.0	70.2
Writing	57.1	73.2	50.9	40.4	68.0	70.2
Listening and Talking	58.7	75.0	56.6	48.9	66.0	72.3
Literacy	49.2	71.4	49.1	38.3	66.0	70.2
Numeracy	69.2	71.4	58.5	55.1	66.0	66.0
Number in cohort	63	56	53	47	50	47

The percentage of care experienced pupils in S3 achieving CfE level 3 or above has increased in all areas from 2022-23. An average increase of 4.2 %

Percentage of Care Experienced S3 pupils achieving at or above CfE Level 3: 2017-18 to 2024-25

	2017-18	2018-19	2021-22	2022-23	2023-24	2024-25	
Reading	23.8	25.0	18.9	17.0	16.0	25.5	
Writing	23.8	26.8	15.1	19.1	18.0	23.4	
Listening and Talking	25.4	25.0	15.1	21.3	18.0	27.7	
Literacy	22.2	17.9	15.1	14.9	16.0	21.3	
Numeracy	9.2	12.5	28.3	16.3	18.0	21.3	
Number in cohort	63	56	53	47	50	47	

The percentage of care experienced pupils in S3 achieving CfE level 4 or above has increased in all areas from 2022-23. A pleasing average increase of 6.6%.

Languages

"The Scottish Government's policy, Language Learning in Scotland: A 1+2 Approach, is aimed at ensuring that every child has the opportunity to learn a modern language (known as L2) from P1 until the end of the broad general education (S3). Additionally, each child is entitled to learn a second modern language (known as L3) from P5 onwards."

Live Lessons

French and Spanish learning continued to thrive this year through monthly live language lessons delivered via Microsoft Teams, engaging over 20 primary schools across the council. Aimed at Primary 6 and 7, the sessions supported effective L2 and L3 delivery, enhanced transition to secondary, and upskilled teachers with follow-up activities. Each participating teacher received a suite of assessment tools—covering listening, reading, talking, and writing at Level 2—to support robust tracking of pupil progress. Feedback from staff and pupils was overwhelmingly positive, with noted improvements in literacy and pupil confidence. This initiative underscores the value of innovation, consistency, and professional learning in language education.

Professional Learning to Support 1+2 Language Delivery

In March, six language practitioners collaborated to deliver innovative workshops for over 20 primary and Early Years educators across the council. The sessions focused on making language learning engaging, inclusive, and literacy-rich through practical ideas and accessible resources. Emphasizing interactive games and cross-curricular links, the workshops showcased creative strategies to inspire young learners. Feedback was overwhelmingly positive, with participants leaving equipped with new approaches to enhance language teaching. This initiative plays a crucial role in fostering a love of language learning and strengthening literacy skills from the earliest stages of education.



Leadership and Language

S6 language students took a direct approach to leadership by planning and delivering French and Spanish lessons, quizzes, and food-tasting activities in local primary schools as part of their Leadership Award. Supported by the 1+2 Development Officer, students from Queen Margaret Academy, St Patrick's Primary, Marr College, and Troon Primary collaborated to create engaging, culturally rich experiences for younger pupils. The initiative promoted language learning and global awareness while providing S6 students with valuable opportunities to develop leadership, communication, and organisational skills. Their successful coordination of these events showcased both initiative and a strong commitment to promoting languages in their communities.



Le foot et la Francophonie

Pupils from four secondary schools came together at the Ayr United Corporate Suite for a unique event combining football and French. As part of a cross-curricular initiative promoting language learning through sport, teams completed a series of creative tasks—all in French—including video demonstrations, post-match interviews, and presentations of their "Équipe de Rêve" featuring famous French-speaking players. Pupils also designed team logos and showcased impressive language skills and teamwork. The event highlighted how language learning can be active, collaborative, and enjoyable. Due to its success, the event will return next year, expanding to include both French and Spanish.



Headstart Languages

Early language learning has been enhanced with the introduction of Camembear, a French resource for EYC and P1–P2 pupils. Teachers have been offered training to deliver the programme, which includes interactive activities, songs, games, and worksheets. The accompanying website supports the development of basic French vocabulary while introducing children to French culture in an engaging, age-appropriate way.

Gaelic Language Learning (GLL)

Professional Learning for Teachers

In the 2024-2025 school year we launched a six-part CLPL programme to develop basic Gaelic skills and support teachers in delivering L3 Gaelic lessons. This formed the foundation of a Level 1 course, which was delivered online this year to accommodate participants across different locations. Many progressed to the in-person Level 2 course at Maidens Primary, with strong engagement from the Girvan cluster. Ayr Grammar Primary has also continued to embed Gaelic across the school environment. A Level 3 course is in development for next year, supporting progression towards the 16-week Gaelic Learners in the Primary School (GLPS) course.

Gaelic Choir

This year has been another successful one for Gaelic choral singing, with our young people sharing their learning across a range of contexts. Pupils have developed a repertoire of both traditional and contemporary Gaelic songs, performing in Kilmarnock, Troon, and Ayr.

Kincaidston Primary played a key role in the inaugural ‘Nollaig ri Chèile’ project, while Coisir Gàidhlig Bun Sgoil Ceann a’ Mhonadh (Muirhead Primary Gaelic Choir) collaborated with the Ayrshire Fiddle Orchestra for a second year, performing at Troon Concert Hall in March 2025 and again at the ‘Celebrating Language’ event in May. The choirs’ performances were highly praised by parents, communities, and staff, with school personnel also enhancing their own Gaelic skills through their involvement.



Sìth is Cuimhn’ (Peace and Remembrance)

This project marked the 80th anniversary of VE Day, involving six South Ayrshire schools and approximately 100 pupils, including the Sgoil Coille Nuadh Gaelic unit in Kilmarnock. Pupils were tasked with composing haiku poems on the themes of peace and remembrance, incorporating Gaelic by translating key words using dictionary skills to create bilingual poems. These haiku were then transferred onto calico, decorated, and sewn together to form a renga—a collaborative chain of thematically linked haiku. The final piece represented a collective reflection on peace, memory, and language, showcasing both creativity and cross-curricular learning.

Seinn Còmhla Rium (Sing With Me)

This ongoing early years project, funded by Bòrd na Gàidhlig, introduces young learners to Gaelic through original songs incorporating common phrases, questions, and responses. Forehill Early Years Centre and Primary 1 at Muirhead Primary participated in the programme, which provides a foundation for continued language development by focusing on key topics such as greetings, numbers, and feelings.

Celebrating Diversity through Language and Culture

Now in its second year, this event celebrated the active engagement of young people in language learning across the Authority and the rich diversity of languages being spoken and learned. Held on 13 May at the Cutty Sark Centre, the event featured contributions from the EAL team, with pupils from Barassie and Newton Primaries confidently sharing their home languages. Highlights included performances from Muirhead Gaelic Choir, Ayr Grammar's Gaelic showcase, and Troon Primary's French and Spanish presentations. A Marr College student also delivered a powerful rendition of Hymne à l'Amour. Plans are underway to expand the event next year.



Improve the range of outdoor experiences across our EYC and schools

Outdoor Learning - Secondary Conference

As part of the Secondary Conference in October, the SAL team delivered a session on Outdoor Learning to help secondary teachers develop their understanding of what outdoor learning is and the benefits it offers for their learners. The session provided teachers with the opportunity to reflect on their own practice, plan an outdoor activity, and consider how they can incorporate outdoor learning into their teaching—regardless of the subject they teach. Bespoke support was also provided across individual primary schools, and plans are in place to improve teacher confidence and expand the range of outdoor experiences across the Girvan Cluster, 2025–2028.



Improve our approaches to differentiation/adaptive teaching in our classrooms ensuring we meet the needs of all our learners

To support the wider implementation of Adaptive Teaching across the authority, the South Ayrshire Learns (SAL) team extended their work to include a further eight primary schools: Ballantrae, Colmonell, Dailly, Coylton, Symington, Holmston, Kincaidston, and Braehead Primary. In November, First Minister John Swinney and Education Secretary Jenny Gilruth visited to learn more about the work taking place in our schools around Adaptive Teaching. During their visit to Grammar Primary School, they met with pupils and teachers who spoke confidently about the positive impact of the programme and the professional learning their teachers had undertaken, highlighting how it had enhanced their learning experiences. Four of our Secondary schools are now on the Adaptive Teaching journey.







Ensure all our staff have access to a comprehensive professional learning offer that supports our continual drive for improvement



As part of the ongoing commitment to high-quality professional learning, the South Ayrshire Learns (SAL) team delivered a targeted programme of support for Primary 1 teachers entitled 'Building Confidence in a Primary 1 Classroom.' This programme consisted of six in-person CLPL sessions, which were well attended by practitioners across the authority. These sessions were delivered by a range of experienced professionals and focused on key aspects of early years pedagogy ranging from The Power of Relationships, Quality Interactions and Environment to Digital Learning, Reading and Numeracy in P1 and Block Play. The programme was well received, with positive feedback highlighting the relevance and practical application of the content delivered. Building on the success of this initiative, a similar CLPL programme will be offered to First Level teachers during the 2025–26 session, ensuring continued professional development aligned with the needs of learners and practitioners across Early Level and into First Level.

The Play is the Way Toolkit was thoughtfully designed and developed to support teachers across South Ayrshire at every stage of their play journey. Whether teachers are just beginning to explore learning through play, looking for fresh inspiration, or seeking to refresh and deepen their existing knowledge, the toolkit provides a comprehensive and accessible resource. The platform is easy to navigate with content organised around key themes from Quality Interactions and Learning Spaces to Loose Parts and Provocations.

Improve the quality and consistency of our approaches to using digital learning

Our schools continue to engage with the National Digital Schools Awards, a programme that promotes, recognises, and encourages the effective use of digital technology in the classroom.

This recognition demonstrates our commitment to embedding digital learning into our practice; ensuring that our learners are well-equipped with the necessary digital skills for the future.





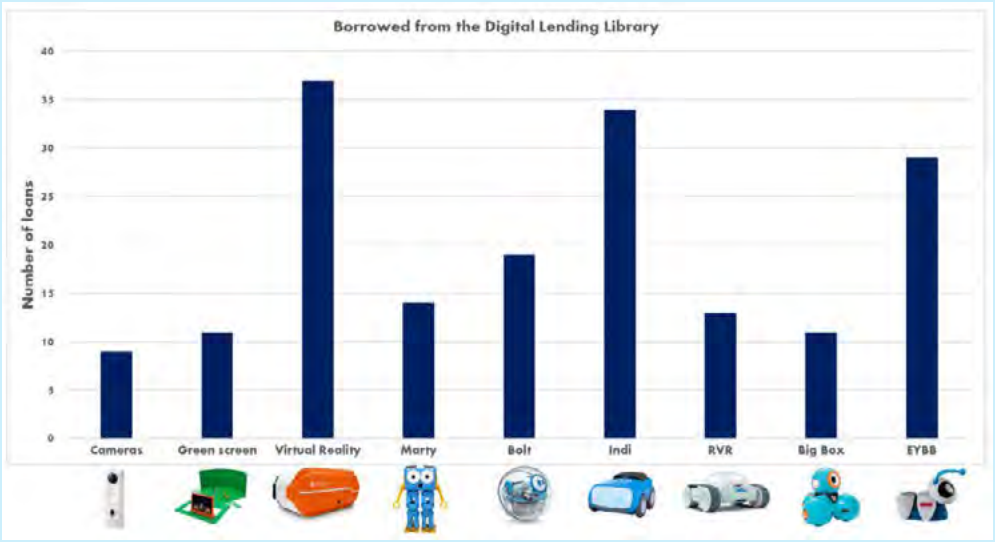


We are proud to announce that Coylton Primary and EYC, Crosshill EYC, Kirkmichael Primary and EYC, Prestwick North EYC, and St Ninian's Primary have all successfully achieved awards this session. To date, 87% of schools and early year settings have registered on the programme, 35% successfully achieving at least one award.

In addition, we have seen a significant increase in the number of teachers achieving Promethean Expert status, with seven more teachers reaching this milestone. These teachers are now better equipped to support their colleagues in optimising the use of interactive panels, thereby enhancing learning, and increasing pupil engagement.



The Digital Lending Library has also been a popular resource, with over 60% of schools and early year settings taking full advantage of the opportunity to borrow a wide range of digital technologies. This initiative has greatly enriched learning and teaching across the curriculum, providing learners with hands-on experience with the latest digital tools.





Furthermore, all secondary schools within South Ayrshire Council continue to be recognised with NCSC CyberFirst School status. This year, Belmont, Kyle, Prestwick, and Marr College achieved Silver status, while Ayr and Carrick maintained Bronze status, and Girvan maintained Gold status. Our schools have successfully delivered the CyberFirst Trailblazers and Adventurers courses to S1 and S2 pupils, inspiring and developing the next generation of cyber security professionals. This comprehensive programme, designed by the UK's National Cyber Security Centre, plays a crucial role in preparing our students for future careers in cyber security, ensuring they are equipped with the knowledge and skills to thrive in a digital world.



Cyber First
SCHOOLS



Priority 3

Developing our Curriculum in South Ayrshire, we will ensure that our children and young people benefit from an ambitious curriculum that helps them gain the knowledge, skills and attributes needed for life in the 21st century.



Increase opportunities for children and young people to develop knowledge, understanding and skills for life within a global society and Improve opportunities within our curriculum to develop creativity skills

In session 2023–24, Holmston Primary School and Marr College piloted an interdisciplinary learning experience using the Solarpunk Island project, developed in partnership with Daydream Believers. This innovative and immersive challenge invited pupils to imagine, design, and build a sustainable island neighbourhood. The project promoted collaboration, creativity, and problem-solving by encouraging learners to work in teams to develop solutions that aligned with the principles of sustainability, community, and harmony with nature. Pupils engaged in design thinking processes, explored multiple solutions, and developed valuable interpersonal and presentation skills. Teachers noted an increase in pupil confidence, resilience, and ownership of learning. Learners who might typically be less vocal in the classroom demonstrated leadership, articulated ideas clearly, and presented confidently to peers.

Building on the success of this pilot, in session 2024–25 we expanded the Solarpunk Island experience across the entire local authority. A total of 33 teachers from all eight secondary schools took part in a dedicated professional learning programme with Daydream Believers, focused on the principles of creative thinking, real-world problem solving, and learner-led inquiry. Following this, each school planned and implemented a tailored Solarpunk experience for pupils in S1, S2, or S3. The aim was to provide an inspiring and relevant learning opportunity that would both reignite the joy of learning for young people and re-energise practitioners through collaborative curriculum innovation.

The implementation was highly successful, as evidenced by robust feedback from both pupils and staff. Pupil surveys indicated that 98% of participants either enjoyed or mostly enjoyed the Solarpunk activity day. Learners highlighted task completion and collaborative problem-solving as their favourite aspects, with 68% identifying satisfaction in completing all the tasks and 31% enjoying the creative aspects of planning and presenting their island. When asked whether prior classroom learning had helped them complete the activities, 94% responded positively—demonstrating the value of interdisciplinary preparation and progression. Notably, nearly all pupils reported completing their tasks successfully in their groups, and the same majority affirmed that their groups worked well together and allowed all voices to be heard.

Qualitative feedback further reinforced the value of the experience. Pupils described the day using words such as fun, creative, exciting, amazing, and challenging, reflecting a rich, engaging learning environment. The collaborative nature of the project helped reinforce key skills such as communication, negotiation, time management, and critical thinking. The importance of sufficient time and clear guidance emerged as key considerations for future iterations, with learners requesting longer sessions, more resources, and better group organisation.

Teachers also reflected positively on the experience. Comments included appreciation for the chance to collaborate with pupils in a less formal, skills-focused setting, where learners were more engaged than in traditional subject classes. Practitioners valued the opportunity to make skills more explicit and develop a clearer understanding of how creativity and collaboration can support deeper learning. Many expressed a desire to embed similar approaches into future curriculum design and welcomed the chance to continue interdisciplinary work at scale.

The authority-wide rollout of the Solarpunk Island project has successfully deepened our commitment to interdisciplinary, pupil-centred learning. It has provided a meaningful context in which learners could connect classroom learning with real-world issues, develop key skills for life and work, and engage with global challenges in a creative and empowering way. The overwhelmingly positive response from both pupils and teachers confirms the value of this approach and sets a strong foundation for continued innovation in curricular design.





Innovative Schools Projects (ISPs)

The well-established Innovative School Projects (ISPs) programme, funded by DYW Ayrshire, continues to be a key feature across secondary schools in supporting young people to develop knowledge and skills in a range of contexts. Courses running across schools include:

- Barista
- Childcare
- Food & Drink
- Rural Skills

In June 2025, the Lord Lieutenant of Ayrshire and Arran officially opened Invergarven School's Coalpots Café. Supported by trained staff, the children and young people will be able to develop their confidence and communication skills as they serve customers.





Influencing the Influencers

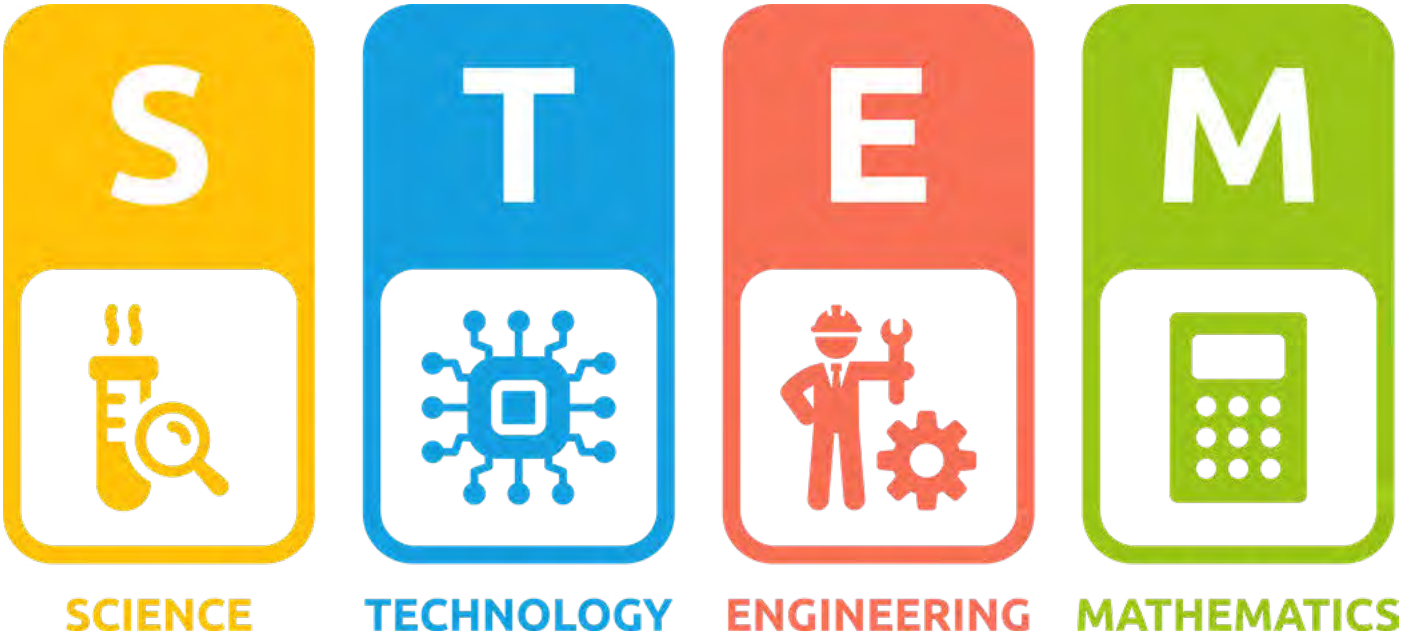
Developing the knowledge and awareness that teachers and schools have around the local labour market has been a key area of focus during the session. In May, groups of Science, Maths and Technical teachers visited Neogen, Wallace McDowall and GE Aerospace to gain greater insight into the skills and qualities required to be successful in these industries. In June, as part of the Ayrshire Growth Deal, school staff attended Dumfries House to hear from industry experts about the Food and Drink industry. Staff left the visits with partnerships and real world examples that they can take back to school and incorporate into learning and teaching experiences. Further opportunities are planned for session 2025-26.



SAC Futures Event

On Wednesday 5th February the third annual South Ayrshire Futures event in partnership with DYW Ayrshire was held at Ayr Racecourse. More than 50 local businesses, employers and education providers had the opportunity to meet with over 700 young people, parents/carers and teachers to highlight the wide range of employment and training opportunities available within South Ayrshire. Feedback has been very positive following the event and we are now looking to build upon this success to increase partnership working across our schools.





Improve opportunities for progression within STEM subjects, taking advantage of the opportunities within the Ayrshire Growth Deal

Cyberfirst

Through a partnership with the Education Scotland and the National Cyber Security Centre (NCSC) young people across secondary schools have been undertaking a range of cyber related courses. 1200 young people achieved the Trailblazer (S1) and Adventurer (S2) qualifications, with 7 young people in the senior phase achieving the Advanced qualification. In addition, Marr College (10th) and Girvan Academy (4th) participated in the national Cyber First Girls competition. In the Cyber Explorers Cup Marr College came 2nd in Scotland and 15th in UK.

STEM Week – Prestwick Airport

In September 2024, in advance of the Air Show, 700 S2 pupils attended a STEM week hosted at Prestwick Airport. The purpose of this was to raise awareness of STEM related industries and jobs with a specific focus on the aerospace industry. Army and Navy STEM teams worked with groups to develop their communication and problem-solving skills. A collaboration of local aerospace companies created a range of engaging learning activities which developed pupils' knowledge of the aerospace industry and potential pathways into employment.

Performance Engineering Operations

Session 24-25 saw a consolidation of the Schools/Ayrshire College partnership which included two cohorts of young people undertaking the Performing Engineering Operations (PEO) course. The SCQF Level 5 course was jointly delivered by College and School staff in response to the skills demands of the aerospace and engineering industries. 30 senior phase pupils from across 8 secondary schools successfully achieved the award and are now well placed to progress on to college or into employment through a modern apprenticeship route. Ove the past 3 years, the success of this course has been evident with around 50% of young people moving on to an apprenticeship within the local aerospace and engineering sectors.

Improve learner's experiences within the PSE curriculum in secondary schools.

In session 2023–24, sustained progress was made in improving the quality and consistency of Personal and Social Education (PSE) across secondary schools. Building on the establishment of the PSE Steering Group in September 2023, the group continued to play a key role in reviewing and developing the PSE curriculum across the Broad General Education (BGE) phase.

Following a comprehensive survey of Guidance staff and a review of national data, the Steering Group developed a standardised PSE curriculum overview for S1–S3. This overview was shared widely with stakeholders, including members of the 'Healthy' sub-group of the Children's Services Plan. As a result, health and social care partners now have improved awareness of the themes being delivered across schools and are able to align their input more effectively. This enhanced collaboration has allowed external partners to provide targeted, up-to-date contributions to the curriculum, ensuring relevance to the real-life experiences of young people.

During this session, the Steering Group identified specific gaps within the BGE curriculum and responded by developing new lesson plans and associated resources to address emerging needs. A dedicated Microsoft Teams platform was established to host these materials, offering a centralised area for staff across all schools. The platform also includes a collaborative sharing space to encourage the co-construction of resources, reduce workload, and avoid duplication of effort. This initiative was positively received by colleagues at network meetings, who welcomed the improved access to high-quality, shared materials.

One key focus area identified was the rising concern around youth vaping. The Steering Group engaged directly with a representative group of young people from all secondary schools to consult on messaging and strategy. Learners identified four main objectives: raise awareness of the health risks, make vaping socially unappealing, provide support for those affected, and encourage peer- and community-led initiatives. This led to the launch of an anti-vaping poster campaign, targeted at S1–S3 pupils, with winning designs to be displayed across all eight secondary schools.

Financial education was another identified priority. In collaboration with South Ayrshire's Information and Advice Hub, the Steering Group piloted a new series of financial education lessons in Prestwick Academy. The lessons focused on practical financial literacy, including budgeting, understanding payslips, and financial planning for life beyond school. Feedback from learners was highly positive, with one senior pupil commenting, "This was really helpful, and I can understand how to budget properly now for when I go to uni," and another stating, "I know what all the parts of my wage slip mean." Following the success of the pilot, the programme will be adapted for BGE delivery in session 2024–25, starting with Ayr Academy, with resources shared across the Teams platform for wider implementation.

Finally, the Steering Group initiated early work on the development of a positive masculinity programme, recognising the need to address gender stereotypes, toxic behaviours, and promote healthy relationships. The group has begun co-designing a pilot programme in partnership with Police Scotland. While still in the initial stages, this work reflects a commitment to proactively address emerging social issues within the PSE curriculum.

Overall, the continued development of the PSE curriculum across the authority has led to a more coherent, relevant, and responsive learning experience for young people. Through sustained collaboration between schools and external partners, alongside meaningful pupil consultation, learners are being supported in navigating key aspects of health and wellbeing, relationships, and personal development. The steering group model has proven highly effective and will remain central to driving ongoing improvement in this area.

Improve the confidence and capacity of schools to develop their curriculum in line with national expectations and within their unique context.

During session 2024–2025, significant progress was made in enhancing the confidence and capacity of school and centre leaders across South Ayrshire in relation to curriculum development. Building on the success of the previous year, the Curriculum Design professional learning programme, co-created and delivered in partnership with Education Scotland, was implemented for a second time. Structured across six sessions, it continued to provide valuable opportunities for participants to deepen their understanding of curriculum design, learner pathways, and the importance of local context.

A key development was the return of participants from cohort one to co-deliver the programme. These experienced practitioners shared their curriculum leadership journeys, modelling impactful practice and fostering a strong culture of practitioner-led learning.

An additional 20% of South Ayrshire schools and Early Years Centres engaged in this second cohort, bringing total representation to 60%. The programme supported sustained collaboration across sectors, contributing to the development of networks that promote innovation and effective practice-sharing.

Participant feedback remained highly positive:

"I valued the wide range of collaborative discussions and opportunity to learn about areas of good practice across the SWEIC and beyond. The visiting speakers were always excellent and very worthwhile. I genuinely found this to be an excellent experience."

"This course has scared me, excited me, and motivated me. It was exactly the course that I needed at a time when I had lost my way with all the small tasks in school. It has given me more drive to improvement and reminded me why I am in education. So inspiring!"

(Session 1 at Ayr Academy)





Emerging Impact

The professional learning is continuing to influence the way schools approach curriculum design—embedding relevance, context, and ambition. Leaders are applying their learning to implement change that reflects their own learners and communities.

During session 2024–2025, this work was extended through the formation of an S1 Curriculum Steering Group, focused on improving the quality of learner experiences in the first year of secondary education. The group has engaged with national examples and school-level innovations, leading to structural changes in some schools, such as the introduction of double periods and single-teacher delivery in science and social subjects. These changes aim to reduce transitions, deepen learning, and strengthen relationships during a key phase of educational transition.

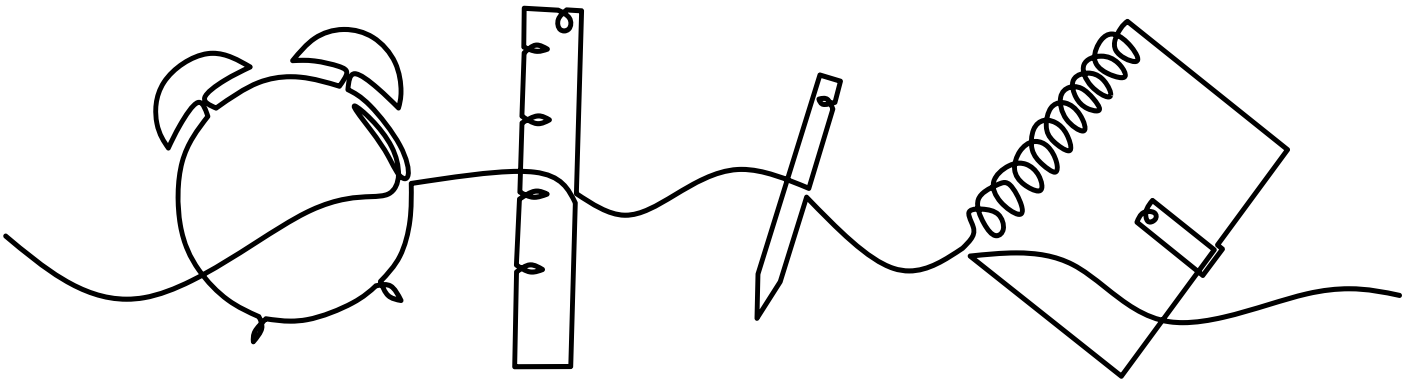
Additionally, the group has explored the potential of project-based learning to increase coherence and encourage meaningful interdisciplinary learning experiences.

Science Curriculum: Planning for Inspiration and Engagement

Recognising that S1 pupils consistently identify science as the subject they most look forward to, a dedicated science planning day was held in partnership with Education Scotland and school practitioners. The aim was to explore ways of sustaining and enhancing engagement in science through curriculum, pedagogy, and partnership working.

Key themes from the planning day included:

- Decluttering and re-focusing the curriculum to emphasise core Experiences and Outcomes while maintaining excitement and relevance.
- Enhancing careers education by embedding real-world connections and STEM career links throughout S1 science, including through industry engagement, pupil research tasks, and visual prompts in classrooms.
- Maximising opportunities for practical science from early secondary onwards, rather than reserving high-quality experiments for later stages.
- Building primary-secondary continuity, including shared planning, transition events, and the development of cluster-based initiatives.
- Expanding leadership opportunities through the Young STEM Leader Programme (YSLP), including using pupil leaders to run science clubs and primary transition activities.
- Developing real-life, contextualised learning through interdisciplinary and project-based approaches, including sustainability challenges and STEM-focused fayres.
- Identifying strategic opportunities for partnership funding (e.g., Royal Society Partnership Grants) and developing a more coordinated local approach to STEM education.



Practitioner reflections from the event reinforce its value:

"This has completely reframed how I think about making science relevant. The ideas shared today show how we can create real-world connections in every topic."

"I left the session feeling inspired and energised. There was a strong sense that we're not alone in this, and that there are real opportunities to transform our curriculum together."

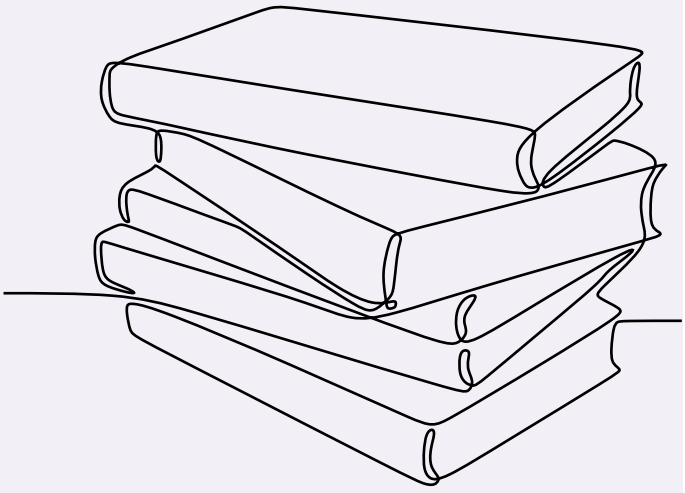


(Photo from Science Planning Day with Education Scotland at Ayrshire College)

These developments reflect a growing culture of collaboration, practitioner leadership and curriculum innovation across the authority.

Advanced Higher Delivery

Session 2024-25 saw a continued focus on supporting schools to deliver an efficient and appropriate curriculum that meets the needs of learners. The collaboration across North, South and East Ayrshire, as well as Dumfries and Galloway, is continuing to deliver high quality learning experiences in Advanced Higher subjects. In session 2024-25 over 40 young people from South Ayrshire took part in a range of courses. In preparation for session 2025-26, extensive work has been undertaken across secondary schools to ensure requests for Advanced Higher courses are met.







Partnership Working to Address Skills Gaps

Throughout the session, central education team staff have been working across industry sectors and with a range of partners, including North and East Ayrshire, to develop a strategic approach that addresses the identified skills and labour gaps across Ayrshire. The Ayrshire Skills Group meets regularly and is a key driver in making improvements in this area. On a more sector specific basis, the Prestwick Aerospace Organisational Group (PAOG), is looking at the skills gaps that exist within the aerospace sector. Central team staff have worked closely with schools to pilot and embed courses from across the SCQF catalogues. These include National progression Awards (NPAs), wider achievement awards and industry standard work-based learning qualifications.

Raising awareness of the local labour market continues to be a key focus. In advance of parents' information and options evenings, a presentation on Labour market Information (LMI) was developed to be shared with parents/carers, school staff and young people. This highlighted the growth areas and opportunities within the Ayrshire economy and also covered the proposed impact of the Ayrshire Growth Deal (AGD).

Percentage of leavers achieving Literacy and Numeracy at SCQF levels 4−6, South Ayrshire, Virtual Comparator, & National: 2017-18 to 2023-24

		2017-18			2018-19			2021-22			2022-23			2023-24		
		SA	VC	Nat	SA	VC	Nat	SA	VC	Nat	SA	VC	Nat	SA	VC	Nat
SCQF Level	4 or higher	**92.0**	88.8	89.1	**91.4**	88.9	89.3	**92.7**	90.2	89.6	**90.8**	89.1	89.0	**90.8**	87.1	88.4
	5 or higher	**71.5**	66.8	67.1	**71.0**	66.6	66.6	65.9	**70.8**	68.2	66.4	67.9	**68.0**	**70.0**	68.2	69.1
	6	**31.9**	28.0	27.6	**29.9**	26.7	25.9	24.4	**26.0**	23.8	23.0	**24.3**	23.4	23.2	**25.6**	25.5

***highest figure for any given year / metric highlighted in bold**

The percentage of leavers achieving Literacy and Numeracy at SCQF level 4 has been greater than both the Virtual comparator (VC) and the National average (NA) since 2017-18.

At level 5 the percentage for 2023-24 has increased by 3.6% from 2022-23 and is greater than the VC and the NA.

At level 6 the percentage has increased by 0.2% from 2022-23 but still remains lower than the VC and NA.

Breadth & depth achievement of school leavers by SCQF level, South Ayrshire, Virtual Comparator, & National: 2017-18 to 2023-24

	2017-18			2018-19			2021-22			2022-23			2023-24		
	SA	VC	Nat	SA	VC	Nat	SA	VC	Nat	SA	VC	Nat	SA	VC	Nat
5 or more awards at SCQF level 3 or better	**94.9**	90.2	90.1	**94.1**	88.7	89.1	**96.0**	90.4	90.1	**94.6**	88.0	88.6	**94.7**	86.5	88.0
5 or more awards at SCQF level 4 or better	**91.3**	86.8	86.7	**89.0**	84.8	85.5	**90.9**	**87.1**	86.5	**89.1**	84.7	85.0	**88.2**	82.4	84.1
5 or more awards at SCQF level 5 or better	**70.2**	64.2	64.4	**70.6**	64.6	64.3	**70.4**	69.8	67.7	66.3	66.0	**66.3**	**66.8**	65.8	66.6
1 or more awards at SCQF level 6 or better	**68.1**	65.6	66.2	**66.5**	66.2	66.2	67.5	**68.6**	67.1	63.0	64.6	**65.6**	64.1	65.3	**65.5**
3 or more awards at SCQF level 6 or better	49.8	50.0	**50.3**	51.5	**51.5**	50.9	**56.4**	56.2	53.0	51.6	51.2	51.1	**52.1**	52.1	51.7
5 or more awards at SCQF level 6 or better	**36.1**	35.6	35.5	**37.8**	36.8	36.0	41.8	**42.0**	38.7	**40.3**	38.7	37.9	**40.3**	40.2	39.0
1 or more awards at SCQF level 7	22.0	23.2	**23.2**	20.4	**22.3**	22.1	27.2	**28.3**	26.0	**26.4**	25.6	25.4	23.6	**26.9**	25.4

***SA vs VC maximum for any given year/ metric highlighted in bold**

The percentage of leavers attaining 5 or more awards at SCQF level 3 or better were significantly higher than both the virtual comparator (VC) and the national average (NA). This has been the case since 2017-18.

This is also the pattern with 5 or more awards at SCQF level 4 or better and 5 or more awards at SCQF level 5 of better.

The percentage of leavers attaining 1 or more awards at SCQF level 6 or better had increased since 2022-23 but remains lower than both the VC and the NA.

The percentage attaining 3 or more awards at SCQF level 6 or better had increased since 2022-23 and was the same as the VC but higher than the NA.

The percentage attaining 5 or more awards at level 6 was the same as 2022-23 but remains higher than the VC and the NA.

The percentage attaining 1 or more awards at SCQF level 7 decreased in comparison to the high value of 2022-23. It was lower than both the VC and the NA.

Maintain and where possible improve upon already high positive destination figures especially for our most vulnerable learners.

In February 2025 Scottish Government published figures on the percentage of school leavers (June 2024) who moved on to a positive post-school destination. In South Ayrshire, 98.7% of school leavers progressed from school into a positive destination. This is above the 2024 figure of 98.1% and sees South Ayrshire placed 1st of the 32 local authority areas. The national average is 95.7%. 99.6% of young people living in our most deprived areas progressed to positive destinations.

School leavers in positive destinations - February follow-up (South Ayrshire, Virtual Comparator, & National): 2019-20 to 2023-24

	2019-20	2020-21	2021-22	2022-23	2023-24
South Ayrshire	**98.4**	**98.3**	**98.6**	**98.1**	**98.7**
Virtual Comparator	93.5	95.7	96.3	95.6	95.6
National	93.4	95.5	95.7	95.9	95.7

***highest figure for any given year highlighted in bold**

Deprivation-related attainment gap amongst school leavers in positive destinations (South Ayrshire, Virtual Comparator, & National): 2019-20 to 2023-24

	2019-20	2020-21	2021-22	2022-23	2023-24
Quintile 1 - most deprived	98.4	97.3	99.1	96.4	99.6
Quintile 2 - least deprived	98.5	98.0	98.7	100.0	98.7
Attainment gap	0pp	1pp	**0pp**	4pp	**1pp**

***bold denotes incidence of Q1 percentage being greater than Q5**

Priority 4

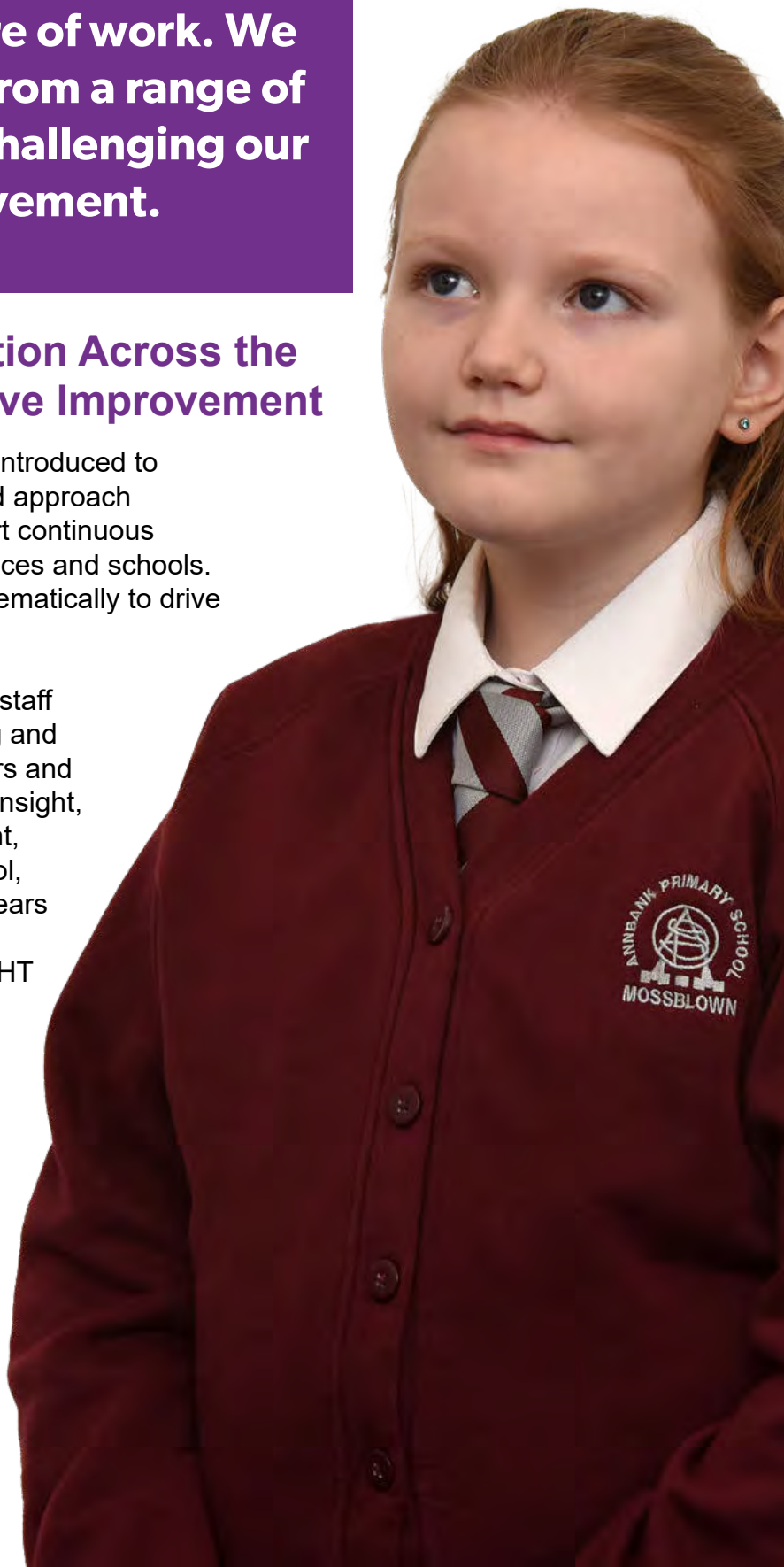
Self-improving service In South Ayrshire we will ensure that strong leadership and self-evaluation practice is a core feature of work. We will analyse and learn from a range of data, supporting and challenging our schools to drive improvement.

Strengthening Self Evaluation Across the System - Using Data to Drive Improvement

A revised Self-Evaluation Framework was introduced to ensure a consistent and evidence-informed approach to improvement. These frameworks support continuous reflection and planning across central services and schools. Performance data is being used more systematically to drive school and service-level priorities.

A strong emphasis was placed on building staff confidence in using data to inform planning and interventions. Through CLPL, senior leaders and practitioners developed skills in analysing Insight, Scottish National Standardised Assessment, Broad General Education Improvement Tool, SAC Closing the Gap Tracker, and Early Years Trackers. Head Teachers (HT) and Senior Leaders have engaged in sessions during HT meetings and conferences to explore the setting of individual school level stretch aims. This has been supported by rigorous approaches to self-evaluation and quality assurance. This has led to more targeted and effective improvement planning.

It is now anticipated that further data should be gathered to support self-evaluation activities. This will include the reintroduction of staff, HT and wider stakeholder surveys in session 2025/26.



Leadership Development for Middle Leaders

South Ayrshire Educational Services have continued to develop and evolve the longstanding professional learning opportunities for aspiring middle and senior leaders. The programme has been implemented and augmented alongside a school inspection support model to build leadership capacity. These opportunities enhanced understanding of strategic leadership, change management, and improving equity in outcomes.

Great use of many of the Education Scotland Programmes have also supported leadership development and succession planning. Details can be seen on page 8 of this report.

In addition to the leadership development programmes for aspiring middle and senior leaders the directorate has sought to develop opportunities for existing leaders to develop their strategic capacity and further support succession planning.

In addition to the information on page 8, 12 participants over the past two years in the HT Business Mentor programme. This pilot project has been delivered alongside Ayrshire Chamber of Commerce and allocates an experienced senior business leader with existing HTs and EY Centre Manager



Reviewing Our Vision and Values

A dedicated focus group was convened to review and refresh the current vision and values in response to findings from Head Teacher and Depute Head Teacher consultation. The group engaged in thoughtful discussion around the most effective methods for wider stakeholder engagement, ensuring that future consultation activities are inclusive and meaningful.

As part of the review process, the group revisited the existing vision. This reflective exercise helped to identify which aspects of the original messaging continue to resonate and which elements may require adaptation to better reflect current priorities and aspirations.

Discussions were held around the core values underpinning our work, with key questions raised regarding the alignment between the overarching values of the local authority and the specific values of education.

A strong theme emerging from the discussion was the need for the revised vision and values to be easily understood, owned, and lived by all stakeholders, including pupils, staff, parents, and community partners.

The group will reconvene next session to share draft statements and proposed visual representations. These materials will form the basis for wider consultation with key stakeholder groups including Parent Councils, Pupil Councils, school staff, Thriving Communities teams, elected members, and partner agencies such as Social Work. This collaborative approach will ensure that the finalised vision and values reflect a shared understanding and collective ambition across South Ayrshire.

Revising the School Improvement Model

We piloted a refreshed model for school improvement visits that emphasises professional dialogue, validation of school/EYC self-evaluation and joint evaluation. The Collaborative Improvement Visits (CIV) model has been successfully implemented across 7 schools in 2024/25. (names of schools on page 7) Feedback gathered has supported refinements in the model from the pilot visits to the full model implementation. Early evidence suggests stronger collaborative working and clearer identification of strengths and areas for development.

Further work will be undertaken in the future to formalise the gathering of views to support continued improvement.

- 6 HMIE inspections were graded good or above.
- 4 Care Inspectorate inspections achieved grades of good or above.

Improvements were implemented in the regular engagement and quality improvement visits carried out by the central team. A new model to support proportionate engagement with schools was introduced in session 2024/25. This uses a range of criteria to support decision making on the level of support provided to schools during the academic year. Head Teachers identified the criteria and levels of support used to support this model.

During 2024/25 HMIe conducted a thematic inspection into South Ayrshire's approaches to supporting school improvement. The feedback provided by inspectors highlighted a range of strengths and examples of highly effective practice to be shared more widely. Inspector's highlighted:

The recently introduced 'three tiered' approach to quality improvement visits is designed to ensure that support and challenge are effectively targeted to promote improvement. Schools in tier two and three receive enhanced or targeted support. Targeted support for specific schools arise as a result of a range of potential circumstances. This may include for example, recent or sustained decline in attainment, high numbers of parental complaints or staff absences. Each school's agreed allocation to a tier is flexible. Schools may move between tiers during a session as circumstances, needs and staffing change. Local authority officers' professional judgment is discussed with the headteacher and is pivotal when determining a school's current 'live' tier. Targeted offers of support are determined collaboratively between headteachers and local authority officers. This approach helps to ensure proportionate support is provided where most needed, within the scope of finite resourcing. HMIE – Summarised Findings – South Ayrshire - 2024

Strengthening Self-Evaluation Across the System

A revised Self-Evaluation Framework and new Performance Management Framework were introduced to ensure a consistent and evidence-informed approach to improvement. These frameworks support continuous reflection and planning across central services and schools.

- Performance data is being used more systematically to drive school and service-level priorities.

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Making a Difference Every Day

Appendix 2

Percentage of South Ayrshire Pupils* achieving SQA National Awards at Grades A–C by end of S4 / S5 / S6, 2017-18 to 2024-25**

Stage	№ awards & SCQF level	2017-18	2018-19	2021-22	2022-23	2023-24	2024-25	5 year average***
S4	5+ at level 3	81.8	84.7	88.4	91.4	90.9	91.4	89.4
	5+ at level 4	76.5	80.8	82.1	86.0	82.2	83.2	81.9
	5+ at level 5	42.2	44.9	44.2	40.8	40.5	44.1	42.9
S5	1+ at level 6	59.0	58.8	59.6	57.8	56.5	54.2	57.4
	3+ at level 6	36.0	35.3	41.2	37.1	32.7	33.6	36.0
	5+ at level 6	17.2	18.1	19.9	17.6	16.7	17.1	17.9
S6	1+ at level 7	18.4	17.1	23.8	23.9	18.0	17.6	20.1

* based on census roll for S4 cohort

** trend comparison with 2019-20 and 2020-21 data not appropriate due to alternative grading arrangements re COVID-19 pandemic

*** five year average excludes alternative certification model years during COVID-19 pandemic.

Agenda Item No. 5(a)

South Ayrshire Council

Joint Report by Director of Education and Head of Children's Health, Care and Justice Services to Cabinet of 23 September 2025

Subject: Annual Report 2024/25 - Children and Young People's Service Plan 2023-2026

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1. Purpose

1.1 The purpose of this report is to seek approval for the publication of the second annual report sharing progress of the Children and Young People's Services Plan 2023-2026 over reporting period April 2024 to March 2025.

2. Recommendation

2.1 It is recommended that the Cabinet:

2.1.1 approves the Children's Services Annual Report 2024/2025 attached as Appendix 1; and

2.1.2 agrees the publication of the annual report in line with the Children and Young People (Scotland) Act 2014.

3. Background

3.1 The Children and Young People (Scotland) Act 2014 states a requirement for every local authority and relevant health board in Scotland to jointly prepare a Children's Services Plan, detailing plans over a three-year period. Part 3 sets out a legal framework for children's services planning with aims to improve outcomes for all children and young people in Scotland by ensuring delivery of local services that are integrated, focusing on promotion of child wellbeing and quality preventative approaches.

3.2 As set out under section 13(1) of the Act, a local authority and health board must publish a yearly report detailing services provided in accordance with the plan including what the provision has achieved.

3.3 The Children and Young People's Services Plan 2023-2026 is supported by six thematic workstreams:

1. **The Promise –** South Ayrshire's children and young people with care experience will have a good loving childhood, where their needs are met and outcomes are improved.

2. **Families –** Support is easily accessible through integrated, multi-agency teams who are based in local communities and know it well. Early help for whole families to overcome difficulties and stay together, where children feel loved and are safe.

3. **Included -** Children, young people and families who have diagnosed or undiagnosed additional support needs feel supported and reach their full potential.

4. **Voice -** Children and young people feel involved and listened to in decision-making around their wellbeing through continuous engagement. Compassionate, responsive decision-making for children is embedded into all our priorities.

5. **Healthy -** Reducing harm, promoting health and safety for our children, young people and families.

6. **People -** A training offer to staff in South Ayrshire, allowing them to come together to learn, collaborate and build relationships for the best outcome of the child.

3.4 Thematic Group Priority Chairs' represent members of the Children's Services Planning Partnership. Each Priority group is developing a specific action plan based on data and need. The progress of these plans are contained within the Annual Report.

4. Proposals

4.1 Members are asked to:

4.1.1 approve the Children's Services Annual Report 2024/2025 attached as Appendix 1; and

4.1.2 agree the publication of the annual report in line with the Children and Young People (Scotland) Act 2014.

5. Legal and Procurement Implications

5.1 The preparation of the annual report fulfils the duty in Part 3 of the Children and Young People (Scotland) Act 2014.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 There are no financial implications arising from the recommendations in this report. Closer alignment of services could help realise efficiency in the longer term. The report will be published electronically.

7. Human Resources Implications

7.1 Not applicable

8. Risk

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

8.1.1 There are no risks associated with adopting the recommendations.

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

8.2.1 The risk associated with rejecting the recommendations is that the Council would fail to meet statutory reporting requirements to the Scottish Government in respect of the Children's Services Plan as defined by the Children and Young People (Scotland) Act 2014 Part 3.

9. Integrated Impact Assessment (incorporating Equalities)

9.1 The proposals in this report do not require to be assessed through an Integrated Impact Assessment.

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 all three priority areas of the Council Plan, particularly focus on wellbeing, improving life chances and reducing inequalities.

13. Link to Shaping Our Future Council **Yes ☑** **No ☐**

13.1 The matters referred to in this report contribute to the Council's transformation priority area(s): our workforce; ; our delivery model and will deliver / qualitative/ quantitative benefits.

14. Results of Consultation

14.1 Consultation has taken place with children, young people, families, practitioners and partners. The report reflects the feedback and comments.

14.2 Consultation has taken place with Councillor William Grant, Portfolio Holder for Education, and Councillor Hugh Hunter, Portfolio Holder for Health and Social Care, and the contents of this report reflect any feedback provided.

15. Next Steps for Decision Tracking Purposes

15.1 If the recommendations above are approved by Members, the Director of Education and the Head of Children's Health, Care and Justice Serviceswill ensure that all necessary steps are taken to ensure full implementation of the decision within the

following timescales, with the completion status reported to the Leadership Panel in the 'Council and Leadership Panel Decision Log' at each of its meetings until such time as the decision is fully implemented:

Implementation	*Due date*	*Managed by*
The report will be uploaded to the Council website and sent to Scottish Government	30 September 2025	Lead Officer Children's Services Planning and Performance
The report will be made available to staff	30 September 2025	Lead Officer Children's Services Planning and Performance

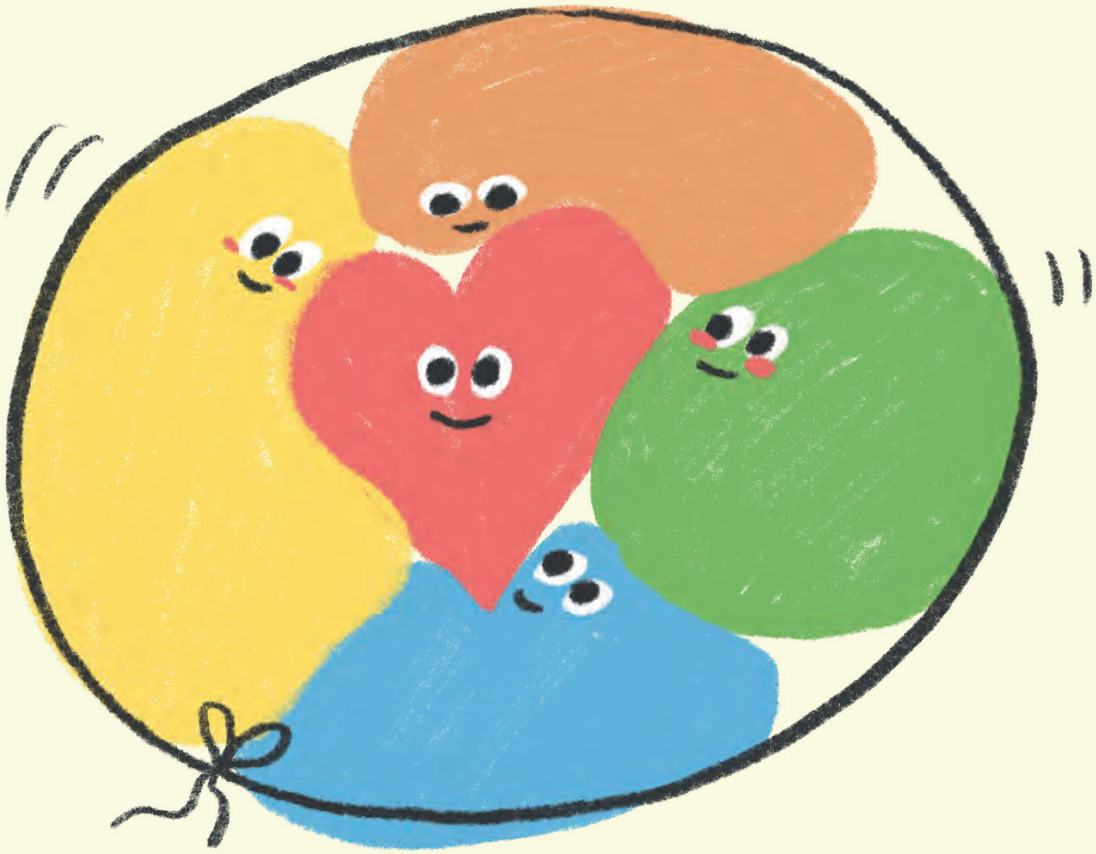
Background Papers **None**

Person to Contact **Scott Mulholland, Acting Director of Education**
County Building, Wellington Square, Ayr, KA7 1DR
Phone 01292 612504
Email scott.mulholland@south-ayrshire.gov.uk

Date: 3 September 2025

South Ayrshire Children and Young People Annual Report 2024-25

Supporting wellbeing, strong families, caring communities



South Ayrshire
COMMUNITY
PLANNING
Partnership

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Getting it Right for Every Child in South Ayrshire



Section 1. Supporting wellbeing, strong families, caring communities - putting "Families First" in South Ayrshire.

I support South Ayrshire's Parenting Promise

As we reflect on reporting year 2024/25 of our Children and Young People's Services Plan (23-26) in South Ayrshire, this second annual report is intended to demonstrate our continued journey towards transforming how we support infants, children, young people and families at the earliest possible point. Underpinned by Getting it right for every child and at all times led by our unwavering commitment to The Promise, our collective goal is early and preventative help from the right person at the right time to keep children with their families and in our local communities where they feel loved and safe.

Our Children and Young People's Services Plan 2023-2026 further embeds innovative practice and a transformational commitment to Keeping the Promise in South Ayrshire through a full authority roll out of our multi-agency Family First model. This ambitious work demonstrates influence on the wider system in South Ayrshire with Family First taking our early and preventative improvement work into the heart of all eight of our secondary school clusters. With commitment from Education, Social Work, Thriving Communities, Health, Housing and the Third Sector to improve attendance, attainment and transitions for our South Ayrshire pupils.

In South Ayrshire we have an impactful story to tell. Shifting the balance of care in South Ayrshire drives our work, we have far more children "living at home with parents" than ever. This is done through an assessment process mindful of Children's Rights, GIRFEC, The Promise, Whole Family Wellbeing, and our application of the Signs of Safety approach.

This Policy Context in South Ayrshire clearly demonstrates The Promise as interwoven, interlinked and at the very heart of all our collaborative work locally. It drives us to work closer than before, to achieve our common aim towards promoting wellbeing, strong families and caring communities.

With that, this report will demonstrate the collaborative, early help work in South Ayrshire which is contributing to and supporting our aim to move upstream towards a place of prevention.

At our heart – The Promise

The Promise is represented in our Children's Services Planning Partnership as its own thematic priority area which allows direct routes for reporting and collaboration, however The Promise is front and centre within all our work in the CSPP. This decision was intentional to ensure our Corporate Parenting activity aligns at every stage of Children's Services Planning, which is held within the Community Planning Partnership. In South Ayrshire there is a real commitment from the Children Services Planning Partnership for the Promise to be woven throughout all elements of the six thematic priorities - it is also reflected in all we do for infants, children, young people, and families in South Ayrshire…collaboratively.

All action plans, aims and performance indicators (both qualitative and quantitative) across all our thematic priority areas are carefully linked, represented and also contribute towards our Promise activity locally. This activity has involved our thematic group leads working alongside our Corporate Parenting Lead Officer to align work, clearly linking our early holistic whole family help journey to the progress of The Promise activity locally.

South Ayrshire's developed 55 'calls to action' which sets out our approach to implementing The Promise in South Ayrshire. These 'calls to action' offered us a clear structure and framework to understand the change required and are a source of motivation to achieve this change. In 2021, we identified Ten Promise improvement areas for 2021-24 from which we established thirty-one associated actions and a further forty-seven benefits (or measurable improvements). Over the past four years, we have focused on whole system change to deliver on the Promise, and through our ten improvement areas we have been able to measure authentic transformation through our benefits tracker.



All the work within this report supports and contributes to our Ten Improvement Areas. As we progress to Plan 25-30 we are beginning to map our work into the new 10 Vision Statements given to us by The Promise to ensure the connectedness of our work continues and deepens.

Section 2. Key Multi-Agency Change Work Over Reporting Period 2024/2025

From April 2024 our Family First model of multi-agency early help around schools has been rolled out to in all 8 of our school clusters with involvement from Education, Social Work, Thriving Communities, Health, Third Sector, and Housing.
South Ayrshire are the only local authority in the UK who are actively identifying young carers under the age of 5 (our teeny carers). Funding has been secured to support a two-year post to raise awareness and improve identification of teeny carers with colleagues and families.
The success of our Communication Friendly Environments initiative continues to grow, with particular enthusiasm around our community-based work. 16 local establishments are fully accredited including Ayr Hospital A&E Dept, local restaurants and playgrounds, with another 19 settings either beginning or on the journey to accreditation.
Our South Ayrshire Youth Council launched in August 2024, with the first full Youth Council meeting taking place the following month. The Youth Council is made up of elected candidates from all Secondary School clusters including Special Schools, with members who are young carers and members who have lived experience of care.
Our young people have lead and co-created education materials to support schools to reduce the prevalence of vaping in our secondary schools.
Thriving Communities support in funding recruitment of our Children's Services Planning Data and Development Officer has significantly enhanced our ability to collate and analyse data, using it to focus our collaborative efforts.
Attendance at South Ayrshire schools continues to increase, suggesting we are on a journey to recovery following the challenges of 2020/21 and our multi-agency focus on school attendance is having an impact.
Multi-agency GIRFEC development sessions for practitioners with a key role in Team with the Family processes have been created to allow practitioners the space to build relationships, reflect and learn together to strengthen practice. These will roll out quarterly, delivered by a multi-agency team of experienced in the named person and lead professional role.
Our breastfeeding rates at 6-8 weeks after birth continue to rise in South Ayrshire. Investment in a feeding nurse has positively contributed to these figures and work is planned next year to support increases in areas of higher deprivation, utilising antenatal PEEP.
PEEP has been a focus this year in our early and preventative parenting work. Collaboration is taking place between the Third Sector, Social Work, Speech and Language Therapy, Early Years, Health Visiting, Dietetics, and Thriving Communities. Ongoing impact is being assessed. Further collaboration is planned in Year 3 with Teeny Carers, Ayr United, Infant Mental Health, Perinatal Mental Health, Virtual School, Champions Board and Children's Houses staff supported to attend the next round of training.
Led by our well-embedded Virtual School, our multi-agency educational support provision RISE was created this year. RISE supports our young people who might previously have been educated away from South Ayrshire to access a supportive alternative curriculum tailored to their unique needs, keeping them connected to their communities and wider networks.
Our approach to prevention and early intervention means that 81% of South Ayrshire Social Work caseloads are supported on a non-statutory basis. A change of language in the recording of Social Work files has also been noted in the most recent file audit undertaken at the July 2024. This audit indicated an increased awareness of the impact of the written word on anyone accessing their files.
The Education Promise Award is being rolled out across schools to support the Education workforce understanding of The Promise – this is on track for completion by all schools by June 2025.
Voluntary Action South Ayrshire (VASA) are proceeding with a 'Wee Volunteer Award'. This new award scheme will celebrate volunteers of primary school age (5-11) who do not benefit from existing schemes such as the Saltire Awards.
We continue to connect our Aging Well Strategy work into the Children's Services Planning Partnership with events such as intergenerational days held in collaboration with VASA, Girvan Academy and Girvan Youth Trust which brings together pupils and older members of the local community.

We are really proud of our achievements this year, but we know there is so much more to do. For example, we must continue to reduce or eliminate exclusions for care experienced pupils and increase school attendance rates amongst pupils who are looked after at home. We will improve! Led by data and a commitment to positively impacting these outcomes, we have accessed CORRA funding to influence change. Guided by engagement and participation of care experienced local pupils, our Supportive School Structure Research work directly resulted in the creation of three Care Experience Curriculum Officer posts to explore and embed alternative curricular approaches.

Section 3. Turning the Dial Towards Transformational Change in South Ayrshire

To understand the ongoing impact of our early help journey in South Ayrshire we need to look into the rear-view mirror, through the lens of The Promise, to our previous Children's Services inspection in 2016. We knew then that too many of our children and young people were residing away from home and out with South Ayrshire, away from their families, network and local communities. Culture change was required in South Ayrshire to foster the conditions conducive with true collaboration, to turn the dial towards early and preventative help for our local families at the point when they need it.

A restructure of leadership in Children's Services, collaboration, an unwavering commitment to improving outcomes for our care experienced population, the introduction of Signs of Safety and being led by 'what works' (our award-winning Belmont Family First model of early help wrapping multi-agency support around schools), all in the last five years has seen a shift in the balance of care in South Ayrshire. The data below gives a sense of how we are successfully 'turning the dial' to a place of prevention.

Care experienced children and young people are 50% less likely to be to reside out with the authority in 2025 than they were in 2020. This equates to over £3 million pounds saved to invest in earlier help for our local families.

Supporting families at an early stage has also seen a 76% reduction in the number of Children referred to the Children's Reporter on Non-Offence Grounds and a 88% reduction in referrals to SCRA on Offence Grounds over the past two years.

Our Signs of Safety and Family First approach to prevention and early intervention sees 81.9% of South Ayrshire Social Work caseloads supported on a non-statutory, early intervention and prevention basis. This aligns strongly with the Children Scotland Act's "No order Principle", as well as the Christie Commission.

The use of the Promise Benefits tracker has been a key innovation with Family First and Signs of Safety as integral parts. The rigour applied to ensuring that "benefits" can be tracked and evidenced across the Community Planning Partnership, has been transformational and will continue into Promise Plan 25-30.

Restructure of our Children's Services Planning Partnership in 2023 saw introduction of six clear priority groups, with data lead action plans taken forward by key leaders. This has allowed clearer aims, outcomes and performance measures for scrutiny with all action plans connected and contributing to the aims of The Promise.



Section 4. A Focus on: Data and Self-Evaluation Activity in South Ayrshire

What does data received since April 2024 tell us?

In South Ayrshire we understand that family life can at times be complex, and with that the measurement of what we do, what we deliver and the positive contribution this has to local families is also complex. Experiences and relationships are not quantifiable, and data alone cannot tell us everything we need to know about the human experience of navigating our services or the culture change supported by our "Family First" locality approach and embedding Signs of Safety. With that in mind, as you progress through this report you'll find stories of change, stories of improvement and a focus on ongoing learning to understand the impact of our work within the context of this complexity.

In South Ayrshire our agreed indicator set for each action plan is scrutinised as a standing agenda item at both our Joint Improvement Group and Children's Services Planning Partnership meetings. We have an incredibly robust self-evaluation framework, regularly revisited and supported by our Data Officer who brings quarterly data to our groups for scrutiny and to inform next steps in South Ayrshire.



What is going well?

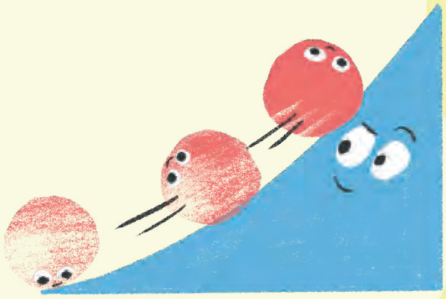
The percentage of our P1, P4 % P7 children achieving expected literacy levels continues to increase, as it has done for the past 4 years with an increase of just under 3% to 79.2% in 23-24.	We continue to identify more young carers locally. In 2024 a total of 776 Young Carers were identified, an increase of 60% from 485 in 2023.	South Ayrshire continue to lead the way for positive destinations with 98.7% of our young people achieving a positive post-school destination.
Our pupil attendance in primary schools increased to 93%, up 1% from session 2022-23 and our pupil attendance in our secondary schools increased to 87%, up from 85% in 2022-23.	Led by our Virtual School, efforts to reduce school exclusion rates (per 1000 looked after pupils) has had great impact with a reduction of 54% from 73.4 to 34.0 as per latest figures.	2023-24 also saw an increase in attendance for our primary school children who are looked after at home, from 82% to 88% attendance rates.
2023-24 also saw a significant increase in attendance for our secondary school children who are looked after at home, from 54% to 67% attendance rates.	The roll out of our Communication Friendly Environment initiative has been very successful with 53 accredited community venues.	The percentage of babies who are exclusively breast fed in the 24 hours prior to their 6-8 week review has from 27.2% in 22/23 to 30.9% in 23/24. Our performance was the highest in Ayrshire and Arran.
73 number of children and young people have been supported through the Family First model in academic year 24/25, increasing from previous years.	The reach of our Small Grants initiative, co-designed by people with lived experience of care continues to grow. 2025 saw 244 applications, an increase from 209 in 2023 and 151 in 2022.	Our dedication to Youth Justice work has resulted in an 88% reduction in referrals to SCRA on offence grounds over the past two years.

From 2021 South Ayrshire has consistently recorded the lowest percentages of expectant mothers reported to be a current smoker in Ayrshire and Arran, with a 4.4% decrease since 2023.

Our S3 girl's uptake of the HPV vaccination increased from 78.4% to 81.3% in this three-year reporting cycle (2020-2023).

97% of staff who have participated in online GIRFEC and Children's Rights training offer in 2024/25 have indicated that they have an improved understanding of GIRFEC roles and processes.

Over 90 qualifications have been achieved by young people involved in the Family First model.



Where do we need to improve?

Although lower than Scotland (27.1%) South Ayrshire recorded a 14% increase in pregnancy rates of age 15-19 year olds (per 1000), from the previous reporting period of 2019/21.

We continue to focus targeted supports into the Ayr North area as mothers in this area are 12% less likely to breastfeed than the typically more affluent area of Troon.

Expectant mums living in Ayr North are also more likely to smoking during pregnancy than in any other locality area.

Speech, language and communication concerns at 13–15-month check have continued to slightly increase year on year since late 2022.

P1's at risk of becoming overweight increased from 11.4% in 22/23 to 13% in 23/24, however there was no recorded change in the percentage rate of P1's at risk of obesity.

Children at 27-30m living in Ayr North and Girvan / South Carrick are more than twice as likely to have a recorded developmental concern than the locality with the lowest recorded concerns.

We continue to strive to reduce exclusions for our previously looked after your people, supported always by our Virtual School.

Linking our work in the CSPP to our new Integrated Neighbourhood Models team to ensure our work joins up to reduce duplication for families.

Most recent figures demonstrated a slight increase in the percentage of children living in relative poverty from 24.4% to 25%.

Anxiety, family issues and low mood continue to be the main reasons our young people are accessing school counselling.

Early Years Centres rated as good or very good across all 4 themes saw a slight decrease from 90.8% to 87.5%

We need to increase our understanding of how we are using the voices of families to redesign or inform service improvement.

Where is the data leading us?

Investment in our **CSPP Data and Development Officer** has contributed greatly to significant work over the past 12 months on our data sets across all priority groups, including analysis of data and self-evaluation activity routinely held within our Joint Improvement Group and Children's Services Planning Partnership. This means we are increasingly able to be led by our community intelligence. We will continue to improve our self-evaluation and performance activity, with support from our light touch evaluative partners Horizons Research.
We are currently in the process of repeating the Health and Wellbeing Survey across all **P5-S5 pupils** in South Ayrshire. Analysis will commence in Summer 2025 to support us to continue to improve outcomes locally.
In the third year of our plan we are diving deeper into our performance measures and indicators. All thematic group leads are working alongside the Data Officer and our research partners to support the ongoing development of our Self-evaluation Framework. This includes considering where our gaps lie in truly understanding the impact of our collaborative work.
Our data and feedback from families indicates that we can improve our collaborative efforts to support families from the earliest point in their children's lives. From Spring 2025 we will commence planning to wrap around parents, particularly in areas with the most need, with a focus on early help in those vital early years. A deep dive into the data held for our Eligible 2's is underway to support this work.
Our **care experienced population and our young carers** continue to need our unwavering focus and dedication. Plan 25-30 in South Ayrshire contains actions to consider where young people are both care experienced and young carers, with an emphasis on helping us to really understand (through participation) the dual vulnerabilities or complexities for this group.

Section 5. Children's Rights in South Ayrshire.

Understanding our progress through children and young people's participation and engagement.

We are committed to our duties within the United Nations Convention of the Rights of the Child (UNCRC), with the core function being infants, children and young people should be heard and a part of decision making. The UNCRC goes hand in hand with Getting it right for every child. Listening to the views, priorities and experiences of children not only strengthens our understanding but ensures our services are meaningful, responsive and grounded in what matters most.

Our new South Ayrshire Youth Council told us:

Children and young people should be leading change in South Ayrshire!

What did we do?

53 young people standing	2558 young people voted across South Ayrshire	30 Youth Council members elected	3 Youth Council subgroups
Over 600 responses to engagement survey	3 key areas for improvement	£10000 in funding for improvement work	Cost of living crisis a key priority



This year marked a significant and exciting step for youth participation in South Ayrshire, with the creation of our South Ayrshire Youth Council. Our Youth Council are a dynamic and passionate group of 30 young people who represent each Secondary School cluster in South Ayrshire, including Primary 7 pupils, care experienced pupils, young carers, post-16 pupils and pupils from our Special Schools.

Our Youth Council was founded with the clear purpose to ensure that the voices of all children and young people across our communities are not just heard, but truly listened to. Making decisions to positively impact the lives of their peers focused on the issues that children and young people feel are most important to them. With this, it is important to note that our Youth Council is not an isolated group but is designed by the young people to connect into and represent our wide network of local youth voice groups – bringing together insights, ideas and priorities from across South Ayrshire.

In another major achievement this year, highlighting just how important these young decision makers are, the Youth Council successfully secured £10000 from partners to make a positive impact on the lives of local young people. A survey was conducted by the Youth Council to directly inform how this money should be spent, asking their peers what mattered most to them. One message came through loud and clear: the cost-of-living crisis is a top concern for children and young people in South Ayrshire. Young people are particularly engaged around access to affordable, nutritious school meals for all. In response to this, the Youth Council presented their concerns to the Community Planning Board and are now working with partners to explore improvements.

Young Carers told us:

We need to keep improving identification of young carers and raising awareness of our experiences!

Lived experience underpins everything we do for young carers in South Ayrshire. We have representation from young carers in our strategy group to directly engage with decision makers – it is so important that their voice is at the heart of our work! We established Wee Carer and Young Carer Voice Groups who inform our strategies and priorities.

What did we do?

At the request of our young carers, we created a recognisable 'brand'. Our logo was designed by young carers and is used on all resources and documents. Our sustainable investment in decals on Council vans and canvas banners will raise awareness across our communities for many years to come.

Listening to our young carers includes supporting them to raise awareness of their experiences. Our new young carer awareness raising film, "Take Care of You". This fictional film is based on the real-life experiences of our wee carers, young carers of primary school age, and tells the story of three children and how their caring roles impact them in different ways. Although each storyline is fictitious, this film is based on experiences and feelings bravely shared by the children involved in this project. They have worked incredibly hard and have created a legacy with Take Care of You.

The film was launched at A Wee Night at the Oscars, with two wee carers hosting the evening. The movie not only stars a number of our wee carers, but was also developed, written and filmed by them. In partnership with The Iris, we commissioned the film to give some of our youngest unpaid carers the opportunity to tell their own stories and share their experiences as part of a project which has been running since Autumn 2023.

We also premiered South Ayrshire's Young Carers documentary – a showcase of the number and breadth of services and organisations in South Ayrshire that provide support and opportunities for our young carers. The event brought together young carers from throughout South Ayrshire and their families, representatives were in attendance from a variety of organisations who play a role in supporting young carers, and elected members were also in attendance to show their support for the work being done.

Our Young Carers said: "I think making Take Care of You was an amazing experience and I think that it can help other people recognise what a young carer is and what they do for their caring roles".

Another added, "The film was a brilliant experience. I loved making new friends and had so much fun".

- It's good to know there's always someone there at school to understand and have someone to talk to"
- "I feel included in the school"
- "The school know about me, they know who I am and what I am"







Young people taking the lead on tackling vaping asked:

Vaping is a problem in our schools – we need to be involved to reduce this issue.

What did we do?

Pupils, parents, schools and health colleagues have told us that vaping has become a growing concern in South Ayrshire. Our young people were clear that they want to be part of the solution!

Rooted in partnership and trust - this year, our young people will lead on this issue. They told us that they understand the complexities better than anyone else for example, why young people vape, what the pressures are, what makes messaging around vaping effective, and what simply doesn't land! Our young people know which health warnings are potentially dismissed and which stories make a difference.

Working alongside Education, Health and Thriving Communities colleagues, a group of passionate young people came together to shape work to reduce the prevalence of vaping in South Ayrshire. They co-created engaging educational resources, posters, campaigns and supported the creation of our new vaping policy for schools. This work wasn't a consultation, it is ongoing co-production with our young people leading, designing and creating to positively impact this issue.

Local young people currently are engaged in developing a social media campaign – incorporating key messages with humour on the platforms that young people use.

Local young people involved in the development of our Children and Young People's Services Plan told us:

We need more opportunities to have fun as a family.

VASA Children and Families Fun day

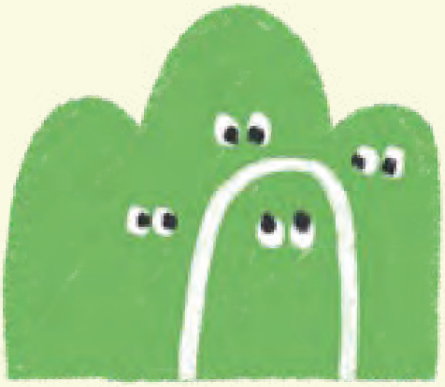
Building on the success of last years' event - Voluntary Action South Ayrshire's Children and Young People Forum delivered a second fun day for all the family. The Forum comprises of key members of the voluntary sector across South Ayrshire, working alongside our CSPP to support our local infants, children, young people and families.

This event responded to family need to understand what supports are available within the Third Sector and allow families to find out more in an engaging environment. To ensure this event was as well attended as possible, the fun day was held during the February school holidays and attracted over 400 people on the day.

Sixteen local volunteer organisations provided sports, games, activities and crafts for children to enjoy while being able to demonstrate the range support that are available within South Ayrshire.

Local businesses supported the event by providing snacks, drinks and prizes for a free prize draw and the children particularly enjoyed a visit from Alpacas of Scotland.

Two hundred snack bags were distributed throughout the day and a quiz game entertained the crowds and helped to navigate through the information stalls.





cAyrFest (supported by VASA.)

South Ayrshire's first ever cAyrFest event took place on Saturday 22nd February 2025. The event welcomed over 2000 attendees with over 30 information stalls offering a wide range of free activities for all ages. This intergenerational event celebrated our unpaid carers of all ages, tackling stigma by being open to all local families. CAyrFest spanned five venues: Ayr Town Hall, Grain Exchange, Cutty Sark, Ayr Grammar Primary School, and The Place.

CAyrFest's impact has been incredibly positive, with some individuals reporting they believe themselves to be unpaid carers through cAyrFest's promotion, increasing their awareness and access to support. Event feedback has been overwhelmingly positive, and VASA look forward to further opportunities to work collaboratively with partners to ensure that unpaid carers are recognised for the incredible work that they do.

Health and Wellbeing Survey 2025: In South Ayrshire we are committed to being led by the voices of our children and young people. In partnership with our schools, including our Virtual School, we are revisiting the Health and Wellbeing Survey with commitment across all our Primary and Secondary Schools from P5-S5. This will provide us with a wealth of information directly from our children and young people. Results will be analysed over summer 2025 and directly impact planning for the coming years.



Section 6. Whole Family Wellbeing in South Ayrshire.

Utilising the Whole Family Wellbeing Fund to further our transformational whole systems early help work in South Ayrshire.

In South Ayrshire our whole family work is rooted in the Ten Principles of Intensive Family Support.

The Promise tells us there must be more support for families, based in the communities where they live. In South Ayrshire we are whole heartedly committed to our whole family work and its direct contribution to our journey to keeping families together where it is safe to do so. We know family support that is holistic and meaningful requires whole systems change.

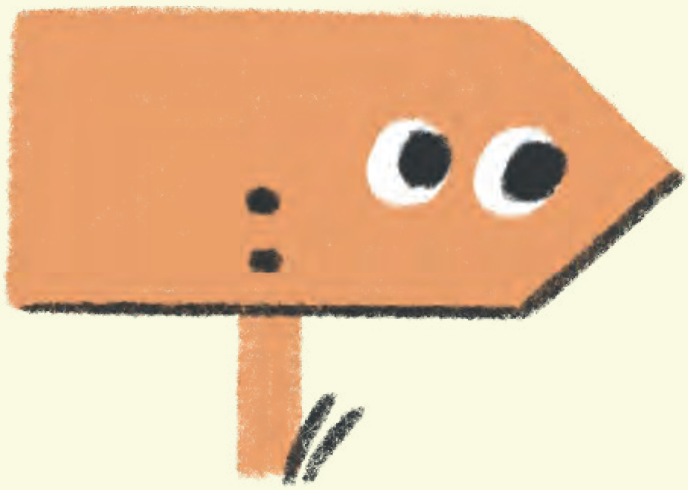
Supporting Whole Systems Change - Family First and Small Steps to Wellbeing

At the heart of an ongoing commitment to Keeping the Promise in South Ayrshire is 'Family First', a model focused on keeping young people together with their families and in their local communities with support from people who know them best.

Family First commenced as a pilot within the Belmont School locality, placing social work support around this secondary school cluster with an aim to reduce statutory intervention. Belmont Family First supported families at the earliest possible point with the aim to strengthen family relationships and increase family's capacity to thrive. Belmont Family First was successful in achieving these aims, with no young people accommodated by the local authority for the duration of the pilot.

Understanding this success led to an ambitious, authority-wide, support around schools' model across all eight South Ayrshire Secondary school clusters. With a focus on relationships, 'Family First' is the key vehicle for holistic early help locally - collaboratively improving outcomes by bringing together joint resources, funding and planning. The aims of Family First have evolved to focus on improvement in attendance and attainment, however still wrapping around families and schools to move 'upstream' in providing early, joined up help to avoid family crisis. With this, the ambition of Family First to Keep the Promise is embedded within all areas of Children's Services Planning.

Integral to the early help offer within Family First and South Ayrshire is the **Small Steps to Wellbeing Team.** Small Steps are a team focused on the strengths that already exist in local families, promoting whole family wellbeing and strengths-based support. Small Steps to Wellbeing are funded through the Whole Family Wellbeing Fund to ensure early responsive Social Work support via a Team Leader, Senior Practitioner and Family Care Workers. The team is directly connected into and scaffolds the Family First offer in South Ayrshire, supporting us to avoid an escalation into and through the care system for our families.



Small Steps are based directly within the heart of our schools, which is invaluable to promoting those key relationships and encouraging positive school interactions, engagement with learning and reducing inequalities for our pupils. Our data indicates that Small Steps are working with families at an earlier stage than before, again demonstrating our journey towards early whole family help.

"Thank you for all the help you have all given me, I couldn't have got better without everyone helping and supporting me"

Further progress and key successes of Family First are detailed within the **Family Priority Section** of this report.

Supporting Whole Systems Change - RISE

RISE is a newly developed provision in South Ayrshire, further embedding our transformational change work and continuing our focus on holistic supports for our young people. Led by our well embedded Virtual School, RISE is designed to support young people who may previously have been educated away from their local area. Established in late 2024, RISE brings together a dedicated team of educational support, social work support, and community-based vocational mentors to offer a tailored, inclusive alternative curriculum for our young people.

RISE strengthens our young people's links with their local communities through a whole-systems approach with wrapped around support to help them to thrive, whilst also continuing to our Promise Improvement Area 10 - our young people will be cherished in education. This work is rooted in the principles of connection, belonging, scaffolding and whole-family support with the primary aim keep our young people within their own communities close to their family and wider networks.

Understanding life is often complex for our young people utilising the RISE provision, a tracking system has been developed to take the ups and downs that occur in life into account. Despite this work being in the early stages, there is clear evidence of improvement in engagement, attainment and attendance for the young people involved. One young person has achieved their Nat 3 History and been supported to attend a college interview. They've been offered a place to study after the summer! Everyone at RISE is incredibly proud of them.

The Whole Family Wellbeing Fund has supported recruitment of the multi-agency team at RISE and more information can be found in WFWF Appendix.

Supporting Whole System Change - Small Grants

Champions for Change (South Ayrshire's Champions Board) support young people with experience of care to work alongside those who make decisions about the care system. In this way, they are involved in the decisions that affect their own lives. This work sits within the context of Corporate Parenting and Children's Service Planning. All of which is underpinned by the Promise.

The Small Grants applications have offered the Champions Board a unique perspective into the experiences of the care experienced community in South Ayrshire. We think that this trust in us comes from putting their voices at the centre of what we do. We put thought and care into the questions that we ask and how we layout the application form. As our experience-led small grants funding continues, it leads us towards a deeper insight into existing services and the support the care community wants and needs.

For the past two years the Whole Family Wellbeing Fund has supported the Small Grants initiative. The applications have multiple, layered benefits. The opportunity to give those who apply a tangible output. Money to buy something that they have told us about and then empowering them to get that thing. Offering the Small Grants has proven to be a great way to connect with other care experienced children, young people and adults in South Ayrshire.



Small Grants Timeline:

Stay Connected #3 Launched (£250 max)	May 2020	100 applications £15,777 total funded
Onwards and Upwards #4 Launched (£250 max)	October 2021	112 applications £16,037 total funded
Onwards and Upwards #5 Launched (£250 max)	January 2023	151 applications £38,936 total funded
Onwards and Upwards #6 Launched (£500 max)	June 2024	209 applications £57,780 total funded

Impact of the Small Grants fund:

> I am applying for clothes, trainers and make-up. This will make a difference to me as I will be able to feel the same as my friends. I can talk to my friends about all my new things, and I will feel more accepted in my friends' group.

The funding we distribute to young people is far more than a financial transaction. It is a lifeline, a bridge to trust, and a demonstration that their voices and experiences are valued. What sets our approach apart is the lived experience of those on our Champions Board Team. We understand the challenges young people face. This shared understanding allows us to connect on a deeper level, building relationships based on trust, respect, and authenticity.

Supporting Whole System Change - Aberlour Hearts and Minds

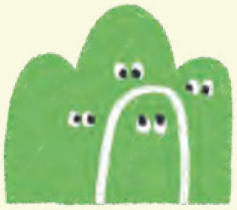
Listening to parents who told us that it can be difficult to get support where children have a neurodevelopmental concern, but do not yet have a diagnosis, Aberlour have been key to driving forward a test of change within South Ayrshire. Hearts and Minds focuses on 3 areas of improvement to positively impact our young people's lives - Family Connections, Community Connections and School Connections. Here, Aberlour play a lead role in developing and embedding a relational approach to supporting families and wider communities where neurodiversity concerns are present. Aberlour build on experience of working closely alongside families and communities whilst demonstrating a strong commitment to supporting a whole system and collaborative approach to continuous improvement.

From existing trust and strong relationships with families, communities and partners across Health, Social Work, Education and the Third Sector, Aberlour continue to improve outcomes for our families and communities including:

- Work alongside Senior Lecturer in Neurodevelopment from Glasgow University Jason Lang.
- Ensure the voices and experiences of children, young people, mums, dads and carers are part of all aspects of the new service including establishing a mums, dads and carers Peer Support group.
- Committing to supporting the ambitions of our Neurodevelopmental Pathway Reference group.
- Working with partners to support the excellent work of NEST in South Ayrshire.

The Whole Family Wellbeing Fund provides funding to Aberlour to support this work. The work of Aberlour is key in developing whole family early help in South Ayrshire. The three areas for improvement are listed below including the family engagement with the supports.

Family Connections



Family Connections seeks to support parents and carers of neurodivergent children by co-developing support groups in each South Ayrshire locality with a blend of day and evening sessions. This process of co-production not only offers peer to peer support for parents, but it is also helping to develop networks of support and sustainability into the model. Parents and carers are supported to run these groups independently, with plans for Aberlour to continue to support groups over the next 12 months with two members of the team at each session.

Around 40 parents have engaged with the peer support groups since January 2025.

'I look forward to the peer groups; I'm not judged or looked upon for my child being different'.

School Connections

To wrap Hearts and Minds support around schools, Aberlour have placed key and consistent supports into local schools on a weekly basis. Drop-in sessions, across local secondary schools have been developed for parents and carers and furthers the support offered. Again, this work is designed to empower parents and carers who are navigating neurodevelopmental concerns with their children in a familiar environment, building skills to thrive.

Community Connections



The final facet of this work seeks to create neuro-welcoming environments for our children and young people through conversations, training and sharing of information. Working closely with the wider community, such as local football clubs, youth groups or uniformed organisations, this community-based approach helps to ensure that our children with neurodevelopmental concerns feel understood, included and supported. Families have told us this important to them.

Supporting Whole System Change – Whole Family Support from Barnardos

BARNARDO'S Changing childhoods. Changing lives.

In South Ayrshire Barnardos is an incredibly trusted and utilised support with our families. Barnados offer invaluable support to whole families in particular Five to Thrive, Seasons for Growth, HI5, and parenting supports. Five To Thrive is an attachment-based model which illustrates how connected relationships are fundamental to human wellbeing and to help us build resilient communities. It uses five key activities which are the building blocks to healthy communication and relationship development; talk, play, relaxation, cuddles and respond.

Barnados further our ambitions to embed trauma responsive practice and approaches across the CSPP. Barnados is a proud trauma responsive organization. Work continues with Dr Karen Treisman on becoming which includes consultation and ongoing training for all managers and staff. Staff are also connected to the work of the South Ayrshire CPP Trauma Lead. In this reporting year Barnardos have wrapped support around many local families with 167 families supported and 31 receiving intensive support. 133 children attended therapeutic groups and over 95 parents attended parenting groups.

Next steps for the Whole Family Wellbeing Fund:
Early help in the earliest years – supporting our families from the earliest point in their children's lives through a whole family, joined up approach to prevention and early intervention. We are in the beginning stages of developing a "Sure Start" model within two key Early Years settings into 25/26.

Section 7. Our work through the lens of Child Poverty in South Ayrshire – a focus on our areas most impacted.

The cost-of-living crisis continues to impact on the wellbeing of our local families. Families are facing challenging circumstances, and these are evident in our datasets over the course of this Children and Young People's Services Plan. Our data, community intelligence and engagement with young people clearly highlights poverty is a crosscutting factor in outcomes for infants, children, young people and families.

As mentioned throughout this report, all our work in South Ayrshire is approached through the lens of The Promise. Linking together our Child Poverty work, South Ayrshire Promise Improvement Area 7 states 'There must be significant, ongoing and persistent commitment to ending poverty and mitigating its impacts for South Ayrshire children, families and communities'. Child poverty continues to be one of the most significant challenges affecting the wellbeing of life chances of our infants, children, young people and families in our communities As a CSPP, we recognise poverty not only as an issue within our work but as a cross-cutting concern that underpins many of the barriers children face – impacting their health, education, relationships and overall development. Reducing child poverty and it's implications is not solely the responsibility of any one area and similarly to The Promise, it requires a whole system response. This section outlines our local approach to addressing child poverty, highlights key work underway and how we are aligning our efforts with our local Child Poverty Strategy to create lasting change.

South Ayrshire has 7 data zones in the top 5% most deprived vigintile.
South Ayrshire had the 10th highest child poverty rate nationally in 21/22 and was above the Scottish average 24.4% compared to 22.6%.
This is an estimate of 4,807 children in South Ayrshire.
Fuel Poverty is 24.8% compared to 24% nationally.
The Scottish Index of Multiple Deprivation shows 19 data zones in South Ayrshire falling within Scotland's 15% most deprived data zones – affecting an estimated 12,888 people.
Child poverty is the most prevalent in the Ayr North and Girvan and South Carrick Wards at 36% and 29% respectively and lowest in Ayr West where it is at 16%.
12.2% of South Ayrshire population is income deprived which is similar rate to Scotland (12.1%).
In South Ayrshire, 28% of households with children claiming Universal Credit have a child or adult claiming a disabled element.
64.2% of primary school pupils in South Ayrshire registered for free school meals took them up in 2023, lower than the Scottish average (66.7%).
57% of secondary school pupils in South Ayrshire registered for free school meals took them up in 2023, lower than the Scottish average (60.6%%).
In South Ayrshire, at September 2023, 152 two-year-old children were taking up the two-year-old entitlement to ELC. These children represent 16% of all two-year-olds in South Ayrshire and 65% of all eligible two-year-olds entitled to that care.

Change work as we strive to reduce child poverty in South Ayrshire looks like…

Our **Child Poverty Strategy** in South Ayrshire, published in April 2024 is an incredibly comprehensive look into how we can positively contribute to supporting families who experience poverty. The work outlined below links into the three priority areas of this strategy and into the wider work of our Children's Services Plan 23-26 by bringing the lived experience of our local families directly into our change work, supporting the voices of local families to guide us to improve.

Priority Area 1. A child poverty system that delivers for families and the workforce in South Ayrshire

Priority Area 2. Families in South Ayrshire receive the support they need to ensure their money works best for them

Priority Area 3. All children and young people in SA receive high quality, flexible, accessible, and affordable education and childcare.

From the outset steps have been taken to ensure partners from representative organisations have been included in the engagement work undertaken in our Child Poverty Strategy. Public Health Scotland have played a key part in leading and facilitating sessions with partners and engaging with those who have lived experience.

Actions for each of these priorities are in the process of being finalised with full alignment to our CSPP actions contributing to the aims.

Making a difference in Ayr North

As demonstrated in our data, the **Ayr North area of South Ayrshire** is our area most impacted by poverty and inequality. Breastfeeding rates are lower, there are significantly higher numbers of children with developmental concerns or additional support needs, and adults living there are more likely to be on medication for mental health concerns than any other locality area. Alongside this our Child Protection Committee annual report informs that from 1 August 2023- 31 July 2024, 15% of children newly registered on the Child Protection Register live in the Ayr Central and North Locality with 9% of children living in the Wallacetown Area.

CPAF Round 2 in Ayr North

Our family research and peer engagement within our Insights 2 Report told us:

"There is a significant theme around parenting where neurodivergence is present and supports required locally."

In South Ayrshire we were fortunate to be successful in our **Child Poverty Accelerator Fund (CPAF)** bid to explore the interconnection between child poverty and additional support needs and the impact these complexities have on parental wellbeing. Our CPAF bid has supported the recruitment of our Research and Implementation Officer, with a dedicated role to utilise the local data, assess current offers and listen to families to understand how best to positively impact parental and child wellbeing. The post specifically focuses on the Ayr North area of South Ayrshire and through this work we will meaningfully involve individuals with lived experience of poverty and in parenting where additional support needs are present. Through close links to our EYC, Primary and Secondary schools in the Ayr North area we can utilise existing relationships and trusted support staff to link in with families via peer led panels or groups.

This work will also draw on the insights and experiences of those our partnership agencies are working with those with lived or living experience within South Ayrshire. We have entered this work looking for data to improve and not to prove what we think we know about additional support needs parenting and poverty. Community insights will be invaluable to shape this work, across the six priority groups identified within our child poverty strategy, and our aim would be to continue to seek engagement from stakeholders throughout the duration of the understanding phase and into the action phase of creating a support model.

Finally, recognising that parental wellbeing is impacted by the complexities we will utilise this relational family work to develop parental wellbeing measures locally and understanding their correlation to poverty, supported by the Scottish Government Experimental parental wellbeing indicators: Mental Wellbeing, Social Networks and Community Cohesion. Understanding parental wellbeing where poverty is present will be crucial to understanding the impact of poverty and parenting where additional needs are present. This work will directly inform ongoing development of our Solihull Parenting Strategy in South Ayrshire.

Barnardo's Young Persons Grants

Aligning again with our ambitions to keep The Promise and impact child poverty – this fund is specifically designed as a barrier and stigma free means to enhance the lives of our local young people. There are a number of areas that can be funded from education and training, leaving care, holiday and adventure, opportunity, sea training, poverty and hardship and disability. Anything our young people could need. This money goes directly to our local families, when they need it.

Improving outcomes in Ayr North through collaboration in Children's Services

We know that our families in Ayr North need a bit of extra help to thrive and that parental wellbeing is impacted by the complexities they experience. Our Health Visiting teams, Speech and Language Teams and Early Years Centres are working together to positively impact the areas that families (and our data) are telling us are important, with a particular focus on promoting infant mental health. This includes collaboration around:

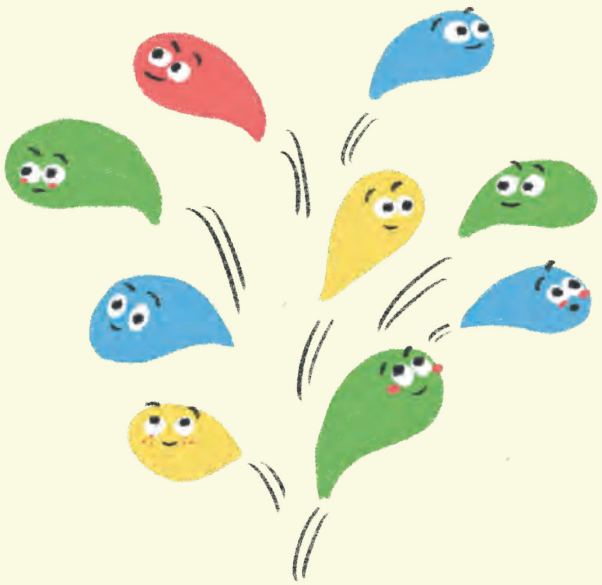
- Health Visiting Teams and Ayr North Early Years to promote toileting for our children in the centres, to increase the rate of children entering P1 who able to independently use the toilet.
- Health Visiting colleagues are supporting development of a pathway from antenatal contact onwards. Supporting new mums to increase breastfeeding, responsive feeding and positively impact infant mental health in Ayr North. In South Ayrshire we have an Infant Feeding Nurse who is driving the positive increase in breastfeeding across the authority
- Antenatal PEEP collaboration between Health Visiting and Speech and Language Teams to support the common thread of language and communication to come through in our early parenting supports. Alongside, this collaborative work includes support for Health Visitors to deliver early intervention for speech language and communication following 13-15m contact. This is now happening across all SA, not just Ayr.
- Magic Breakfast initiative, supported by Thriving Communities Employability staff and the Information Advice Hub have placed supports in two school breakfast clubs within the Ayr North Area. The aim is to engage with families to connect them into these services through drop offs and Magic Breakfast sessions.

Integrated Neighbourhood Teams (Ayr North)

Furthering our CPP and CSPP approach to whole family, relational support our Integrated Neighbourhood Teams model is a whole system, place based approach to delivering health and social care services. This reporting year has seen much engagement, planning and development of the teams committed to supporting this in Ayr North as a Radical Leadership Approach to public service delivery.

The development of this team and way of working will be focussed in Ayr North initially, with robust support from University of the West of Scotland and Mutual Ventures (who have supported work to date and are experienced in working alongside areas in England who have adopted this approach). The learning from work in Ayr North will then be considered and used as a blueprint for South Ayrshire.

This is a radical, relationship-based way of working – aiming to reduce duplication in families lives in terms of the "services" who are present to support them. This work is incredibly ambitious, spanning children's and adults' services across the CPP to work closer than we have before for the best outcomes of families. Our Integrated Neighbourhood Teams will begin during reporting year 25/26 and we are currently ensuring alignment across all our cross cutting agendas.

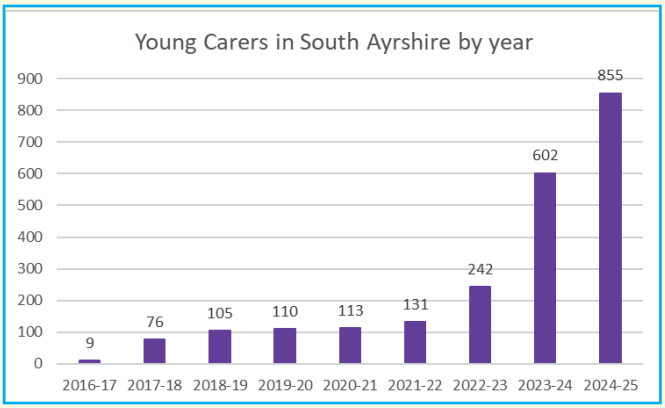


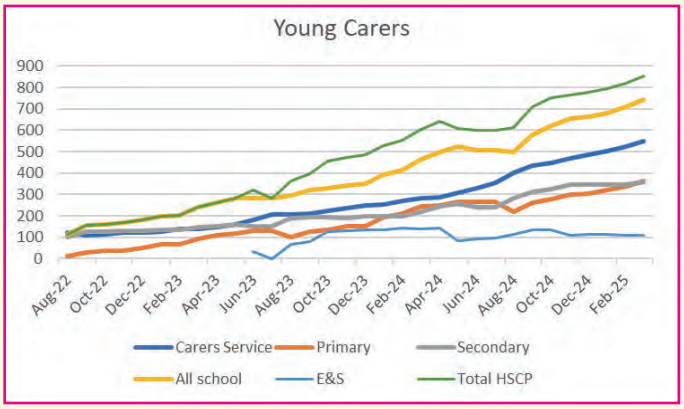
Section 8: Our Local Outcomes Improvement Plan Priorities

In South Ayrshire, our Local Outcomes Improvement Plan (LOIP) sets out our shared priorities across the Community Planning Partnership to improve outcomes for our local communities, particularly those who experience inequality. Similarly to our Children's Services Plan, it provides us with a strategic framework to ensure collaborative working where it is needed most. In South Ayrshire our Children's Services Plan aligns closely with the LOIP to ensure the needs of our infants, children and young people are central to wider priorities.

In South Ayrshire, the Children's Services Planning Partnership identified Young Carers and The Promise as two key LOIP Priorities. This reflects our continued commitment as a Community Planning Partnership as a whole to fundamentally change how we understand, care for and support our families in line with the vision of The Promise.

Young Carers





Identification and support for our young carers is one of two priorities within our Local Outcomes Improvement Plan. We want to increase opportunities and support available for our young carers to thrive, working with families, partners and local services to improve our collaborative offer to young carers in South Ayrshire.

Care Experienced Young Carers

Due to an improvement in data collection, we identified a growing cohort of children and young people who are both care-experienced and young carers (108 young people, aged 3-25). We secured external funding to work with this group to better understand their needs and any gaps in support, as no previous research (nationally & locally) exists. Both groups have poor educational outcomes and risk experiencing even poorer outcomes due to dual vulnerabilities. We will work with them to co-produce services that can be provided at the earliest opportunity, helping them achieve equity with their peers and realise their potential. There's a commonality in the isolation and stigma our care-experienced young people and young carers experience which we'll challenge by building a strong, visible community and collective voice. This innovative work has been recognised as national best practice.





Key achievements in this reporting year include:
Funding agreed for a specific role in South Ayrshire to support identification of our Teeny Carers, ensuring the earliest identification possible through awareness raising particularly within Early Years and Health Visiting services.
Annual Young Carer training is now mandatory within our Education establishments in South Ayrshire, including training within our newly qualified teacher program.
Increased awareness in schools including identification of a Young Carer Champion in each school, young carer policies, lanyards and attendance of the Young Carers Lead Officer at school events.
All schools in South Ayrshire have achieved the Young Carers in Schools Challenge (Carers Trust Scotland/ Education Scotland), plus two Early Childhood Centres. We are the only local authority across the UK to have all schools achieve this.
Increased partnership working to benefit our young carers such as experiences supported through Gaitey Theatre, Ayr United Football Club, Scottish Rowing, The Iris and Honeypot.
Development by our young carers of the new awareness raising film, “Take Care of You”. This fictional film is based on the real-life experiences of our wee carers, young carers of primary school age, and tells the story of three children and how their caring roles impact them in different ways.
The theme for Young Carers Action Day this year was ‘Give me a break!’. Following a tour of Scottish Parliament in Edinburgh, our young carers met with Deputy First Minister Kate Forbes and had the opportunity to sit down and talk to her about what it means to be a young carer.
Last but not least – **cAyrFest!** We partnered with Voluntary Action South Ayrshire to host cAyrFest to raise awareness and bring together a range of services and organisations who can provide support to carers and families across South Ayrshire. The free event was a celebration of unpaid carers of all ages but was open to everyone to attend with activities including a silent disco, escape rooms, drumming sessions, face painting, a petting zoo. Free ice cream and refreshments were included, as was free transport to ensure those from all areas across South Ayrshire could join in on the fun.



Section 9: Thematic Group Progress in 2024/25.

This action is completed or on track for completion.
Progress this reporting year is on target and being monitored.
Action has not progressed in Year 1 or 2, a plan is in place for Year 3.

The Promise - Our commitment to improve wellbeing and life chances of our care experienced population in South Ayrshire.

This section should be read alongside our Embedding-The-Promise-in-Practice-2021-24 report. This report describes the story of the journey that we have been on until now, and the changes made across a range of areas. It also emphasises how children and young people with experience of care have been at the heart of what we do, and how we do it. To see the full Benefit Tracker, aims and improvement activity please see the full **Embedding The Promise in Practice report.**

Promise Improvement Area	Progress Rating	How is it going?
1: South Ayrshire's workforce and commissioned services will have a comprehensive understanding of the promise including how to embed the promise values in their approach.		Five benefits have been realised these are: ***Benefit 1*** Lived experience is at the heart of increased awareness, knowledge and understanding of the promise across SA workforce. ***Benefit 2*** Elected members are engaged and have a wide understanding of the promise. ***Benefit 3*** Increased awareness, knowledge and understanding of the promise across SA workforce. ***Benefit 4*** Increased awareness, knowledge and understanding of the promise using public facing platforms. ***Benefit 5*** The promise' is embedded in local strategy and all SAC staff have an increased awareness of the promise and improved access to South Ayrshires parenting promise.
2: Services and provision will be designed on the basis of need and with clear data, rather than on an acceptance of how the system has always operated.		Three benefits have been identified. ***Benefit 1*** Establishment of a quantitative and qualitative reporting system which is fit for purpose giving a standard format for reporting. ***Benefit 2*** Data gathered gives a clear picture of care-experience across the service. ***Benefit 3*** Real life experiences are understood by decision makers.
3. Decisions made across South Ayrshire are underpinned by Children's rights and there will be well communicated and understood guidance in place that upholds children's rights and reflects equal protection legislation.		Three benefits have been identified. ***Benefit 1*** Upskilled and inspection ready workforce (small test of change) ***Benefit 2*** – Young people and their families feel optimistic and have a positive outlook towards the future. ***Benefit 3*** – Young people and their families benefit from stronger nurturing relationships that place their individual rights at the centre.

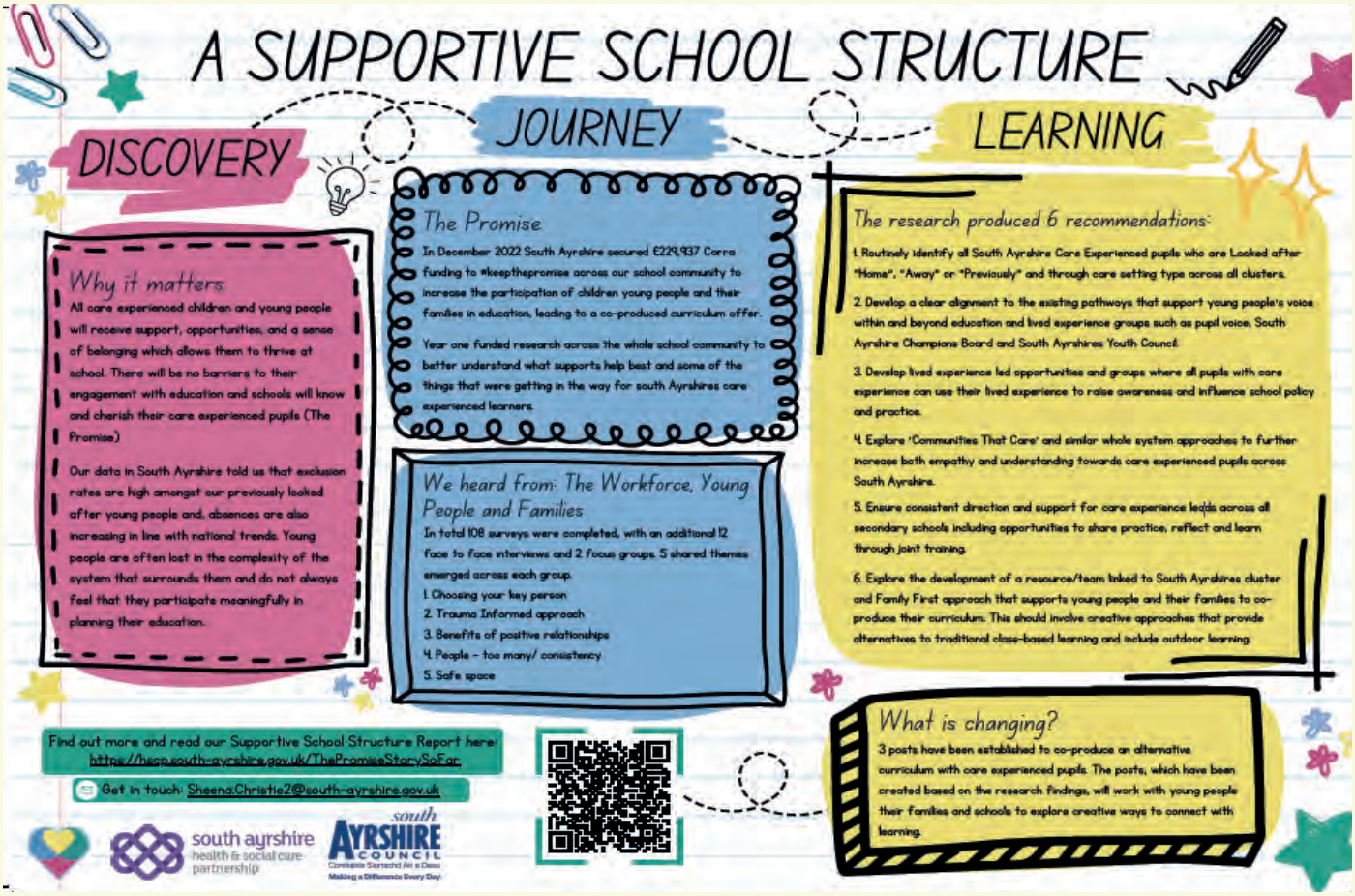
Promise Improvement Area	Progress Rating	How is it going?
4. Trauma informed and nurture approaches are standard and widespread practice across South Ayrshire.		Of the six associated benefits 1 benefit has been realised 3 benefits are on track and 2 benefits are amber. ***Benefit 1*** Children young people and families are more engaged in their care planning. ***Benefit 2*** Better planning and impact assessing - based on improved understanding of trauma. ***Benefit 3*** Upskilled workforce and elected members. ***Benefit 4*** Reduction in staff absence rates. ***Benefit 5*** Improved health & well-being for staff. ***Benefit 6*** Building a better reputation for South Ayrshire Council by becoming a relationship and strengths-based organisation and providing more compassionate and responsive services.
5. South Ayrshire recognises that 'language creates realities' those with care experience must hold and own the narrative of their own lives.		One benefit has been realised on the basis of the activity outlined under improvement area 5 and 4 benefits are currently amber. ***Benefit 1*** Children and young people will know their own story and will feel more nurtured and included. ***Benefit 2*** Services understand that they exist to serve children and young people. ***Benefit 3*** All children's hearing reports will reflect care-based language and be understandable for children and their families. ***Benefit 4*** Young people feel included, nurtured and that they belong. ***Benefit 5*** Children and young people will know their own story and will understand their childhood.

Promise Improvement Area	Progress Rating	How is it going?
6: 10 principles of intensive family support are embedded into the practice (planning, commissioning and delivery) across all of South Ayrshire's directorates and commissioned services.		Of the five actions that sit under area 6, 2 a have been realised and 1 is on target and 2 are amber and will be carried forward to plan 24-30. ***Benefit 1*** Improved engagement and participation resulting in better outcomes for those who use services. ***Benefit 2*** Commissioned services better reflect the needs of the community. ***Benefit 3*** Children are supported to live at home or with family or in family type care. ***Benefit 4*** Community based: relational support is available through a Family First approach. ***Benefit 5*** The collaboration between South Ayrshire Alcohol and Drugs partnership (ADP) and children's service planning in South Ayrshire will deliver a more aligned service which provides consistency for young people and their families.
7: There must be significant, ongoing and persistent commitment to ending poverty and mitigating its impacts for South Ayrshires children, families and communities		Of the six benefits identified under improvement area seven. 1 has been realised, three are amber and on track as their associated action has been superseded by a new action which incorporates care as a protected characteristic. One is red despite the associated action 7.3 being partially achieved. ***Benefit 1*** Workforce and elected members upskilled in equality impact assessment and the impact of care experience. ***Benefit 2*** Better planning and impact assessing - based on improved understanding of equalities and care experience. ***Benefit 3*** Building a better reputation for South Ayrshire Council and South Ayrshire Health and Social Care Partnership by becoming an equalities-focused organisation. ***Benefit 4*** Increase in participation and access to range of services and activities by providing free bus transport to care leavers aged 22-30. ***Benefit 5*** The digital participation of young people with care experience and their families will improve through better Wi-Fi access across South Ayrshire action achieved benefit was not realised within the time despite the completion of the associated action (7.3) ***Benefit 6*** – Children's Health Care and Justice services will proactively engage in addressing Child Poverty in South Ayrshire

Promise Improvement Area	Progress Rating	How is it going?
8: South Ayrshire must support the workforce to contribute to a broader understanding of risk. South Ayrshire must understand, through its people and structures, the risk of children not having loving supportive relationships and regular childhood and teenage experiences		Of the 5 benefits associated with improvement area eight,1 is green, 3 are amber and 1 is red as outlined below. ***Benefit 1*** South Ayrshires "whole System" understands and reflects the need for children to have loving and supportive relationships. ***Benefit 2*** South Ayrshire will develop a better understanding of child protection activity and process including how practitioners manage risk to allow children and young people to remain at home safely. ***Benefit 3*** South Ayrshire will understand non-familial harm and how this is addressed through a contextual safeguarding approach. ***Benefit 4*** Children and Young People will not be restricted by processes which impact upon their ability to have meaningful relationships with key adults. ***Benefit 5*** Children will be able to maintain relationships with caring staff who are important to them.
9: A framework of support will be in place to ensure people involved in the care of care experienced children and young people feel valued, encouraged, and have supportive relationships for reflection with high quality supervision and environmental conditions.		The two associated benefits are amber. ***Benefit 1*** An improved quality of supervision to develop a more confident competent and upskilled workforce. ***Benefit 2*** Improved staff wellbeing which could also maximise attendance and retention of staff by 5%
10: Care experienced children and young people will receive all they need to thrive at school. There will be no barriers to their engagement with education and schools will know and cherish their care experienced pupils.		Of the seven benefits associated with improvement area 10, one is realised, one is red and five are amber. ***Benefit 1*** Every school in South Ayrshire will have a clear understanding of relationship-based practice. ***Benefit 2*** All school and service improvement plans, and Pupil Equity Plans will reflect the range of activity underway to improve outcomes for all children and young people, including those who are care experienced. ***Benefit 3*** Robust and tracking monitoring systems will be embedded to support improved outcomes for children and young people. ***Benefit 4*** All care experienced young people will leave school with an appropriate level of SCQF literacy and numeracy qualifications. ***Benefit 5*** The number of care experienced children and young people accessing extra-curricular opportunities offered by schools and partners will increase. ***Benefit 6*** A reduction in exclusions supported by early and effective multi-agency intervention. ***Benefit 7*** All care experienced young people will achieve a positive and sustained destination

Change work in The Promise Priority: A Supportive School Structure

In 2024 we developed our new Supportive School Structure which ensures all care experienced children and young people receive support, opportunities, and a sense of belonging to allow them to thrive at school. There will be no barriers to their engagement with education and schools will know and cherish their care experienced pupils. While according to the Local Government Benchmarking Framework South Ayrshire had a lower exclusion rate for our Looked After Pupils than our comparators or Scottish Average in 2022/23 (33 per 1,000 compared to comparrator authorities of 80.1 and Scotland of 96.9 per 1,000). We still believed that exclusion rates were still high amongst our previously looked after young people and absences were also increasing in line with national trends.



This work began in December 2022 when South Ayrshire secured £229,937 Corra funding to #keepthepromise across our school community to increase the participation of children young people and their families in education, leading to a co-produced curriculum offer. The Year 1 funded research across the whole school community to better understand what supports help best and some of the things that were getting in the way for South Ayrshire's care experienced learners.

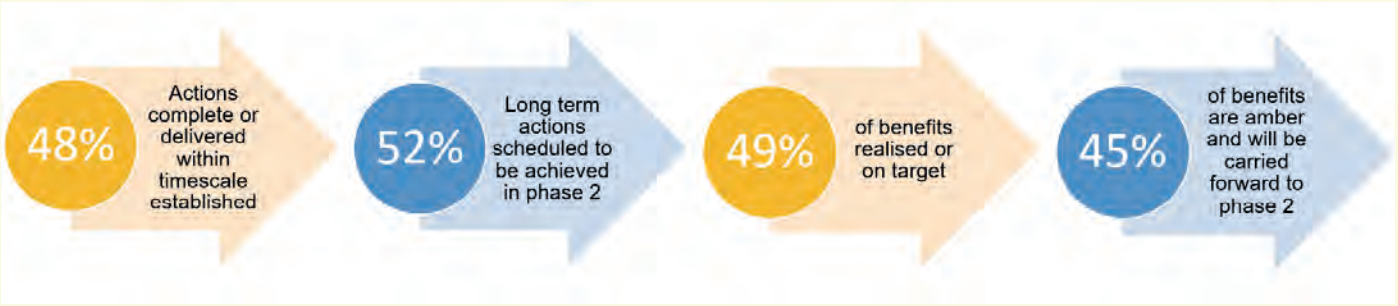
A further £425,019 was secured from Promise partnership Corra Foundation, £229,937 under supportive school structure, and South Ayrshire has employed a Research Assistant as part of the Champions Board to work with young people and families to develop a co-produced curriculum. The Research Assistant spoke to the workforce, families, and young people and produced six recommendations.

All 6 research recommendations will be incorporated into South Ayrshire's promise improvement areas 2024-30. There will be an evaluation of the impact on young people and families who take part in the co-produced curriculum.

Key activity in our Promise work:
In 2024, South Ayrshire Champions Board received additional funding from Whole Family Wellbeing fund which allowed the funding of 209 applications totalling £57,780 which distributed in partnership with South Ayrshire Thriving Communities admin team.
Young people with care experience are actively involved in the youth council and have contributed to setting priorities that they would like addressed across South Ayrshire.
A change of language in the recording of Social Work files has also been noted in the most recent file audit undertaken at the July 2024. This audit indicated an increased awareness of the impact of the written word on anyone accessing their files.
South Ayrshire's Play Therapy Service is a new support available to our Kinship families and children. This service is made up of two part time qualified play therapists, overseen by a team leader.
Our Youth diversion work is delivered by Young Persons Support and Transition Team (YPST) and in the period of March 2023 to April 2024 there were 36 referrals for diversion from prosecution.
Strategically the Virtual School has taken responsibility for South Ayrshire's Skills Academy (SASKA) this year (2024), where all young people who attend have experience of care. The young people who have attended have **all gained qualifications** at level 3, 4, 5 and almost all have achieved 1 level 6 qualification.
Supported by the Virtual School Head Teacher the Education Promise Award is being rolled out across schools to support the Education workforce understanding of The Promise and has an aim to be completed by all schools by June 2025.
We have been successful in gaining CORRA funding to support us better understand experiences of our young people who are care experienced young carers.

Next steps for The Promise Priority:

Of the **thirty-one** promise actions identified in 2021-24:



Fifteen (48%) are now complete a further sixteen (52%) are on target and will be carried onto plan 24-30. Over the course of 21-24 one action was superseded by a new action and two actions required an extension to the due date to accurately measure their impact.

There is still more work to do to keep the promise by 2030. As we look ahead to the next phase of local activity, we will use national tools to help us understand our progress, such as Plan 24-30 which sets out WHO needs to do WHAT by WHEN to #KeepThePromise by 2030. We will also use the National Promise Progress Framework developed at the end of 2024 (see 10 vision statements below) and align this with our corporate parenting reporting to help us tell our story.

Family Priority - Our commitment to families in South Ayrshire that support is easily accessible through integrated, multi-agency teams who are based in their local community and know it well.

Action	Progress Rating	How's it going?
1: We will develop plans, alongside the third sector, around a series of online and offline market-place events for families and the workforce in South Ayrshire (Year 2/3)		Improved access to information via introduction of Care Connects app, our school nursing app and links to Connect South Ayrshire. Improving trend of knowledge and understanding of other services in Family First model with 96% agreeing understanding had improved. Improved linkage between local family events to increase reach for families, for example priority group's work connecting with CAyrFest or the Communities Fun Day. Increasing opportunity for collaborative marketplace events to be led by family needs with families identifying more information is required around financial support, after-school activities and mental health. This work is in its early stages with collaboration happening across the Community Planning Partnership to support this aim. Improving trend in the number of children and young people supported through the Family First model with a 21% increase in referrals and 74 children/young people supported this year. Improving trend in participation and engagement of pupils supported with 93 qualifications achieved this session and an increase in attendance by 50% for some pupils. Improving trend in positive relationships and understanding of roles between services involved in Family First Forums with 96% of those surveyed. Declining trend in Secondary School exclusions 6.7 per 1000. Exclusions of young people in decile 1 has decreased by 16.1 per 1000. Exclusions of previously looked after young people has also had a significant decrease of 41.7 per 1000. Education staff reporting increasing opportunity for collaboration with other supports to benefit families with £12500 allocated to each cluster for direct cash-first support. Stable trend of young carers supported through Family First - 18% of those supported.
2: We will create a 'services map' and service directory to ensure all routes to additional or specialist support are clear (Year 2/3)		
3. We will develop the idea of 'Community Connectors' around whole family support (Year 3)		
4. We will invest in locality-based Family First tests of change, bringing services together in multi-agency teams to support whole families and improve longer-term aims in Education (Year 1/2)		
5. We will engage with families within each cluster to ensure the support is effective and meets the needs of children and families. Our families with care experience and young carers are a focus (Year 1-3)		

Action	Progress Rating	How's it going?
		Reducing trend of the number of children and young people in temporary accommodation from 110 to 98. Increasing % trend in school attendance (92%) but a continuing gap between this and attendance for those looked after at home (88%) Stable trend in attendance for Primary School children previously looked after at 89%. Reducing trend of the number of children and young people in temporary accommodation from 110 to 98. Increasing trend of percentage of all school leavers in positive destinations at 9-month follow-up from 98.6% to 98.7% and most successful figures in Scotland. Declining trend in children looked after or educated away from South Ayrshire over the last 5 years by 50%. Declining trend in local costs for children and young people in residential based services by 27% over past 5 years. Declining trend of 76% of Children referred to the Children's Report on Non-Offence Grounds and a 88% reduction in referrals to SCRA on offence grounds over the past two years. Improving trend - 81.9% of South Ayrshire Social Work caseloads are supported on a non-statutory basis.

Story of change – Family First

Our Families Priority Group is at the heart of our ongoing commitment to GIRFEC and Keeping the Promise in South Ayrshire. The Family Group takes forward our 'Family First' model focused on early help – supporting The Promise by keeping young people together with their families and in their local communities with support from people who know them best at the time they need it. As with much of our work, Family First touches and contributes to many of our overarching aims in South Ayrshire around transformational, whole systems work to ensure our children and young people have the best possible start in life.

The journey of Family First commenced as a pilot within the Belmont School locality in 2020, placing social work support around this secondary school cluster with an aim to reduce statutory intervention. Belmont Family First supported families at the earliest possible point with the aim to strengthen family relationships and increase family's capacity to thrive. Belmont Family First was successful in achieving these aims, with no young people accommodated by the local authority for the duration of the pilot.

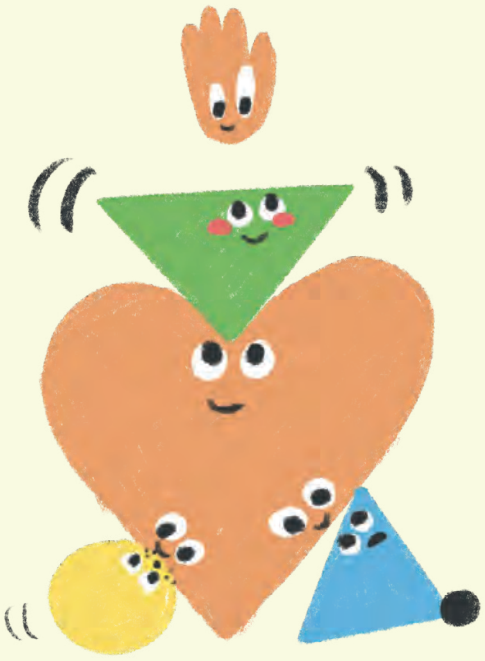
Understanding this success led to an ambitious, authority-wide, support around schools' model across all eight Secondary School clusters, funded through the Whole Family Wellbeing Fund. With a focus on relationships, 'Family First' is the key vehicle for holistic early help locally - collaboratively improving outcomes through bringing together joint resources, funding and planning. The aims of Family First has evolved to focus on improvement in attendance and attainment, however still wrapping around families and schools to move 'upstream' in providing early, joined up help to avoid crisis. With this, the ambition of Family First to Keep the Promise remains, embedded within all areas of Children's Services Planning.

Family First collaboration has led to the creation of multi-agency personalised plans to support individual families based on what families and young people tell us they need. Successful plans include a range of partners supporting wellbeing and alternative curriculums tailored to meet the individual needs of pupils. Typically, these include support from Thriving Communities, Small Steps to Wellbeing (HSCP), educational support through our Family First teachers both onsite and off-site learning and Health. Our supporting partners have also been extended to Housing this session.

Key activity in Family First:
Successful roll out into all 8 of our secondary school clusters with collaboration and commitment to Family First by a range of services.
Inclusion of South Ayrshire Housing within forums where families have identified their living circumstances as impacting family wellbeing.
Increasing support for pupils at key transition points with referrals increasing around late Primary and mid-Secondary stages.
Family First has seen an increase in attainment of national qualifications for young people who were at risk of leaving school with no qualifications. Over 90 qualifications have been achieved by our young people from Nat 3 to Nat 5.
The community planning aspect of Family First forums has led to key themes for collaboration across our 8 localities to provide support in targeting key issues including vaping, work placement opportunities for S3s, and provision of youth activities.
Thriving Communities (Employability and Skills) have worked in partnership with Family First to provide work experience for Parents through the PAVE (Pathways to Adults Volunteering in Education) programme, with a number of parents securing posts in South Ayrshire schools following the programme. This success has encouraged more schools to sign up!
Allocation of £12500 per cluster has supported a has allowed one cluster to collaborate with the Campus Officer and a local gym to promote positive behaviours with weekly sessions on key issues including personal safety and the one punch programme.
Development of a data set around Family First to improve and support understanding of impact, gaps and next steps.
But the true success is in the relationships that are being built with our young people within Family First!

A young person's story of change with Family First support.

Family First supports many pupils and families who struggle with school attendance for a variety of reasons. This story of change focuses on an S3 pupil who told us that they were physically harmed in their local community which caused fear when leaving the house and impacted significantly on their mental health. At the time of support being requested by Family First, our young person was rarely leaving the family home and had a school attendance level of 0% wh. Family First ensured a consistent person, one of our Family First teachers, built a relationship with this pupil and over a period of four months the pupils was successful in achieving National 3 English, Maths and National 4 Maths. Our pupil has worked so hard and is now attending the South Ayrshire Skills Academy education provision with 100% attendance. They tell us they feel much more confident and are now heading back out into the community with friends with mum telling us she "has her boy back".



These stories of change are common for young people engaged within Family First – we are so proud of them all!

Included Priority - Our recognition that we can do more for our children, young people and families who have diagnosed or undiagnosed additional support needs to help them reach their full potential.

Action	Progress Rating	How's it going?
1. By 2026 all educational establishments will be on their journey to achieving CFE accreditation (Year 1-3)		Improving trend in the number of educational establishments on their Communication Friendly Environment journey, including early years establishments. Improving trend in Communication Champions attending Communication Network meetings with Champions surveyed informing that support from the South Ayrshire Communication Friendly Environment team is having a positive impact on speech, language and communication in their setting. Improving trend in community settings who are Communication Friendly Environment accredited with 16 settings now fully accredited and 7 accreditations pending. Increased knowledge and confidence in staff following open training sessions on the importance of speech language and communication with participants rating confidence at 100%, an increase from 10%. Improving trend in the percentage of P1, P4, P7 children achieving expected Curriculum for Excellence literacy levels (reading, writing, listening and talking) to almost 80%. Stable trend in the number of educational establishments enrolled in the South Ayrshire Reads strategy with increase forecast for 25/26 when all Secondary Schools will be enrolled. Improving trend in the attainment gap in all literacy measures across Primary 1, 4 and 7 pupils. Increasing practitioner assessment scores following Talk Boost sessions showing improvement against all learning areas. Increasing practitioner awareness of the importance of speech, language and communication following training sessions at Biggart Hospital with all sessions resulting in 100% knowledge.
2. Communication friendly environments to be expanded to Community settings by March 2025 (Year 1/2)		
3. Establishments will all receive their SACFE launch by June 2024 (Year 1)		
4. Establishments will receive SACFE launch in SAR launch session in academic year 24/25 (Year 2)		
5. A SACFE logo will be created in partnership with South Ayrshire's young people to increase awareness of SACFE and to represent the programme (Year 1)		
6. A Communication Champion network will be established for peer support and practice sharing (Year 2/3)		
7. A training calendar which supports SACFE practice will be established to develop understanding of the pedagogy which underpins the development of reading skills. (Year 1)		
Develop a well-established literacy team and wider Reading Leader network to support the development of reading in children and young people in South Ayrshire. (Year 1-3)		

Action	Progress Rating	How's it going?
9. Develop an inclusive, diverse, engaging and supportive South Ayrshire Reading Curriculum. (Year 1-3)		Increasing trend in non-EYC staff trained in Antenatal and Learning Together PEEP to support messaging around speech, language, communication and play. Increase in awareness of screen time across the authority with inclusion of Screens Awareness Week in Public Health calendar and development of resources. Increasing trend in percentage of Early Years pupils achieving 8 or more milestones in each domain, by 5.6% in language and communication alone. Acknowledgement that staffing and capacity issues have affected this work in reporting year 24/25 with plans to progress in 25/26.
10. All Early Years Practitioners in South Ayrshire will have completed Teacher Talk training by June 2025. (Year 2)		
11. Screens awareness week will be developed in 2024, and embedded in public health across South HSCP by March 2025 (Year 2)		
12. Development of public health resources (Year 2)		
13. Training delivered to foster carers across South Ayrshire. (Year 3)		
14. Development of a DLD strategy across South Ayrshire (Year 3)		
15. Working group set up to develop work (Year 3)		
16. DLD Awareness raising training rolled out (Year 3)		

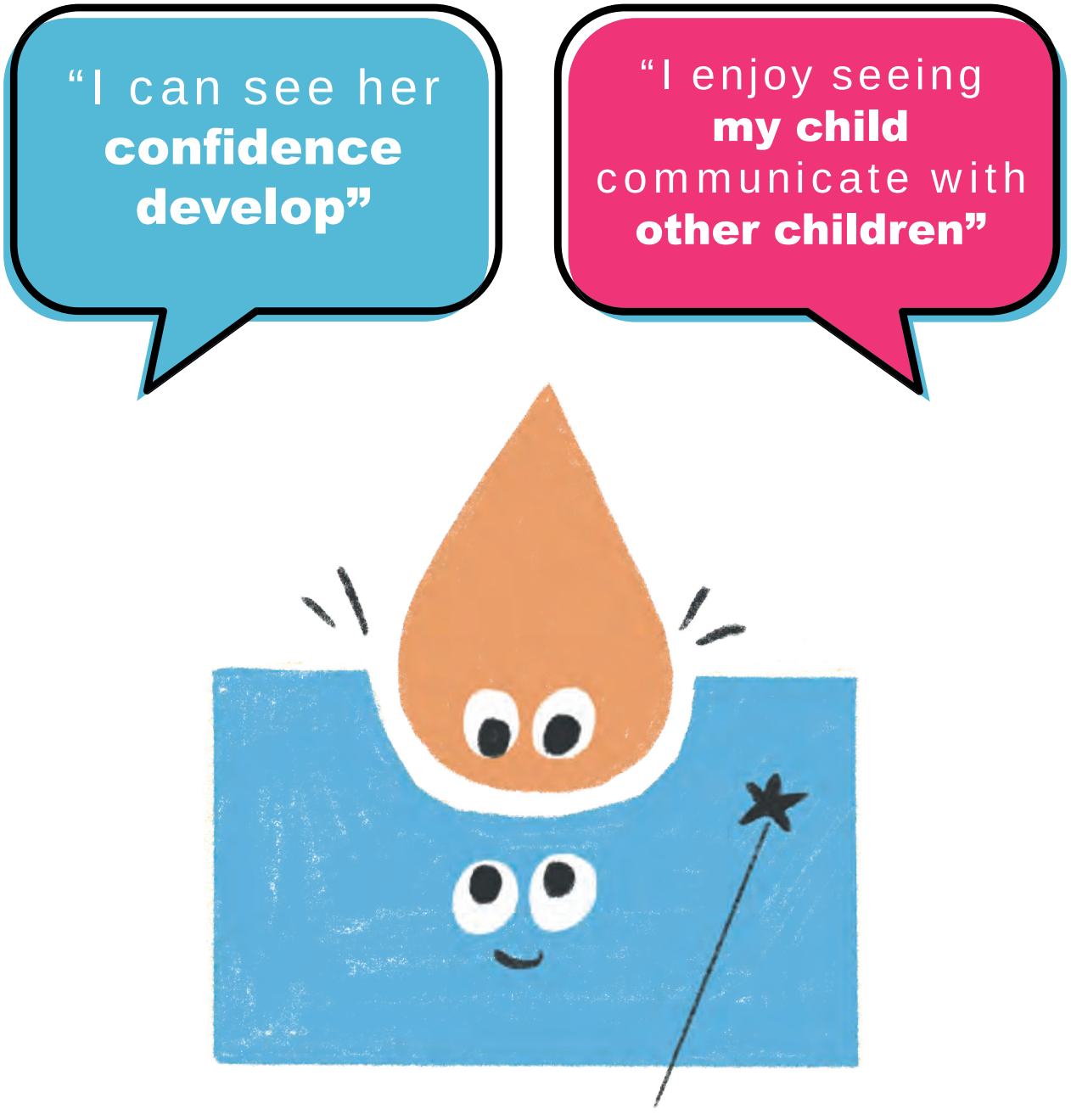
Action	Progress Rating	How's it going?
17. DLD – Practical Strategies training rolled out (Year 3)		Increasing trend in overall percentage of pupils recorded as having one or more additional support need in 23/24, with a slight decrease in Primary school from 39.9% to 38.8%. Development of South Ayrshire Neuro-Screening group in this reporting year saw 85 young people highlighted for discussion, with the main concern being potential ADHD at 38%, then Autism at 28%. Development of Neuro Hearts and Minds service including peer support groups. Recognition that a diagnostic pathway is still required for all children. Increasing trend in the proportion of children meeting developmental milestones from 82% to 85%. Increasing numbers of Antenatal PEEP sessions delivered in collaboration with Speech & Language (SLT) and Health Visiting (HV) Teams. Increased early universal supports has seen the Speech and Language Team wait list numbers continue to decline meaning support can be accessed timeously. Slight increase in percentage of children at 13-15 months with a speech, language or communication concern to 6% which might be attributed to increased awareness, recording and supports available. Slight increase in percentage of children at 27-30 months with a speech language or communication concern to 11.9%, although lower than national and comparator authority averages. Gap in percentage concerns between most and least deprived areas in South Ayrshire. Increasing opportunities for collaboration in early years particularly between SLT and HV. Although a new indicator, we have increased identification to 22 teeny carers this reporting year. Looking forward to 25/26 we expect a further increase in identification of Teeny Carers due to a introduction of a dedicated role to promote and support this work.
18. DLD resources produced and targeted approaches to supporting children will be developed (Year 3)		
19. Support provided at transition stages in child's life (Year 3)		
20. All children with neurodevelopmental concern in South Ayrshire will receive appropriate support (Year 1-3)		
21. All children in South Ayrshire with neurodevelopmental concern in South Ayrshire will access diagnosis if appropriate. (Year 1-3)		
22. SPARK parent programmes rolled out wider (Year 1-3)		
23. SLT Joint working with Health visiting team. (Year 1-3)		
24. Universal and targeted initiatives to roll out key messages as early as possible (Year 1-3)		
25. Reduce risk at 27-30 month check by 10% (Year 1-3)		
26. We will identify young carers under the age of 5 to support their transition to school and access to supports. (Year 2-3)		

Change work in our Included Priority:

Inclusion is at the heart of everything we do in South Ayrshire. Through our Included Priority Group, we recognise that there are many barriers to inclusion we need to positively address, and families have told us the right help at the right time is vital. Feeling included is fundamental to our infant, children and young people's wellbeing and capacity to thrive. Young people have told us that when they feel understood, they are more likely to feel valued and supported. They belong!

Our Included Priority group focuses on the collaboration needed across our services to foster environments, support practitioners and create meaningful initiatives, both educational and community, where every child can realise their potential. Through joint efforts including initiatives such as Antenatal PEEP focusing on our most deprived areas, we are seeing families creating the conditions to lead this change. Antenatal PEEP has been the vehicle for further collaboration in early communication skills between Speech and Language, Health Visiting, Thriving Communities and Early Years teams. Bringing these professionals together alongside families to support communication, connection and responsive parenting from the earliest point.

PEEP session feedback from parents:



Key activity in the Included Priority Group:
Our Communication Friendly Environment (CFE) community work in South Ayrshire, led by the Speech and Language Team, is incredibly exciting and successful work. Many local soft plays, restaurants, toddler groups, swimming pools and services such as Housing Aid or our A&E Department have received full CFE accreditation.
Over 30 large Communication Friendly communication boards have been installed in our local outdoor areas, supporting communication for families playing outdoors.
Our Screens Awareness week has been developed along with the Be Screen Smart programme which is being piloted in South Ayrshire Primary Schools. Our local Secondary schools are supporting in testing screen free days and Screens Awareness week now features in our Public Health Calendar.
The Neurodevelopmental Newsletter has been incredibly well received by families and practitioners alike. This quarterly newsletter detailed available supports, groups, websites and information for families who are looking for further information all in one place.
As part of the collaborative aim to improve speech and communication development by 27-30 months, health visiting teams have incorporated the use of the Speech and Language Team developed flow chart to identify children at risk of not achieving, or currently not achieving, in the communication domain at 13-15 months. Health visiting support workers provide early intervention and key messages to families to support progressing this area of development. This has been rolled out across the three teams in South Ayrshire.
Antenatal Peep is ongoing with a targeted group from our North Ayr area, which statistically has higher levels of deprivation and poorer outcomes. The “golden thread” of speech and communication being a focus throughout the sessions.
The development of our Neurodevelopmental Pathway Multi-Agency Screening Group rolled out in this reporting year. We are also working alongside Helios to progresses assessments for Autism Spectrum Disorder and the Pan-Ayrshire Diagnostic Group meets frequently to continue to progress this work.
Our South Ayrshire Reads team are now engaged with all Primary Schools and the majority of our Secondary Schools, with early data indicating we are progressing towards our long term aim to raise literacy attainment and reduce the literacy attainment gap.
The organic collaboration within this group has made many initiatives and improvement work possible to ensure that our infants, children and young people face less barriers to inclusion.

Story of Change: Teeny carers work.

Young carers are identified at school, with the average age of identification being 12 years old. We know that by this point our young carers have usually been caring for a significant period of time and identification came be as a result of reaching ‘crisis point’ (e.g., attendance, attainment or behavioural issues). A young carer from our Wee Carer Voice Group said recently, “‘I was a young carer for ages before anyone told me.”.

In South Ayrshire we currently have identified 22 teeny carers. To support this work to grow we are in the process of recruiting a two-year post to raise awareness of teeny carers with colleagues and families. Our Teeny Carer work will ensure all pre-5 staff are trained in identification of young carers to reduce young carers being missed and ensure early support can be provided, if required, particularly around achievement of developmental milestones. South Ayrshire are the only local authority in the UK who are actively identifying young carers under the age of 5 (teeny carers), meaning developmentally appropriate early support and intervention can be provided to ensure these children keep pace with their peers who are not caring.

Our developing Teeny Carer work has been recognised as national best practice by Scottish Government and Carers Trust.

Healthy Priority - Our dedication to promoting health, wellbeing and keeping our infants, children, young people and families in South Ayrshire safe.

Action	Progress Rating	How's it going?
1. Develop a local policy based on National guidance (Smoke free schools) (Year 2/3)		Increased opportunity to understand prevalence of smoking and vaping across age groups and localities via the HWB survey underway in May / June 2025. Co-created development of policy and resources to tackle vaping led by young people. Introduction of Pan-Ayrshire Vaping Task Force. Decreasing trend since 2021 of expectant mums reported to be a currently smoker. Increasing trend in expectant mums smoking in Ayr North (28.2%) compared to the South Ayrshire average (15.2%) and areas such as Troon (9.4%). Increasing trend of children and young people accessing school counselling – up 13.7% since the previous year. Significantly less males (33%) accessing school counselling than females (65%). Increased opportunity for consistent messaging utilising PEEP with Infant Mental Health, Family Nurse Partnership, Health Visiting, Social Work, Early Years, Perinatal Mental Health Team and Thriving Communities training and exploring collaboration. Increased whole family partnership working with the Alcohol and Drugs Partnership. Planning commenced to re-embed Solihull as key early parenting approach in South Ayrshire.
2. Survey the number of children and young people who have used vapes/e cigarettes (baseline measure) (Year 3)		
3. Identify educational materials for delivery across a variety of settings including schools and children's residential settings. (Year 2/3)		
4. Roll out education and awareness to identified age groups across South Ayrshire schools utilising a multiagency approach (Year 2/3)		
5. Identify support services for children and young people who require additional support to stop. (Year 2/3)		
6. Reducing children's exposure to second-hand smoke (Year 1-3)		
7. Develop a consistent approach, understanding and use of language across Pre-5 services through a coordinated approach to support attachment (Year 1-3)		
8. Ensure consistency and availability of training for identified services (EY workforce) on areas of child development such as attachment, trauma, ACEs, FASD, Relationships, routines, boundaries. (Year 1-3)		

Action	Progress Rating	How's it going?
9. Improve young people's understanding of the impact of parental wellbeing on infant mental health through targeted support S4, S5, S6 age groups utilising a multiagency approach (Year 3)		Increasing trend of pregnancies at 15-19 years old in South Ayrshire but lower than our family group authorities. This is an increasing trend across Scotland. Higher rate of pregnancy at 15-19 years in Ayr North than the NHS Ayrshire and Arran average. Development and communication of our School Nursing App, increasing information sharing with young people and families. Increasing trend in the uptake of the HPV Vaccine in S3 girls by 7.8% to 81.3%. Highest rate in Maybole and Carrick (83.1%) and lowest in Ayr North (71.7%). Decreasing trend this year of young people undertaking physical activities with Active Communities. Increasing trend of percentage of babies exclusively breastfed in the 24 hours prior to their 6-8 week review from 25.6% to 30.9%. Troon recorded the highest rates at 30.1% and Ayr North the lowest at 17.2%. Increasing trend this year of 5.5% of children who are a healthy weight at Primary 1, increasing to 77.7%. Highest percentage of P1 children of healthy weight is Girvan and South Carrick at 77.4%. and Lowest percentage is Maybole and North Carrick at 65.2%. South Ayrshire recorded an increase of P1's at risk of becoming overweight from 11.4% in 2022/23 to 13% in 2023/24, however there was no recorded change in the percentage rate of P1's at risk of obesity which remained at 9.8% from the year prior. Stable trend of children and young people actively travelling to school at 60%.
10. Identify support networks in place for parents within each South Ayrshire Locality such as peer support, support for young single parents, safe space and place, support to tackle loneliness and those experiencing poverty (Year 3)		
11. Improve mental health support for families during the perinatal period (Year 1-3)		
12. Introduce a consistent approach to education on sexual health and healthy relationships with support from partner agencies within secondary schools.		
13. Implement Breastfeeding Friendly Scotland Early Years Scheme across South Ayrshire (Year 3)		
14. Continue to deliver Jumpstart Tots and Jumpstart programmes for children and young people who are above a healthy weight (Year 1-3)		
15. Increase the number of children and young people who actively travel to and from school and further/higher education settings. (Year 1-3)		
16. Promote the benefits of an active lifestyle to children and young people within schools and further/higher education setting (Year 1-3)		

Action	Progress Rating	How's it going?
17. ADP will promote the "No Alcohol, No Risk" message to women of childbearing age, partners and families, and embed the FASD awareness raising, training and activities (Year 3)		Decreasing trend in the rate of Child Protection registration involving parental drug use, to 1.6 per 10,000 in 2024. Decreasing trend in the rate of Child Protection registration involving parental alcohol use, to 1.6 per 10,000 in 2024. Increasing opportunities for whole family supports for children and young people via ADP Connexions. **The Connexions team use Outcome star as the outcome measurement tool.** **53%** of young people who have completed a review within this reporting period reported improved knowledge in relation to alcohol and drugs, to make safer choices. **48%** of families completing a review within this period have improved outcomes. **62%** of young people reviewed have improved outcomes overall. From April 2024 – March 2025 89 young people or family members were supported within the Connexions service.
18. ADP will support the implementation of the new national programme of alcohol and drug education in schools and the provision of education-based resources in non-traditional settings (Year 3)		
19. ADP will roll out the support for young people test of change across all secondary schools in South Ayrshire removing barriers to accessing support - Connexions (Year 1-3)		

Story of change: ConneXions

In South Ayrshire our Alcohol and Drugs Partnership are closely aligned with our CSPP. The ADP are committed to the wellbeing of whole families in South Ayrshire and are responding to local need indicating that where an adult in their live has drug or alcohol worries – our young people might also need support.

Our Connexions Team offers a single point of access in South Ayrshire for young people looking for support with their own alcohol or drug use and whole family support for anyone affected by someone else's alcohol and drug use. Connexions is a collaborative model bringing together our Alcohol and Drugs Partnership, Barnados, We Are With You, Ayrshire Council on Alcohol, Recovery Ayr and the Health and Social Care Partnership. This collaboration sees a range of support and activities available based on the needs and aspirations of our young people including: individual support, group work, peer support, interactive information, advice and support to stay safe with access to wider specialist services. Connexions offers support at the right time and place for our young people and families.

Connexions offer support to young people in South Ayrshire where they or a family member are affected by the drug or alcohol use of someone in their network, or if a young person under the age of 26 is affected by their own drug or alcohol use. In South Ayrshire 46 families (72 children and 55 adults) currently being supported via the Barnardos element of Connexions Team. Alongside this, group work based in local schools has been incredibly impactful, with other work in schools including raising awareness of young people who might be young carers due to supporting a family member with drug or alcohol use and PHSE lessons to over 100 pupils.

Key activity in our Healthy Priority:
Our Vaping work in South Ayrshire is now aligned with the Pan-Ayrshire Smoking and Vaping Taskforce to strengthen our abilities to tackle this issue. In South Ayrshire all our vaping work has taken place in partnership with local school pupils who have led on identifying issues, and creating resources to reduce the prevalence of vaping locally.
We are developing our “Fun with Food” work. This is a collaborative partnership approach with early years and dietetics to use the established PEEP parenting programme to support families with nutrition and food behaviours to contribute to child healthy weight.
Our breastfeeding work continues to be very successful locally with NHS Ayrshire and Arran achieving UNICEF Baby Friendly Initiative Gold Award in March 2024. Investment in a breastfeeding nurse also continues.
South Ayrshire School Nursing APP, developed to share information went live in January 2025. The app includes a Sexual Health Tile to promote positive sexual health.
The Emergency Department referral pathway between Crosshouse Hospital and ConneXions is now in place and opportunities to role this pathway out to Ayr Hospital are being explored.
Revisiting our Health and Wellbeing Survey will provide us with a wealth of information into the next reporting year to understand and make sense of the impact of this group and the other thematic areas. The survey includes additional questions to support us to understand needs around vaping, and healthy relationships.
Our Infant and Perinatal Mental Health teams are linked into our PEEP training, as are our Maternity Care Assistants in South Ayrshire. Training has also rolled out in the use of the “Red Flags” attachment tool from the Lanarkshire Infant Mental Health Observational Indicator Set, and links established with the NHS Mini Minds Matters psychology service, for advice and guidance, where concerns are identified.
We have established a pan Ayrshire Young Person’s Sexual Health working group which includes representation from Education wellbeing leads, school nursing, Public Health, Sexual Health, community pharmacy, and staff working with care experienced young people. New developments include a postal condom service, young people’s pages on the SHAYR website, and free pregnancy tests and the minipill at most community pharmacies.



Voice Priority - Our commitment to listen to infants, children, young people, carers and parents and meaningfully involve them in decision-making around matters that affect them.

Action	Progress Rating	How's it going?
1. South Ayrshire Council will implement integrated impact assessments that will ensure the rights of children and young people are at the heart of key decision-making processes. (Year 2-3)		Although a new indicator the roll out of the integrated impact assessment took place in this reporting year - less than 25% of the IIAs have a completed CRWIA within. Increasing trend by 17% of community-based youth provision in South Ayrshire (specifically detached and diversionary youth work). Increasing trend from 15182 learners engaged in Thriving Communities community-based youth work to 19484. 93% of young people engaged with our Youth Work offer reported they have the opportunity to express their voice. Annual Youth Voice Awards recognises and promotes achievements of local young people. Increasing representation of local young people in our Youth Council with the inclusion of Primary 7 reps. There are now 30 members of the Youth Council in total, representing all Secondary Schools, Virtual School, Special Schools, Over 16's post school, young carers and P7's. Our Youth Council consultation captured 613 local youth voices on Cost of Living (an area they identified for improvement) this will help the young people decide how they spend the £10,000 that they were awarded from SAC. Co-created Child Friendly Complaints Policy and resources created with Secondary Pupils, with the young person leading an introduction of "level 0" complaints. Roll out of full authority Health and Wellbeing Survey in May 2025 with results to be utilised to inform next steps both in the CSPP and CPP. Development and roll out of UNCRC and Children's Rights online training across SAC from June 2025. Co-creation of our South Ayrshire Council Youth Voice and Participation Strategy
2. CSP will support young people to develop a new Youth Voice Charter for South Ayrshire Community Planning Partners (Year 2-3)		
3. We will develop a programme of events where young people's rights are promoted and discussed with key decision makers. (Year 1-3)		
4. Ensure people with lived experience are consulted and have the opportunity to share their views on matters that affect them. (Year 1-3)		
5. We will create opportunities through the Community Planning, Participation and Engagement Group (CPPEG) for young people, parents and carers to participate in consultations. (Year 1-3)		
6. We will refresh and develop the new pupil and parents surveys to seek the views of pupils and parents (Year 2-3)		
7. Create and roll out a Youth Council in South Ayrshire; including young people from each school cluster, our special schools, young carers and care experienced young people (Year 1-2)		
8. We will work with young people to develop a new youth engagement and participation strategy that ensures young people have opportunities to engage with services. (Year 3)		

Action	Progress Rating	How's it going?
9. To ensure we consult with young carers to design and deliver a co-ordinated, young carers support service that is fit for the future. (Year 1-3)		
10. Young people will co-design and develop our youth work offer in South Ayrshire (Year 1-3)		

Change work in our Voice Priority:



Through a consultation with approximately 700 young people on the future of Youth Voice, this year saw the successful introduction of our South Ayrshire Youth Council.

The Youth Council are an elected body of young people from across our secondary schools, as well as elected pupils from primary schools across the authority. The members were elected through a democratic process that saw over 700 young people casting their votes, ensuring broad representation and genuine engagement. The Youth Council has been established not only as a platform for young voices but as an active partner in supporting young people to be part of key decisions

The Youth Council has chosen to focus its efforts this year on key systemic issues, with a particular emphasis on the cost of living crisis. One of their main priorities has been addressing challenges around access to affordable and adequate school meals. Members of the Youth Council have attending CPP meetings to seek support and are working alongside our Facilities Department and wider partners to seek solutions to ensure all young people can eat well and regularly. In addition to this work, the Youth Council will serve as a vital consultative group for services seeking the views of young people and moving forward, South Ayrshire will continue to embed youth voice into local decision-making and explore practical initiatives to support their peers during these challenging economic times.

In the coming year the Youth Council will continue to evolve as youth-led, with members working on the priorities they've set and the issues that matter most to our young people. A key focus for the coming year will be deciding how to spend and allocate the £10000 given to the Youth Council by the local authority to address these issues. The group will continue to engage with their peers and explore ways to make the best use of this funding with the greatest impact for young people locally. This approach reflects our continued commitment to empowering young voices and given them genuine influence over the decisions that affect them.

Key successes in our Voice Priority:
Our Youth Council consultation on Cost of Living will help the young people decide how they spend the £10,000 that they were awarded from SAC. Partners are working together to support the Youth Council to address inequalities in relation to school meals.
We continue to engage our young people into the work of the CSPP and CPP with Young people involved in our CPP Childrens Service Session this year. This lead to improvement actions due to young people requesting support from key people in the room to address the cost of living crisis.
Local young people have co-created our Child Friendly Complaints Guidance and Youth Voice Strategy with over 700 young people being part of this work.
South Ayrshire Youth Awards were held on 3rd April 2025 in Ayr Town Hall. Young people organised and hosted the awards ceremony that recognised the achievement of young people aged 11-25 years.
Our Health and Wellbeing survey – completed by Primary and Secondary School pupils across South Ayrshire provides us with direct engagement with young people on the issues that are affecting them. This also allows us to have a clear picture of where we have improved and where the gaps continue to be.
Young people from Thriving Communities are working with youth work staff to plan the summer holiday programme including the annual Bounce Festival.
Our young people are creating a Youth Voice Pledge and supporting creation of our Participation and Engagement Strategy.
Six members of the Youth Council met the First Minister and asked questions at Scottish Government 'Traveling Cabinet' – giving our young people the opportunity to have their voices heard.
Young people in North Ayr and Carrick are being consulted on how spaces and places across South Ayrshire can be improved or enhanced. In North Carrick a children's version of the 'Place Standards Toolkit' is being piloted in a local Academy. Young people in North Ayr are being consulted on how spaces such as the Domain Youth Centre can be enhanced.



People Priority - Our training offer to staff in South Ayrshire, allowing them to come together to learn, collaborate and build relationships for the best outcome of the child.

Action	Progress Rating	How's it going?
1. A series of multi-agency development sessions, informed by areas of practice need (GIRFEC, Whole Family Support and UNCRC) (Year 2-3)		Development and roll out of in-person GIRFEC training to roll out from May 2025. Increasing trend in practitioners attending online GIRFEC and Children's Rights training who report increased knowledge in processes and procedures following GIRFEC training to over 90%. Increasing trend in staff new to South Ayrshire in the last 12 months who report increased knowledge in processes and procedures following online GIRFEC training to over 90%. Development of GIRFEC and Children's Rights Learning and Development strategy for roll out Summer 2025. Development of UNCRC training with roll out planned for June 2025. Increasing trend in the number of SAC and HSCP staff who have undertaken the Pan-Ayrshire GIRFEC training. Increasing availability of staff wellbeing supports. Multi-agency group set up to develop a parenting strategy co-created by families and utilising lived experience CPAF work. Increased focus on early years collaboration in year 3 through Whole Family Wellbeing Fund. Ongoing QI projects to be utilised in development of strategy. Development of resources utilising family feedback to support understanding of GIRFEC roles and processes. Further work required to involve infants, children, young people and families in communication. Development of GIRFEC websites on South Ayrshire Council and South Ayrshire HSCP sites to promote supports, learning tools and resources.
2. Develop a programme of events to bring to-gether staff from the wider partnership for op-portunities for collaboration around sharing practice, information about their roles and are-as of development. (Year 1-3)		
3. Conduct a training needs analysis with multi-agency early career workforce. (Year 3)		
4. A series of multi-agency early career work-force development sessions, informed by a training needs analysis of where practice could be targeted, improved and better aligned. (Year 2-3)		
5. Develop a multi-agency GIRFEC training calendar including a yearly GIRFEC practitioner event. (Year 2-3)		
6. Develop and roll out quarterly GIRFEC and Children's Rights Awareness training to all part-ners (Year 1)		
7. Development and roll out of South Ayrshire Parenting Strategy (Year 3)		
8. Develop and promote a 'South Ayrshire Lan-guage Guide' alongside care experienced young people with co-produced information to sup-port the workforce to reframe language and use terms that children and young people find to be more positive and inclusive. (Year 3)		

Action	Progress Rating	How's it going?
9. South Ayrshire GIRFEC Guidance and communications revisited to ensure inclusion of positive, inclusive, care-based language. (Year 1)		Increasing number of schools achieving The Promise award. Signs of Safety audits demonstrate our children and young people feel supported by their Team With the Family, in particular their social worker. Supportive, inclusive language a focus on all new GIRFEC documentation and training with a move to "Team with the Family" meetings, "My Plan" and our looked after meetings now personalised to the infant, child or young person's name. Roll out of family and young person survey to support next steps in Year 3.
10. Multi-agency GIRFEC development sessions include and promote work to implement local care-based language, support the work of The Promise and support staff to identify Young Carers. (Year 1)		
11. Develop new local GIRFEC Communication Plan for staff to roll our GIRFEC Guidance and materials. (Year 1)		
12. Work with children and young people, and parents or carers to develop communication plan taking account of national GIRFEC Refresh and local new guidance. (Year 3)		
13. Conduct a local multi-agency GIRFEC self-evaluation (Year 3) with workforce, children, young people and families focusing on our Team with the Family meetings and processes.		



Story of change: Building relationships through GIRFEC training

Following consultation with our practitioners across Children's Services Planning a clear message emerged: staff across agencies want more opportunities to come together, to build stronger relationships with colleagues in other services, and to deepen their confidence in applying the Getting it right for every child (GIRFEC) approach. Practitioners told us they needed more than policy knowledge, they needed practical, relationship-based training that supports real-life implementation and strengthens multi-agency working. To support this our in-person GIRFEC training programme was developed, designed alongside practitioners, placing relationships at the heart of every session. GIRFEC is a shared language and an approach of early help that relies on meaningful connection and trust between professionals to deliver the best possible outcomes for infants, children and young people.

To ensure authenticity and relevance, the training has been both co-developed and co-delivered by key members of staff who take on the named person and lead professional roles. These individuals bring experience, expertise, and credibility to the programme, which focuses heavily on relational practice, collaborative decision-making, and shared responsibility. The first training session has already taken place and was met with enthusiasm and positive feedback, with professionals expressing the value of being in the same room with colleagues from other services. The in-person format was intentionally chosen to foster deeper discussion, relationship-building, and collective learning—qualities that cannot be replicated in isolation or through digital formats alone.

Building on this foundation, the next phase of our GIRFEC programme will include targeted sessions for newly qualified staff across agencies—including teachers, social workers, and health visitors within their first years of practice. These bespoke training events will bring together new professionals at the start of their careers to learn not only about GIRFEC principles, but also about each other's roles, responsibilities, and pressures. By participating in the same sessions and remaining as a group across the full training journey, these practitioners will build relationships early on that can form the basis of future collaboration. This shared experience will help break down silos, promote a shared understanding of GIRFEC, and embed a culture of joint working from the very beginning of their professional journeys.

The programme will continue to be shaped by practitioner feedback, ensuring it remains responsive, relevant, and rooted in the real needs of those delivering services on the ground.

Key successes in our People Priority:
Our Multi-agency GIRFEC practitioner sessions are informed by consultation with those within the Team with the Family, from named person to lead professional roles and including third sector partners. GIRFEC is the vehicle to bring our multi-agency partners together with the focus of sessions being around building and maintaining those strong relationships across services for the best outcome of our local families.
A consultation underway to support us to understand the experiences of our young people and also parents or carers within our Team with the Family meetings and processes. We will use this as our initial steps to lead into our GIRFEC evaluation in 2025/26.
Closer links have been established between our wellbeing training and our Child Protection training with the inclusion of the Lead Officer of Child Protection within our GIRFEC training evaluation team.
Online GIRFEC training continues to be co-delivered by Children's Services Planning Lead Officer and partners in Aberlour – continuing close links with the Third Sector.
Quarterly online GIRFEC training continues to take place and is evaluated as improving knowledge and confidence of GIRFEC processes, roles and procedures.
UNCRC training has been developed and will be rolling out in the coming months across all services in South Ayrshire.

Section 10: What's next for South Ayrshire Children's Services Planning Partnership?

In early 2023, South Ayrshire Children's Services Planning Partnership (CSPP) published its Children and Young People's Service Plan, covering the period 2023-2026. Over the life of the Plan, we have set out to achieve our vision that:

'With a focus on prevention and early intervention we will work to empower families living in South Ayrshire. We will work with families in a way that values the unique needs and perspectives of each family member. We will ensure those working in our services have access to the resources, training, and the support they need to achieve our shared goal, and where they can overcome any challenges that come their way. We will help build strong and resilient communities where families are supported to thrive, and where every member is valued and included. This is our whole family approach.'

We know that we are making great strides towards achieving a "system" in South Ayrshire where families can experience early help at the point where it is needed. Our Promise work, Family First, Signs of Safety and whole family wellbeing work have been so strongly connected in everything that we do and with that we have emerging evidence that our work is having an impact. Families are beginning to tell us they are experiencing our help in a different way. With that, the coming year will be focused on deepening our understanding of the impact of this work and addressing any remaining gaps in our evaluation to support us to move forward with families in a meaningful way.

Next steps for Evaluation	Next steps for Early Years	Next steps for Parenting
All priority groups within our Children's Services Planning Partnership are supported by a robust evaluation management framework, strategically wrapping around our work to enhance planning processes. This ongoing journey of work will continue to evolve in 2025/26, as we revisit all our indicators to develop an even deeper understanding of our local communities to identify our areas of strength or areas for improvement. In this reporting year there has been an extensive amount of data collation and analysis undertaken, attributed to investment in a Data and Development Officer for Children's Services Planning. As we progress into the third year of this plan, a need is evidence to dive deeper into locality level data given the variation in outcomes for our children in more deprived localities.	Child poverty is a cross cutting issue and has a significant impact on the wellbeing of infants, children, young people and wider families. We know in South Ayrshire that children living in our more deprived areas are more likely to experience the impact of family affluence, particularly our under 5s. All our data in South Ayrshire CSPP is telling us to move our collaborative and ambitious efforts towards our Early Years, ensuring the right help at the right time, with prevention as our aim. There is a need for us to think carefully about how best to support those living in SIMD 1 in order to address this. Locality data available indicates a requirement to focus attention to the Ayr North area, where work is now commencing to develop an ambitious collaborative model of early help within the early years. This work will include supports such as early years, health visiting, and speech and language via a "sure start" type model of early help.	Work has commenced in South Ayrshire to develop our Solihull Parenting Strategy, reflecting what families are telling us they need. This strategy will focus on providing consistent, clear messaging for parents, carers and the practitioners supporting our families. The strategy will seek to address parenting help needed for parents where additional support needs are present and taking into account the complex impact of poverty on parental wellbeing and therefore family life. Central to this work is the ambition to drive forward the Solihull Approach across the authority, embedding a relational, attachment-informed way of working that supports the emotional health and wellbeing of children and their caregivers. As part of this, we are in the process of establishing a dedicated Solihull training team, who will wrap training around our Early Years Centres in areas of highest deprivation. This team will work across both children's and adult services, promoting a whole-family approach to wellbeing and parenting support. By bringing services together around families, we aim to strengthen early intervention, improve outcomes, and build lasting, trusted relationships with our communities.

Appendix 1: South Ayrshire Children's Services Planning Partnership (CSPP) Core Wellbeing Indicator Set

Utilising the Scottish Government's Children, Young People and Families Outcome Framework, the Joint Improvement Group (JIG) have developed a Core Wellbeing Indicator Set for South Ayrshire. This core set of high-level indicators compliments the National Performance Framework and Getting it right for every child (GIRFEC), and is designed to support the work of the JIG by providing a holistic overview of wellbeing for infants, children, young people and families in South Ayrshire.

Consisting of 22 over-arching indicators this South Ayrshire indicator set covers key aspects of wellbeing and is holistic, reflecting all eight GIRFEC Wellbeing Outcomes and the three sides of the My World Triangle (How I Grow and Develop, My Wider World, What I Need from People Who Look After Me). Analysis will highlight if desired long-term outcomes are being achieved and will support us to identify where improvements are required.

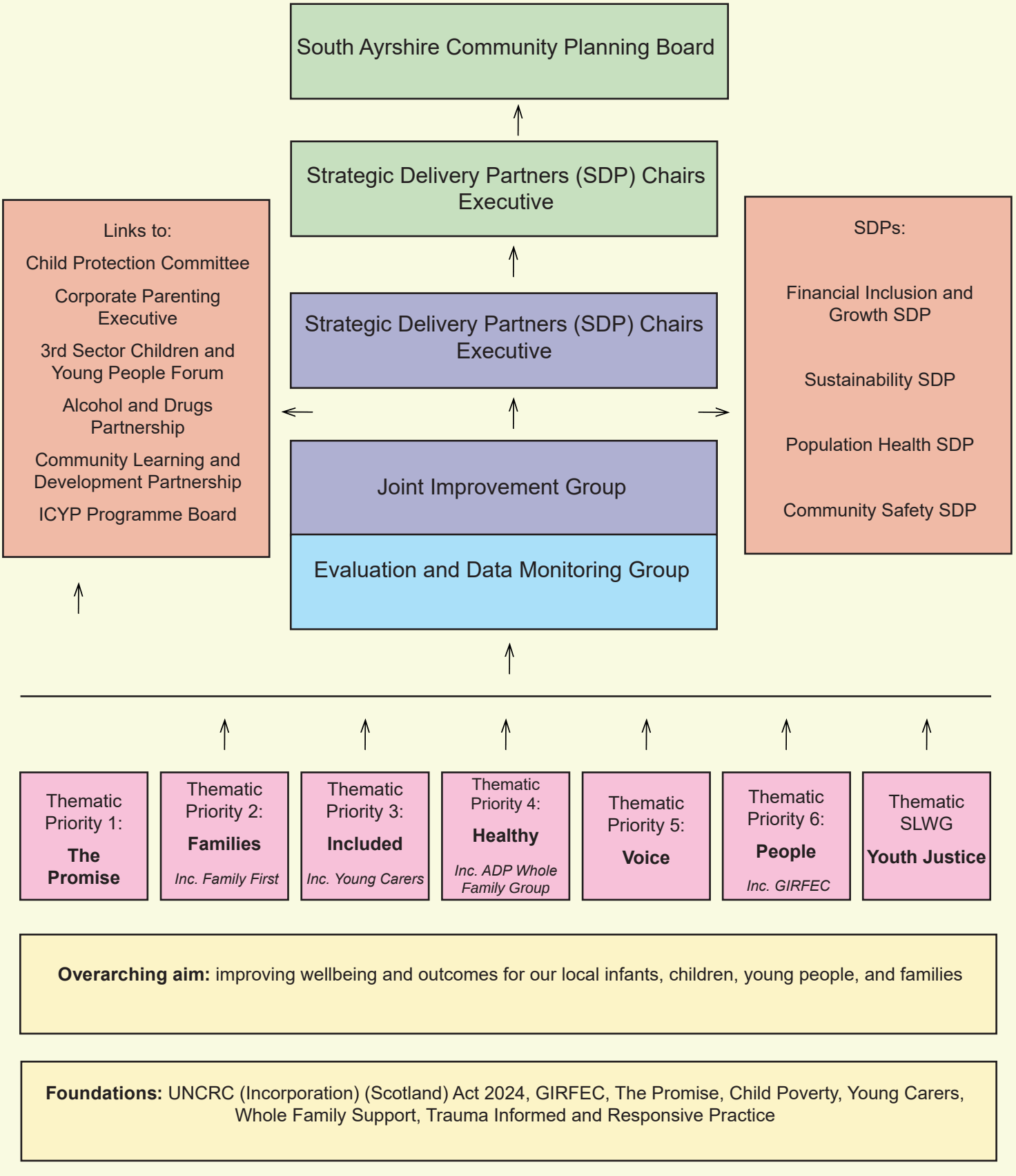
Priority Areas and overarching themes	Links with National Performance Framework and National Core Wellbeing 'Topic of Indicators' Set	Local Indicator and Source	2020/21 RCS Census	2021/22 Health and Wellbeing Census conducted	2022/23	2023/24	2024/25	Trend from previous years	Relevant Information
Healthy Priority	Child Social and Physical Development Physical Activity	% P5-S6 children that had at least 1 hour of exercise the day before the survey. (HWB Census)	Not available	60.4%	47.3%	46.6%	**HWB Census April 2025 onwards**	▬	HWB Census 21/22, South Ayrshire are re-peating the survey from April-July 2025
Healthy Priority Voice Priority	Child Social and Physical Development Play & Leisure Activities	% of S1-S3 children participating in positive leisure activities (HWB Census)	Not available	72.1%	Not available	Not available	**HWB Census April 2025 onwards**	▬	HWB Census 21/22, South Ayrshire are re-peating the survey from April-July 2025
Healthy Priority	Child Wellbeing and Happiness Bullying	% P5-S3 children who say they were bullied in the last year. (HWB Census)	Primary 31% Secondary (S1-4) 45%	Primary 27% (35.6%) Secondary 18% (24.5%)	Not available	Not available	**HWB Census April 2025 onwards**	↓	HWB Census 21/22, South Ayrshire are repeating the survey from April-July 2025
Healthy Priority	Child Wellbeing and Happiness Peer Relationships	Percentage P5-S3 children who agree that their friends treat them well. (HWB Census)	Primary 31% Secondary (S1-4) 45% Bullied in the last month	Primary 69% (84.7%) Secondary 67% (80.5%)	Not available	Not available	**HWB Census April 2025 onwards**	↑	Data includes S4 HWB Census 21/22, South Ayrshire are repeating the survey from April-July 2025
Healthy Priority	Child Social and Physical Development Diet and pre-school development	Proportion of P1s at risk of obesity (PHS)	15.8%	12.5%	9.8%	9.7%	Not yet available	↓	Children at risk of obesi-ty is declining as a trend but at risk of becoming overweight is slightly increasing at P1.
Healthy Priority	Child Social and Physical Development Diet and pre-school development	% of Primary 1 children with healthy weight	69.4%	72.2%	77.7%	Not yet available	Not yet available	↑	Target: No target set
Healthy Priority Whole Family Wellbeing	Child Social and Physical Development Diet and pre-school development	% of babies exclusively breastfed in the 24 hours prior to their 6-8 week review (PHS)	22.9%	24.5%	27.4%	30.9%	Not yet available	↑	Target: 25% Status: Exceeded target QI work linked: Ayr North PEEP and Responsive Feeding Project

Priority Areas and overarching themes	Links with National Performance Framework and National Core Wellbeing 'Topic of Indicators' Set	Local Indicator and Source	2020/21 RCS Census	2021/22 Health and Wellbeing Census conducted	2022/23	2023/24	2024/25	Trend from previous years	Relevant Information
The Promise Whole Family Wellbeing	Quality of Care Experience and Children have positive relationships. Protection from Harm 	Number of children subject to Interagency Referral Discussions (Local CPC Dataset)	81 (Covid)	245	267	221	**Not yet available**		This data indicator is scrutinised by the CPC quarterly but remains here as a high-level indicator of our early work.
The Promise Whole Family Wellbeing	Quality of Care Experience and Children have positive relationships. Protection from harm 	Number of children named on the child protection register (Local CPC Dataset)	19 newly registered	22 newly registered	43 newly registered	Not yet available	**Not yet available**		This data indicator is scrutinised by the CPC quarterly but remains here as a high-level indicator of our early work.
The Promise Whole Family Wellbeing	Child Material Deprivation Housing 	Number of children in temp accommodation at 31st March (Homelessness in Scotland)	Average: 67.5	Average: 82.5	Average: 110	Average: 98.7	**Not yet available**		
The Promise Whole Family Wellbeing	Quality of Care Experience and Children have positive relationships. Protection from Harm	Number of looked after children. (Local Data)	300	229	183	189	**Not yet available**		Target: No target set
The Promise Whole Family Wellbeing	Quality of Care Experience and Children have positive relationships. Protection from Harm 	Number of children looked after at home. (Local Data)	44	34	38	46	Not yet available	Not yet available	Target: Reduce those looked after away from home Status: Increase this year following a decline since 2021
Included Priority	Educational Attainment Literacy 	% of P1, P4 % P7 children achieving expected CfE literacy levels (ACEL, IS LGBF)	68%	71%	76.6%	79.2%	Not yet available		Target: to increase Status: Steady increase year on year.
Included Priority Whole Family Wellbeing	Child Social, Physical Development and Healthy Start Pre-school development 	% children with a concern at their 27-30 month review (as a percentage of children reviewed) (PHS)	15%	18.8%	16.1%	18.2%	Not yet available		Target: To reduce QI Work: Whole Family Early Years Early Help / Eligible 2s Data work
Included Priority Whole Family Wellbeing	Child Social, Physical Development and Healthy Start Pre-school development	% children with a concern at their 13–15-month review (as a percentage of children reviewed) Source: SCOTPHO	10.8%	10.9%	10.7%	14.1%	Not yet available		Target: To reduce QI Work: Whole Family Early Years Early Help / Eligible 2s Data work
Included Priority Whole Family Wellbeing	Child Social, Physical Development and Healthy Start Pre-school development	Proportion of children meeting developmental milestones at 27 month review. (IS LGBF)	74.8%	77.6%	78.1%	Not yet available	Not yet available		Target: 85% Status: on track QI work linked: Eligible 2s data

Priority Areas and overarching themes	Links with National Performance Framework and National Core Wellbeing 'Topic of Indicators' Set	Local Indicator and Source	2020/21 RCS Census	2021/22 Health and Wellbeing Census conducted	2022/23	2023/24	2024/25	Trend from previous years	Relevant Information
Included Priority The Promise Whole Family Wellbeing	Quality of Care Experience and Children have positive relationships. Protection from Harm	Number of young carers identified in South Ayrshire (Local Data)	113	131	242	602	**855**		Target: Increase number of young carers and reduce hidden population Status: Meeting target QI Work: Teeny Carers
Included Priority Whole Family Wellbeing	Child Social Development and Healthy Start Easy access to good quality universal provision	% of pupils recorded as having one or more additional support need (EY, Primary and Secondary as a % of all pupils) (Local Data)	EY 12.8% Primary 32.4% Secondary 30.1%	EY 18.4% Primary 37.4% Secondary 36.4%	EY 22% Primary 41% Secondary 44.3%	Not yet available			Improvement in identification and reporting processes contributing to understanding who our children with additional needs are.
Voice Priority The Promise	Children's Voices and Participation Trusted Adult	% P5-S6 children always have an adult in their life they can trust and talk to. (HWB Census)	Primary 44% Secondary 60%	Overall (P5-S6) 57% (66.9%)	Not available	Not available	**HWB Census April 2025 onwards**		HWB Census 21/22, South Ayrshire are repeating the survey from April-July 2025
Voice Priority The Promise Trauma Responsive Practice	Children's Voices, Participation and they have positive relationships Involvement in decision making	% of P5-S6 children who agree adults are good at taking what they say into account. (HWB Census)	Not available	Primary 93% Secondary 74%	Not available	Not available	**HWB Census April 2025 onwards**		HWB Survey data is P4-S6 HWB Census 21/22, South Ayrshire are repeating the survey from April-July 2025
Voice Priority Whole Family Wellbeing	Perception of local area Neighbourhood Satisfaction	% P5-S6 children who agree their local area is a good place to live. (HWB Census)	Primary 58% Secondary (S1-S4) 40% Said they liked the area a lot	Overall (P5-S6) 55% (65.5% Primary 60% (69%) Secondary 52% (61.7%)	Not available	Not available	**HWB Census April 2025 onwards**		HWB Census 21/22, South Ayrshire are repeating the survey from April-July 2025
Family Priority Included Priority Whole Family Wellbeing	Child Social, Physical Development and Healthy Start Pre-school development	% settings providing funded ELC achieving grades of good or better across all 4 themes. (IS LGBF)	95.7%	95.5%	90.8%	87.5%	**Not yet available**		3% decrease
Family Priority	Positive Destinations, Workplace learning and Participation Positive Destinations	Percentage of all school leavers in positive destinations at 9-month follow-up. (SG Stats, Local Data)	98.4%	98.3%	98.6%	98.7%	**Not yet available**		
Family Priority The Promise Whole Family Wellbeing	Education attainment, Participation and relationships. Easy access to good quality universal provision	Attendance at Primary School for children who are care experienced. (Local Data – SQR)	Home 92% Away 97% Previously 89%	Home 91% Away 95% Previously 89%	Home 82% Away 95% Previously 89%	Home 88% Away 94% Previously 89%	**Not yet available**		23/24, our attendance in primary schools was 93%, up 1% from session 2022-23. There was also a significant increase of 6% for children looked after at home.

Priority Areas and overarching themes	Links with National Performance Framework and National Core Wellbeing 'Topic of Indicators' Set	Local Indicator and Source	2020/21 RCS Census	2021/22 Health and Wellbeing Census conducted	2022/23	2023/24	2024/25	Trend from previous years	Relevant Information
Family Priority The Promise Whole Family Wellbeing	Education attainment, Participation and relationships. Easy access to good quality universal provision	Attendance at Secondary School for children who are care experienced. (Local Data - SQR)	Home 82% Away 93% Previously 84%	Home 71% Away 89% Previously 78%	Home 54% Away 87% Previously 75%	Home 67% Away 87% Previously 76%	**Not yet available**	↑	23/24 our secondary schools increased by 2%, up from 85% in 2022-23 to 87%. Significant increases of 3 and 13% for young people living in quintile 1 and those looked after at home respectively.
Family Priority The Promise Included Priority	Child Social Development and Healthy Start Easy access to good quality universal provision	School exclusion rates (per 1000 looked after pupils)	73.4	Not available	34.0	Not available	**Not yet available**	↓	54% reduction
People Priority The Promise	Children having Positive Relationships and Quality of Children's Services Quality Services	Staff engaged in SAC online GIRFEC training offer who have increased knowledge of GIRFEC following training. (Local Data)	New indicator	New indicator	New indicator	New indicator	**94.7%**	→	Target: 85% Status: Exceeded target QI work linked: Ongoing assessment of in-person training in 25/26
People Priority The Promise	Children having Positive Relationships and Quality of Children's Services Quality Services	Number of staff engaging in the Pan-Ayrshire GIRFEC training	New indicator	New indicator	315	452	**Not yet available**	↑	
Youth Justice The Promise	Quality of Care Experience and Children have positive relationships. Protection from Harm	Number of children referred to the reporter on offence grounds. (SCRA)	54	34	59	64	**Not yet available**	↑	No target set. This year slightly above median.
Youth Justice The Promise	Quality of Care Experience and Children have positive relationships. Protection from Harm	Number of young people referred to youth diversion. (Local data)	28	28	37	14	**Not yet available**	Data Only	
Cross cutting all priorities and themes	Child Material Deprivation Child poverty	Relative child poverty rate (after housing costs) (Scottish Government, End Child Poverty, DWP)	20.6%	24.4%	25%	Not yet available	**Not yet available**	↑	

Appendix 2: SA CSPP Structure.



I support South Ayrshire's Parenting Promise

Getting it Right for Every Child in South Ayrshire

South Ayrshire COMMUNITY PLANNING Partnership

Children's Rights and Wellbeing Impact Assessment

Children's Services Annual Report 2024/2025

Children and Young People's Services Plan

1. **Which articles of the UNCRC does this policy/measure impact on?**

The Children's Services Annual Report impacts across most UNCRC articles with a particular focus on the below:

Article 1: All children under 18 have rights.
Article 2: All children have rights.
Article 3: Adults do what is best for me.
Article 5: Parental guidance and a child's evolving capacities.
Article 6: Support to grow and develop.
Article 9: Family reunification.
Article 12: Respect for the views of the child
Article 23: Children with a disability
Article 31: Leisure, play and culture

2. **What impact will your policy/measure have on children's rights?**

The Scottish Government has put children's rights at the centre of its policy and the Children and Young People (Scotland) Act 2014 puts a duty on key public services to report on what they are doing to promote them. Children's rights are at the heart of all the work noted within the Annual Report.

3. **Will there be different impacts on different groups of children and young people?**

The Annual Report and Children's Services Plan consider all infants, children and young people. However, there is recognition that some infants, children and young people with particular vulnerabilities may be more likely to experience health inequalities and may require protection. As such, some areas of work described within the Annual Report focus specifically on children furthest away from their rights, participation and most impacted by inequalities locally. A particular focus must remain on our children affected by poverty, or whose who are care experienced or young carers.

The Children and Young People's Services Plan 2023-2026 has a strategic focus on the rights of children.

4. **If a negative impact is assessed for any area of rights or any group of children and young people, can you explain why this is necessary and proportionate? What options have you considered to modify the proposal, or mitigate the impact?**

There are no foreseen negative impacts on any rights or groups for children and young people because of the implementation of the Children and Young People's Services Plan or the Annual Report. However, it is essential that all children and

young people have equitable opportunities to improve their health and wellbeing outcomes. This may require promoting the interests of one group of children above another.

5. **How will the policy/measure give better or further effect to the implementation of the UNCRC in Scotland?**

South Ayrshire Council has a duty to safeguard, support and promote the wellbeing of children in their area. South Ayrshire has the 10th highest child poverty levels in Scotland with approx. 13% of children under 16 classified as living in absolute low-income families after housing costs. This equates to approximately 2,500 children.

South Ayrshire's Children and Young People's Services Plan was developed in line with the guidance of Part 3 of the Children and Young People (Scotland) Act 2014.

The Plan promotes four General Principles of the UNCRC, namely:
1. Non-discrimination (article 2)
2. Best interest of the child (article 3)
3. Right to life survival and development (article 6)
4. Right to be heard (article 12)

6. **How have you consulted with relevant stakeholders, including involving children and young people in the development of the policy/measure?**

The partners involved included:

- Families
- Infants, children and young people
- Third Sector Partners
- Alcohol and Drug Partnership
- Housing Services
- Education Services
- Health and Social Care Partners
- Corporate Parenting Lead Officer
- Community Learning and Development
- Employability and Skills
- Police Scotland

The development of the Plan and Annual Report shares the work of six thematic workstreams:

- The Promise
- Included
- Family
- People
- Voice
- Healthy

Children and young people have been well represented through the process via all above mentioned partners, the third sector and our Corporate Parenting Officer. Within reporting period 2024/2025 we have also worked alongside children and young people from local schools (including care experienced individuals and young carers) to create a Children and Young People's Version of the Plan alongside an animated version of the plan. Children created this and lent their voices to the project.

7. What evidence have you used to inform your assessment?

Our outcomes and aims are informed by our many statutory requirements and national agendas, policy, and guidance. This includes the following:

- Child Poverty (Scotland) Act 2017
- Getting it right for every child
- The Promise
- Children and Young People (Scotland) Act 2014

Furthermore, our Plan considers our local priorities, including:

- Local Outcomes Improvement Plan
- Child Poverty Strategy
- Young Carers Strategy
- Corporate Parenting Strategy

How will the impact of the policy/measure be monitored?

As per the requirements of the Children and Young People (Scotland) Act 2014, this annual progress report evaluates and monitors progress evaluation. Over this reporting year we have developed a robust self-evaluation framework, allowing scrutiny and horizon scanning.

The Joint Improvement Group will have oversight of the work ongoing through thematic groups 6 weekly and the Children's Services Planning Partnership will meet quarterly to further ensure progress.

How will you communicate to children and young people the impact of the policy/measure on their rights?

A child friendly brief of this report will be created and shared through youth participation structures including Young Carers Voice Groups, Virtual School Voice Groups, Champions Board and Care Experienced Groups. Our website and plans are all intentionally developed to be appealing and accessible to families.

Sign & Date:

Policy Lead Signature & Date of Sign Off: *Gillian Carroll*

Agenda Item No. 6(a)

South Ayrshire Council

Report by Depute Chief Executive and Director of Housing, Operations and Development to Cabinet of 23 September 2025

Subject: New Girvan Primary and Early Years Campus

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1. Purpose

1.1 The purpose of this report is to provide Members with an update on progress of the New Girvan Primary and Early Years Campus Project and to seek approval for a revised funding package and to proceed to execute the necessary documents at financial close.

2. Recommendation

2.1 It is recommended that the Cabinet:

2.1.1 notes the update for the Project, including the most up to date scheme, costs and programme;

2.1.2 approves the revised funding package for the project; and

2.1.3 requests the Chief Governance Officer to execute the necessary documents on behalf of the Council at Financial Close.

3. Background

3.1 In March 2023, a design team was appointed to undertake early design work on the project. Following this design work, a tender exercise was then undertaken in October 2024 to appointment a design and build contractor from the CCS Framework, Lot 3.4. to progress the designs to construction. On 6 January 2025, Kier Construction were appointed to design and build the new facility following the submission of the most economically advantageous tender.

4. Proposals

4.1 The proposals now developed include new facilities on the existing site to accommodate Girvan Primary School and Girvan Early Years Centre. The Early Years' Centre will operate separately within the new complex 52 weeks of the year. Images of the design proposal are included in Appendix 1.

4.2 The primary school element consists of classrooms over 2 levels, with flexible break-out teaching space and support facilities, including a main entrance and reception, dining area and sports hall with retractable bleacher seating. The ground

floor also accommodates an ASN Base with its own specialist facilities. The single storey Early Years Centre is a stand-alone building with its own entrance and reception. As well as the necessary car parking and vehicle servicing areas, the external spaces will include a wide range of teaching, socialising, play and sports areas.

4.3 The delivery of the new facility will bring about a range of environmental benefits including several sustainability measures such as renewable energy, heat retention, natural ventilation, recycling strategy and improved waste management. The project will also adhere to the council's new Sustainable Development and Climate Change Strategy including the target for a net zero carbon facility.

4.4 The proposed contract between the Council and the Main Contractor is a standard SBCC Design and Build Contract. The Council will be responsible for running the facility after completion and handover, including all future maintenance.

4.5 A planning application for the new campus was approved by South Ayrshire Council at a meeting of the Planning Regulatory Panel on 27 June 2025.

4.6 The detailed design process has culminated in the production of final design proposals, programme, project costs and risks. The target programme for the project is as follows:

Milestones	**Date**
Execute Contract	3 October 2025
Site set up/commencement of works	10 October 2025
Handover	26 February 2027

4.7 The total project cost including all construction related costs, development and professional fees and client direct costs is now sitting at £36,776,104.

4.8 The current allowance within the Council's approved General Services Capital Programme is £32,044,178.

4.9 Approval is therefore sought to increase the current allowance by £3,462,603 to meet the shortfall and proceed to formal financial close for the project.

4.10 It is also proposed that the Chief Governance Officer is requested to execute the necessary documents on behalf of the Council to allow the works to commence.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 The recommendations in this report are consistent with procurement requirements. Appointments will be made in accordance with the Council's financial regulations and standing orders relating to contracts.

6. Financial Implications

6.1 The Girvan Primary School and Girvan Early Years Centre is an identified project within the Council's approved General Services Capital Programme. The current project costs including all construction related costs, development and professional fees and client direct costs is £35,506,781.

6.2 The current approved funding for the project is £32,044,178. If the project were to proceed, an additional £3,462,603 would be required to meet the shortfall. It is proposed that this budgetary realignment will form part of a wider report seeking approval for a revised capital programme. This report will be presented to South Ayrshire Council on 18 September 2025 with the proviso that any additional funds for Girvan primary would be provisional and dependant on a subsequent Cabinet decision on 23 September 2025.

6.3 Robust scrutiny of the priced work packages has taken place by both officers and Currie and Brown who are acting as Project Manager and Quantity Surveyor on behalf of the Council to address the budgetary challenges. Regional Supply Chain Pressures due to the abundance of large-scale construction work in the Central Belt (HMP Glasgow, Monklands Hospital and Glasgow University for example) is significantly affecting competitive pricing for projects outside of Glasgow and Edinburgh.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

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

8.1.1 Risks have been identified and assessed in line with the Council's risk management process. A risk register is included in Appendix 2. These will be monitored and reviewed through the duration of the project.

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

8.2.1 The risks associated with rejecting the recommendations are:

(i) The existing facilities would require significant investment to keep them operational for the long term.

(ii) The reputation of the Council could be adversely affected.

9. Integrated Impact Assessment (incorporating Equalities)

9.1 This report provides an update on a project that was subject to a progress report given to Cabinet on March 2023 which was assessed for potential equality impacts, and the relevant documentation is attached as Appendix 3.

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/

11. Options Appraisal and Best Value Assessment

11.1 An options appraisal has been carried out in relation to the subject matter of this report and can be found in Appendix 4. The following table summarises which options were considered and their ranking of preference:

Option	*Description*	*Ranking*
1	New build facilities delivered for current budget	2
2	New build facilities delivered for enhanced budget	1
3	Do nothing and keep existing facilities	3

11.2 The proposals were designed in consultation with pupils, staff and parents/carers. If option 1 were to be taken forward, then further value engineering would be required to reduce the current shortfall. Although you would still end up with a new school, the value engineering exercise would result in a reduced specification for some items and other items being taken out, impacting on the final quality of the building/experience. Only the preferred Option 2 would fully deliver on the aspirations of the pupils, staff and parents/carers.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to Commitments 1 and 2 of the Council Plan: Fair and Effective Leadership/ Leadership that promotes fairness; and Closing the Gap/ Reduce poverty and disadvantage.

13. Link to Shaping Our Future Council Yes ☐ No ☑

13.1 Not applicable.

14. Results of Consultation

14.1 Consultation has taken place with Councillor William Grant, Portfolio Holder for Education, and Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, and the contents of this report reflect any feedback provided.

15. Next Steps for Decision Tracking Purposes

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

Implementation	*Due date*	*Managed by*
Execution of the main works contract	10 October 2025	Chief Governance Officer

Background Papers	**Report to Cabinet of 14 March 2023 – Girvan Primary School Project**
Person to Contact	**Chris Cox, Assistant Director – Planning, Development and Regulation** **County Buildings, Wellington Square, Ayr, KA7 1DR** **Phone 01292 612981** **E-mail chris.cox@south-ayrshire.gov.uk**

Date: 3 September 2025

Appendix 1



Image 1, School Entrance / Main Approach from Wreck Road



Image 2, Primary School



Image 3, Early Years entrance

SOUTH AYRSHIRE COUNCIL

GIRVAN PRIMARY REPLACEMENT PROJECT RISK REGISTER
29.08.2025

Probability							
	Almost certain	5	5	10	15	20	25
	Likely	4	4	8	12	16	20
	Moderate	3	3	6	9	12	15
	Unlikely	2	2	4	6	8	10
	Rare	1	1	2	3	4	5
			1	2	3	4	5
			Minor	Moderate	Significant	Major	Catastrophic
			Impact				

RISK						RISK ASSESSMENT				RISK ACTION							
Risk Author	Risk Category	Risk Owner	Risk Cause	Risk Event	Risk Effect	Probability	Impact	Risk Score	Threat Response Category	Response	Action Owner Organisation	Action owner Individual	Target Risk Closure date	Actual Risk Closure Date	Date of last Risk review	Movement since last review	
Person who raised risk	Risk Category selection	Person responsible for management & control of risk	Describe the source of the risk (e.g. risk triggers internal or external)	Describe the area of uncertainty in terms of threat or opportunity	Describe what will happen if risk occurs	1=rare 2=unlikely 3=moderate 4=more likely than not 5=almost certain	1=minor 2=moderate 3=significant 4=major 5=catastrophic	Total Risk Score	Reduction Removal Transfer Retention Share	Describe responses for a risk	Who is responsible for the action - Organisation	Who is responsible for the action - Individual	Target Risk Closure date	Actual Risk closure date	Date risk last reviewed	Increase ↑ Decrease ↓ No Change ↔ NEW CLOSED	Notes
John Bell	Regulatory	SAC	Internal	Title burdens, wayleaves and rights of way.	Project cannot proceed or restricted	1	4	4	Removal	Title report completed by Legal Services. No burdens identified that will prevent the project progressing as proposed but Sub-station rights legal arrangements to be concluded.	Legal Services / Estates	Legal Services / Estates	ASAP			↔	
John Bell	Regulatory	SAC	Internal	Failure to obtain Council / Cabinet approval for funding and proposals.	Project cannot proceed / reduced project scope	3	5	15	Reduction	Value Engineering required to bring cost down to approved budget or approval for additional funding required.	SPP	CM / Design team / QS	FC			↔	
John Bell	Regulatory	SAC	External	Delay or failure to obtain statutory consents.	project delayed or cannot proceed.	2	4	8	Removal	Planning approved. Process for Building Warrants including Fire Engineered Solutions agreed in principle with Building Standards (Rachel Wilson / Stuart Strachan).	Design team	Design team	TBC			↔	
John Bell	Regulatory	SAC	Internal	negative Environmental Impact	Cost of measures to address environmental impact.	2	2	4	Removal	Planning approval added in notes.	SPP	CM	TBC			↔	Planning Approval
John Bell	Regulatory	SAC	Internal	Failure to comply with council standing orders for procurement.	Damage to reputation / legal challenge	2	2	4	Removal	SPP to engage with SAC Procurement for all procurement.	SPP	CM	TBC			↔	
John Bell	Regulatory	SAC	Internal	Equalities Impact	Damage to reputation / legal challenge	2	2	4	Reduction	EIA screening assessment still valid. Was this statement approved by Cabinet? I don't have the papers.	SPP	CM	TBC			↔	
John Bell	Regulatory	SAC	External	Scottish Water approval	failure to obtain approval for proposals results in cost or delay	1	3	3	Removal	Approved	Design team	Design team	TBC			↔	
John Bell	Regulatory	SAC	External	Care Inspectoarate approval	failure to obtain approval for proposals results in cost or delay.	2	2	4	Removal	Design approved. Further inspection on completion.	Early Years	Aileen Valenti	TBC			↔	
John Bell	Management	SAC	Internal	Failure of communication	Delay, additional cost, failure to achieve required outcomes.	1	3	3	Reduction	PM appointed. Ongoing scheduled project meetings.	Project team	All	Ongoing			↔	
John Bell	Management	SAC	Internal	failure to consult internal stakeholders	Delay, additional cost, failure to achieve required outcomes.	2	2	4	Reduction	Extensive consultation held at each design stage.	SPP	CM	Ongoing			↔	
John Bell	Management	SAC	External	failure to consult external stakeholders	Delay, additional cost, failure to achieve required outcomes.	2	2	4	Reduction	Extensive consultation held at each design stage. Consultation through planning process. Design team have engaged with stakeholders as required.	SPP / Design team	CM / Design team	Ongoing			↔	
John Bell	Management	SAC	Internal	Failure to inform public of proposals and timescale.	Damage to reputation	3	2	6	Reduction	Detailed public engagement carried out as part of planning process. Ongoing engagement with community councils. Press release to be issued prior to site start. Contractor to circulate newsletters.	SPP / Contractor	CM / Contractor	Ongoing			↔	
John Bell	Management	SAC	Internal	Suitable temporary EYC accommodation	Failure to identify suitable accommodation causes delay, cost or reputational damage	2	3	6	Removal	Allowance has been included for preferred approval, consultation required with school community.	SPP	CM	TBC			↔	
John Bell	Design	SAC	Internal	Failure to define required project outcomes and aspirations (measurable outcomes)	project does not deliver required outcomes	1	3	3	Removal	See project brief and approved stage design submissions.	SPP	CM	TBC			↔	
John Bell	Design	SAC	Internal	Changes to SAC client requirements.	Project delayed or cost increase	2	3	6	Reduction	Detailed engagement held at each design stage.	SPP	CM	Ongoing			↔	
John Bell	Design	SAC	Internal	Design quality fails to deliver aspirations.	Damage to reputation	2	2	4	Reduction	Appropriately qualified design team appointed.	SPP	CM	TBC			↔	
John Bell	Design	SAC	Internal	Completed project creates costly maintenance requirements for the council.	Cost	2	3	6	Reduction	Access and Maintenance strategy produced by design team and reveiwed by Asset Management. Workshops held with Asset Management during design.	SPP	CM	TBC			↔	
John Bell	Design	SAC	External	Failure to deliver Accessibile design	Damage to reputation / legal challence	2	2	4	Removal	Accessibility considered at all stages of design. Building Standards required compliance with accessibility standards.	SPP	CM	TBC			↔	
John Bell	Design	SAC	External	Design proposals unaffordable	Cost / Delay	3	5	15	Removal	value engineering required or additional funds to be approved.	SPP / Design team / QS	CM / Design team / QS	TBC			↔	
John Bell	Design	SAC	External	Design fails to avoid surface water hazards.	Cost / Delay	3	3	9	Reduction	Reviewed with design team during stage 3 design reviews	Design team	Design team	TBC			↔	
John Bell	Construction	SAC	External	Cost increase due to construction delays, market conditions, or unforeseen circumstances.	Cost Increases	3	3	9	Reduction	Fixed price contract. Detailed surveys carried out (except for asbestos). Cost consultant to monitor cost during construction. Risk to be reviewed during construction.	SPP	CM	Ongoing			↔	
John Bell	Construction	SAC	External	Delay due to utilities companies	Project delayed or cost increase	3	3	9	Reduction	Surveys complete and records obtained. Design team to obtain all required consents for disconnections and new supplies.	Design team	Design team	TBC			↔	
John Bell	Construction	SAC	External	Unexpected site conditions, including asbestos, contamination, unrecorded services etc.	delay and cost	4	4	16	Reduction	Asbestos survey has not been undertaken as yet, due to the building being fully operational. An intrusive survey is required to ascertain the true extent of asbestos within the building so to do so now would run the risk of disturbing anything not charted on the files held by Asset Management. An allowance has been made within the Demoltion work package for this.	Design team	Design team	TBC			↔	
John Bell	Commercial	SAC	External	Failure to achieve value for money from construction contract.	Damage to reputation / cost	3	3	9	Reduction	2 stage D&B contract allows QS and design team engaging with contractor to develop proposals that deliver VfM.	Design team / QS / Contractor	Design team / QS / Contractor	01/09/2025			↔	
John Bell	Construction	SAC	External	Excessive construction defects	Damage to reputation / cost / delay	3	3	9	Reduction	Allow sufficient time in construction programme for completion and commissioning. Appoint a clerk of works.	SPP	CM	TBC			↔	
John Bell	Construction	SAC	External	Disruption or risks to neighbours and public during construction.	Safety risks / reputational damage	3	3	9	Reduction	Detailed public engagement carried out as part of planning process. Ongoing engagement with community councils. Press release to be issued prior to site start. Contractor to circulate newsletters.	Contractor	Contractor	TBC			↔	
John Bell	Construction	SAC	Internal	Disruption to school and EYC during construction.	Safety risks / disruption to learning	3	3	9	Reduction	Detailed engagement with school and EYC during design. Construction methodology shared. Contractor to engage regularly with schools and EYC to resolve any issues that arise.	Contractor	Contractor	TBC			↔	
John Bell	Construction	SAC	Internal	Consruction programme is not deliverable	delay / reputational damage	3	3	9	Reduction	Ensure the programme includes sufficient time for each activity and that crucial milestones like decant to the new building are not unrealisitc. Monitor programme regularly through contractoion period.	Contractor	Contractor	TBC			↔	

Prob	Imp	Score	Code
1	1	1	Green
1	2	2	Green
1	3	3	Green
1	4	4	Green
2	1	2	Green
2	2	4	Green
3	1	3	Green
4	1	4	Green
5	1	5	Green
1	5	5	Amber
2	3	6	Amber
2	4	8	Amber
3	2	6	Amber
3	3	9	Amber
4	2	8	Amber
4	3	12	Amber
5	2	10	Amber
2	5	10	Red
3	4	12	Red
3	5	15	Red
4	4	16	Red
4	5	20	Red
5	3	15	Red
5	4	20	Red
5	5	25	Red

Probability						
	Almost certain	5	10	15	20	25
	Likely	4	8	12	16	20
	Moderate	3	6	9	12	15
	Unlikely	2	4	6	8	10
	Rare	1	2	3	4	5
		1	2	3	4	5
		Minor	Moderate	Significant	Major	Catastrophic
		Impact				

Appendix 3

South Ayrshire Council
Equality Impact Assessment
Scoping Template

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

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

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

1. Policy details

Policy Title	New Girvan Primary School – Strategic Support Services
Lead Officer (Name/Position/Email)	Mike Newall, Depute Chief Executive and Director Housing, Operations and Development – mike.newall@south-ayrshire.gov.uk

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

Community or Groups of People	Negative Impacts	Positive impacts
Age – men and women, girls & boys	No	No
Disability	No	No
Gender Reassignment (Trans/Transgender Identity)	No	No
Marriage or Civil Partnership	No	No
Pregnancy and Maternity	No	No
Race – people from different racial groups, (BME) ethnic minorities and Gypsy/Travellers	No	No
Religion or Belief (including lack of belief)	No	No
Sex – (issues specific to women & men or girls & boys)	No	No

Community or Groups of People	Negative Impacts	Positive impacts
Sexual Orientation – person's sexual orientation i.e. LGBT+, lesbian, gay, bi-sexual, heterosexual/straight	No	No
Thematic Groups: Health, Human Rights & Children's Rights	No	No

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

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

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

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

5. Summary Assessment

Is a full Equality Impact Assessment required? (A full Equality Impact Assessment must be carried out if impacts identified as **Medium and/or High**)	~~**YES**~~ **NO**
Rationale for decision: **The proposal does not have significant positive or negative impact with regards to equality therefore an EQIA is not required**	
Signed : Mike Newall **Depute Chief Executive/ Director** **Date:** 14 February 2023	

The Options Appraisal follows a 5 step process. Each step of the process is detailed in subsequent sheets in this spreadsheet

Step 1: Defining the objectives

Step 2: Identifying the options

Step 3: Establishing the success criteria

Step 4: Undertaking the appraisal

Step 5: Confirming the preferred option

Objectives define what we want to achieve from the project. It helps show what the intention of the project is and whether or not it is heading in the right direction: in essence, the objectives tell the story of the project.

Objective 1	Modern teaching facilities that meet the needs of current teaching methods
Objective 2	Teaching facilities that are flexible to allow changes where required
Objective 3	Net Zero facility to help achieve the Councils sustainability goals and aspirations
Objective 4	Reduced maintenance costs to relieve pressure on CRA

This section details what options have been identified for delivering the project. These options will be appraised against the success criteria.

Option 1	New build facilities delivered for current budget
Option 2	New build facilities delivered for enhanced budget
Option 3	Do nothing and keep existing facilities

The success criteria is what each of the options will be measured against. Success criteria must therefore be linked to the objectives of the project and appraise each option with the objectives in mind.

Criteria 1	Does the option provide modern teaching facilities that meet the needs of current teaching methods
Criteria 2	Does the option provide teaching facilities that are flexible to allow changes where required
Criteria 3	Does the option provide a Net Zero facility to help achieve the Councils sustainability goals and aspirations
Criteria 4	Does the option help reduce maintenance costs to relieve pressure on CRA

The appraisal table is outlined below, showing the options of delivery vertically in column D and the success criteria horizontally at row 3. A score is allocated to each option in how well it can achieve the success criteria. In this case, no weighting of scores is provided

Options					Overall score
	Does the option provide modern teaching facilities that meet the needs of current teaching methods	Does the option provide teaching facilities that are flexible to allow changes where required	Does the option provide a Net Zero facility to help achieve the Councils sustainability goals and aspirations	Does the option help reduce maintenance costs to relieve pressure on CRA	
New build facilities delivered for current budget	3	4	4	4	**15**
New build facilities delivered for enhanced budget	4	4	4	4	**16**
Do nothing and keep existing facilities	1	1	1	1	**4**

Score key

1: Little / no impact

2: Limited impact

3: Likely to achieve some impact

4: Confident the option will fulfill most of criteria

This section describes each of the options and the reason why it has been discounted. Justification is also provided for the reason to progress with the preferred option, explaining why this option is best.

Option	Description	Reason for score/ranking
1	New build facilities delivered for current budget	The proposals are designed in consultation with pupils, staff and parents/carers. If this option were to be taken forward then further value engineering would be required to reduce the current shortfall. Although you would still end up with a new school, the value engineering exercise would result in a reduced specification for some items and other items being taken out, impacting on the final quality of the building/experience.
2	New build facilities delivered for current budget	This option would fully deliver on the aspirations of the pupils, staff and parents/carers. Fluctuations in the cost of materials/labour in the construction sector as a result of recent turmoil in the markets has resulted in increased costs which are passed onto clients.
3	Do nothing and keep existing facilities	Low score as this option does little to achieve objectives of project.

Agenda Item No. 7(a)

South Ayrshire Council

Report by Depute Chief Executive and Director of Housing, Operations and Development to Cabinet of 23 September 2025

Subject: Annual Assurance Statement – Housing

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1. Purpose

1.1 The purpose of this report is to provide Members with an update on the Regulatory Framework for Housing and to seek Cabinet approval to submit the Annual Assurance Statement to the Scottish Housing Regulator and publish the statement for tenants and other customers.

2. Recommendation

2.1 It is recommended that the Cabinet:

2.1.1 notes the content of the Assurance Action Plan outlined at (Appendix 1) and the overview of operational service delivery outlined at (Appendix 2)

2.1.2 considers and approves the Annual Assurance Statement at (Appendix 3);

2.1.3 approves the submission of the Annual Assurance Statement to the Scottish Housing Regulator by 31 October 2025 and its publication for tenants and other customers; and

2.1.4 notes the requirements of the Regulatory Framework and ongoing work outlined in section 4.1 to achieve full compliance in the areas of Equalities and Human Rights and tenant and resident safety for the element of Electrical Safety (Electrical Installation Condition Reports - EICR's).

3. Background

3.1 The last Annual Assurance Statement (AAS) was submitted to the Scottish Housing Regulator (SHR) on 27 September 2024 following approval by Cabinet on 25 September 2024.

3.2 In February 2024, the SHR published updated guidance relating to the Regulatory Framework and Annual Assurance Statements. The Framework is SHR's statement on Performance of Functions setting out how they will regulate both Registered Social Landlords (RSL's) and the housing and homelessness services provided by

Local Authorities. The website links to both guidance documents are included in the background papers section of this report.

3.3 SHR monitor, assess, report and intervene (as appropriate) in matters relating to performance of housing activities, and how services are delivered to tenants, people who are homeless, Gypsy/Travellers who use official sites provided by landlords and factored owners for both local authorities and Registered Social Landlords. On 11 March 2025, SHR wrote to all Local Authorities and Registered Social Landlords to provide advice on preparation of the AAS due to be submitted to SHR by 31 October 2025. This included continued reference to assurances around a clear statement in the AAS on the Council's compliance with relevant obligations in relation to tenant and resident safety, in particular, compliance with relevant safety requirements across the areas of gas safety, electrical safety, water safety, fire safety, asbestos, damp and mould and lift safety.

3.4 When considering each of the Charter outcomes, landlords may decide that improvement action is required to meet an outcome and must consider the materiality of the issue. Website links to the Scottish Social Housing Charter, the Regulatory Framework and Annual Assurance Statement statutory guidance are included in the background papers section of the report.

3.5 SHR uses the approved Assurance Statement, along with the Annual Return on the Charter (ARC) to consider and determine its' level of engagement with landlords. Within the 2024 AAS, the Council reported full compliance with all requirements and outcomes, apart from:- (1) full compliance in the areas of collection of equalities information and the adoption of a human rights approach in our work and (2) full compliance with tenant and resident safety – completing Electrical Installation Condition Reports (EICR's) which was due to difficulties gaining access to tenants' homes.

3.6 SHR published the 2025/26 Engagement Plan for South Ayrshire Council on 31 March 2025, it confirms that engagement will take place with the Council about its services for people who are homeless and its' site for Gypsy/Travellers. Since Cabinet approved the last AAS on 25 September 2024, Officers from Housing Services have met with SHR representatives on two separate occasions (10 January 2025 and 23 July 2025). At the meeting on 10 January 2025, discussion focussed on Homelessness, Gypsy/Travellers and Equalities. For homelessness the topic areas covered included:- Access; Assessments; Temporary Accommodation; and Outcomes for homeless people. For Gypsy/Travellers, discussion focussed on the site provision and allocation of lodges, demand from the gypsy/traveller community and satisfaction feedback. For Equalities, discussion focussed around temporary and permanent accommodation needs for specific groups, how these needs were being met and the challenges experienced in providing accommodation. At the meeting on 23 July 2025, the discussion focussed on services to homeless people with a particular focus on outcomes and temporary accommodation and for Gypsy/Travellers it was confirmed that a satisfaction survey will be undertaken later this year to form part of the 2025/26 ARC submission to SHR. Information and responses were provided at both meetings to SHR as part of their Engagement Plan Risk Assessment process. If SHR request any further information, this will be provided by the Council. There is also a requirement to make SHR aware of any emerging issues preventing the Council from fulfilling its statutory duty to provide temporary accommodation when it should and to comply with the Unsuitable Accommodation Order. The website link to the 2025/26 Engagement Plan is included in the background papers section of this report.

3.7 Each year SHR undertakes a thematic review of the self-assurance work landlords did to enable them to submit their Annual Assurance Statement. This year, SHR visited ten landlords, which included South Ayrshire Council. The purpose of the meeting is to explore how landlords assured themselves they complied with regulatory requirements and how they prepared their Statement, and also considered how landlords assured themselves about meeting their tenant and resident safety duties.

3.8. The visit by SHR to South Ayrshire Council on 21 May 2025, involved Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, the Assistant Director – Housing and Operations, the Service Lead – Housing Services and the Housing Asset Management Co-ordinator. The meeting focussed on the Council's approach to compiling the AAS, assurance activity undertaken and compliance with tenant and resident safety duties and to identify and share positive practice and any lessons learned. Formal feedback received from SHR identified a range of positive practice covering the following areas:- assurance and evidence, established channels and methods of tenant engagement, ad-hoc briefings to the Portfolio Holder, liaison with other landlords and sharing of good practice through national network events and forums, the format and circulation of the Cabinet report and the in-house development of certification for interlinked smoke and heat alarms to evidence compliance. There were two areas identified where practice could be improved, this included:- establishing quarterly performance reporting on tenant and resident safety to the Portfolio Holder to allow updates to be shared with Cabinet Members and establishing a process for monitoring performance relating to new damp and mould indicators. Work is progressing for both areas.

3.9 South Ayrshire Council's 2024/25 ARC was submitted to SHR on 30 May 2025. The return provided details of the Council's performance across the range of indicators within the 16 Charter Outcomes. Prior to submission of the ARC, a Microsoft Teams Meeting was held on 29 May 2025 which was open to all Elected Members, tenant representatives and interested tenants. At this session each of the indicators were discussed, information was provided on levels of performance and explanations were given for any variances in performance compared to 2023/24. The meeting was very interactive with Elected Members and Tenants Representatives asking a range of questions on the performance data presented. SHR published the 2024/25 Landlord Report for South Ayrshire Council on 29 August 2025. For reference by Members, a website link to the report is also included in the background papers section.

3.10 As outlined in previous reports, within the Council's governance arrangements and in the Housing Service, there are existing measures and processes to manage, scrutinise and report performance. These provide assurances and evidence that the Council is complying with the charter outcomes. The measures and arrangements outlined in the Assurance Action Plan at Appendix 1 support the Council's approach to scrutiny and offer evidence and assurance on compliance with the charter outcomes and regulatory requirements.

3.11 Prior to the submission of the 2024/25 ARC, Internal Audit sampled 8 (20%) of the 41 indicators for review. The review of the indicators covered reconciling the methodology used by the service for calculating the indicators to the official guidance supplied by the SHR, matching the "raw" data extracted from the NEC Housing System to the data used by the service to calculate the indicators and interrogating the data to ensure it only contained entries that were relevant to the indicator. Internal Audit concluded that *'Substantial Assurance'* - a sound system of governance, risk management and control exist, with internal controls operating

effectively and being consistently applied to support the achievement of objectives in the area audited. There were no recommendations arising as a result of the audit.

3.12 As part of the approved Internal Audit Plan, Internal Audit conducted an audit of the 2024 AAS and published their report in November 2024. Internal Audit concluded that *'Substantial Assurance'* - a sound system of governance, risk management and control exist, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited. Audit have assessed that the Council's Housing Service is meeting its regulatory requirements. There were no actions or recommendations arising from the audit. Future audits of the AAS will be undertaken on a three yearly basis from 2024/25, with the next scheduled audit due in 2027.

4. Proposals

4.1 Using available guidance and taking account of the guidance entitled 'Collecting Equality Information: National Guidance for Scottish Social Landlords' (revised June 2022) and the Self Assurance Toolkit (updated June 2024), each of the regulatory requirements have been considered. It has been determined that the Council is complying with all regulatory requirements and outcomes, apart from full compliance in the areas of collection of equalities information and the adoption of a human rights approach in our work, and although high levels of compliance are being achieved with relevant obligations in relation to tenant and resident safety, full compliance is not being achieved in relation to electrical safety checks. The Council continues to liaise with tenants to achieve access to properties for all necessary safety checks to be completed.

4.1.1 ***Equalities and Human Rights*** - processes continue to be in place to implement an effective approach to the collection of equalities information and to further embed the Council's approach in relation to human rights.

The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics. Work will be commencing later this year on Phase 2 of the Housing Online module, and this will include introducing the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data.

Although equalities and human rights considerations are embedded in operational practice, as part of future policy reviews, an explicit statement on equalities and human rights will be included. In terms of the Council's continued approach to Human Rights, positive work already takes place, and this is embedded across a range of activities including:

- ensuring that accommodation is provided to homeless households when needed,
- joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported,
- participation in national resettlement schemes to provide accommodation and support to displaced households,

- standards of council owned accommodation are maintained and major capital investment programmes are underway by the Council towards the standards outlined in the Scottish Housing Quality Standard,
- housing support services are provided to homeless households and council tenants to help sustain tenancies,
- there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the council area,
- the Council delivers adaptations to properties to make them more accessible for households with disabilities and consideration is given to bespoke design requirements for households as part of new build housing developments,
- the Council has established a Trauma Informed Approach and housing services employees engage in ongoing training and awareness raising sessions.
- the Council is reviewing and auditing activities across the whole authority to assess the support and training required by services to meet the expectations and obligations of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024. The Housing Service has completed this audit, and once findings are available, will take forward any required changes to policies, procedures and practices for activities undertaken.

4.1.2 ***Tenant and Resident Safety*** – The Council continues to have a strong track record in maintaining standards to meet tenant and resident safety, with compliance rates exceeding 99%. Full details of compliance performance are outlined in Section 2 of Appendix 2.

In the area of Electrical Safety - Electrical Installation Condition Reports (EICR's), full compliance is not being achieved. As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed.

Operational procedures are in place to manage and track the affected properties, however, a low level of safety checks that have expired does exist at any given time. On this basis the Council are not fully complying with the standard.

4.2 The Assurance Action Plan outlined in Appendix 1, includes details of assurance and evidence available. There are no material issues identified relating to compliance in other areas of activity. All housing activities are being managed in accordance with relevant legislation and arrangements are in place to monitor service delivery and track performance. An overview of operational service delivery, details relating to key activities including levels of performance and an

update on activities relating to tenant and resident safety are outlined at Appendix 2. Should any issues emerge which are deemed material and notifiable to SHR, these will be brought to Cabinet's attention.

4.3 Members are asked to consider the Assurance Action Plan outlined in Appendix 1 and the Overview of Operational Service Delivery outlined at Appendix 2 and approve the submission of the Annual Assurance Statement contained at Appendix 3 to the Scottish Housing Regulator and agree to publish this statement to tenants and other customers.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

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

8.1.1 There are no risks associated with adopting the recommendations. The operational activities and activities relating to tenant and resident safety outlined in Appendix 2, continue to be managed effectively within the service.

8.1.2 Risks relating to the Scottish Housing Quality Standard, gas safety, fire safety and electrical safety are included and monitored within the Housing, Operations and Development Directorate Risk Register.

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

8.2.1 The risks associated with rejecting the recommendations are that the Council would fail to submit the Annual Assurance Statement to Scottish Housing Regulator by 31 October 2025, and it would fail to meet its' requirements in terms of the Regulatory Framework.

8.2.2 Rejecting the recommendations would impact on the reputation of the Council.

9. Integrated Impact Assessment (incorporating Equalities)

9.1 The proposals in this report allow scrutiny of existing progress against the regulatory framework and provide a statement of compliance and an overview of operational performance across key activities, therefore an Integrated Impact Assessment is not required. A previous Equality Impact Assessment was carried out and is still relevant, this can be found within the background papers section of the report in the link to the previous report to Cabinet of 25 September 2024. Any future proposals

for changes to policies or strategies which identify potential positive and/or negative impacts and/or areas that require further consideration will be subject to an Integrated Impact Assessment.

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 Priority 2 of the Council Plan: Live, Work, Learn (Outcome – Housing).

13. Link to Shaping Our Future Council Yes ☐ No ☑

13.1 Not applicable.

14. Results of Consultation

14.1 There has been consultation with tenant representatives and interested tenants, this took place via a Microsoft Teams Meeting on 4 September 2025.

14.2 Tenants were consulted on the content of the draft Assurance Action Plan and the proposed Assurance Statement. Updates were provided on current service delivery and the operational challenges being faced by the Housing Service, along with details of the results from the 2024/25 SHR Landlord Report published on 29 August 2025.

14.3 Tenants acknowledged the progress and levels of reported performance and how the Council compared with the Scottish average across the published indicators. From the discussions at the session, tenants requested further information on the role of internal audit.

14.4 Consultation has taken place with Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, and the contents of this report reflect any feedback provided.

15. Next Steps for Decision Tracking Purposes

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

Implementation	*Due date*	*Managed by*
Submit the Annual Assurance Statement to Scottish Housing Regulator	31 October 2025	Service Lead – Housing Services
Publish the approved Annual Assurance Statement on Council website for tenants and other customers	31 October 2025	Service Lead – Housing Services

Background Papers

Report to Cabinet of 25 September 2024 – Annual Assurance Statement - Housing

Preparing Annual Assurance Statements: a thematic review 2025

Scottish Housing Regulator – 1 April 2025 to 31 March 2026 – Engagement Plan

2024/25 Landlord Report – Scottish Housing Regulator – published 29 August 2025 – South Ayrshire Council | Scottish Housing Regulator

Regulatory Framework | Scottish Housing Regulator

Annual Assurance Statement | Scottish Housing Regulator

Scottish Social Housing Charter - November 2022

The Scottish Federation of Housing Associations – Social Landlord Self -Assurance – Updated June 2023

The Scottish Federation of Housing Associations Limited National Guidance on Collecting Equality Data (revised June 2022 - Update to Equalities Guidance and FAQs

Person to Contact

Michael Alexander, Service Lead – Housing Services
Riverside House, 21 River Terrace, Ayr, KA8 0AU
Phone 01292 612921
Email michael.alexander@south-ayrshire.gov.uk

Date: 11 September 2025

Appendix 1 – Assurance Action Plan

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Assurance and Notification					
AN1	Prepare an Annual Assurance Statement in accordance with the Scottish Housing Regulator (SHR) published guidance.	Service Lead – Housing Services	31 October 2025	On Track	The 2024/25 Annual Assurance Statement was previously approved by Cabinet on 25 September 2024 and was submitted to SHR on 27 September 2024. The 2025/26 Report and Annual Assurance Statement to be considered by Cabinet on 23 September 2025.
	Submit approved Annual Assurance Statement to the Scottish Housing Regulator between April and the end of October each year	Service Lead – Housing Services	31 October 2025	On Track	The 2024/25 Annual Assurance Statement was previously approved by Cabinet on 25 September 2024 and was submitted to SHR on 27 September 2024. The 2025/26 Report and Annual Assurance Statement to be considered by Cabinet on 23 September 2025.
	Make the Annual Assurance Statement available to tenants and other service users.	Service Lead – Housing Services Policy Officer - (Tenant Participation)	31 October 2025	On Track	Consultation on the Assurance Action Plan and draft Annual Assurance Statement was undertaken with Tenant Representatives and Interested Tenants via a Microsoft Teams meeting held on 4 September 2025. Tenant Representatives and Interested Tenants reviewed the information, along with the details provided by the Co-ordinator – Housing Services, on current service delivery, operational challenges and performance in key operational activities. An overview of the performance position as reported in the 2024/25 Landlord Report published by SHR on 29 August 2025 was also

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Assurance and Notification					
					provided. Comments and feedback from tenants has been outlined in the covering report. Once approved, the Annual Assurance Statement will be published on the Council website and Housing Services Facebook.
AN2	Notify SHR during the year of any material changes to the assurance in its Annual Assurance Statement.	Service Lead – Housing Services	Ongoing	On Track	There were no required notifications to SHR during the 2024/25 reporting year. Notifications will be made to Scottish Housing Regulator as and when required.
AN3	Each landlord must have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety. **Action:-** As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback	Service Lead – Housing Services Co-ordinator – Housing Policy & Strategy	Ongoing	On Track	Assurance and evidence includes:- • Housing Management Policies and Procedures • Homelessness Procedures • Scottish Government National Homelessness Statistics • Annual Return on the Charter to SHR and supporting evidence. • Internal Housing Performance Reports on a range of housing activities and indicators i.e. rent arrears management, void management, repairs, anti- social behaviour complaints, tenant and resident safety compliance, etc. • Benchmarking Data and Reports • Comprehensive Tenants Survey was undertaken during January/February 2023, the next survey is scheduled to

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Assurance and Notification					
	scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed. Established procedures and processes are in place to track and manage instances of no access and Officers are continuing to work with households to achieve access. This is an ongoing rolling activity and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.				take place late 2025/early 2026 for results to be included in the 2025/26 ARC Return to SHR. • Customer Satisfaction Tracker Surveys • Evidence of consultation with tenants on rent setting process • Management Sample Checking and Case Audits • Staff Supervision and Performance Development Reviews (PDR's) • Internal Audit Reports • Internal Audit Report on Charter Indicators (June 2025) and the AAS and compliance with Regulatory Framework (September 2024) • External Audit Reports • Care Inspectorate Reports • Reports to Council, Cabinet, Audit and Governance Panel and Service and Performance Panel • Minutes of Performance Accountability Meetings • Tenant Newsletters • Health & Safety Policies and Procedures • Cyclical Health and Safety Audits and Fire Risk Assessments for designated properties • Compliance Records for Gas Safety • Fire and Carbon Monoxide Detector Compliance Certification

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Assurance and Notification					
					• Fixed Electrical Testing Compliance Certification
AN4	Notify SHR of any tenant and resident safety matters which have been reported to, or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.	Service Lead – Housing Services Service Lead – Risk & Safety	Ongoing	On track	Compliance Records relating to Tenants and Resident Safety The Council's Risk and Safety Team provide advice and guidance on health and safety related issues and link directly with the Health and Safety Executive on any relevant matters. Corporate Health and Safety Policies are in place and are published and accessible to all staff via the CORE - Council's Intranet system. A cyclical inspection process is in place for conducting Health and Safety Audits and Fire Risk Assessments on Council owned assets, including: - Sheltered Housing Units, Supported Accommodation Units and Office accommodation. A Departmental Risk Register is maintained and updated to track management action, mitigations, and progress of actions for any identified risks. An established programme is in operation for annual gas safety checks for all housing stock with gas appliances.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Assurance and Notification					
					An established programme of safety and compliance checks are in place for Electrical Installation Condition Reports (EICR's), and Fire and Carbon Monoxide Detector Standards. Other programmes of work and measured term contracts exist to manage aspects of tenant/resident safety including water safety, lift safety, asbestos management and damp and mould.
AN5	Each landlord must make its Engagement Plan easily available and accessible to its tenants and service users, including online.	Service Lead – Housing Services	April 2025	Complete	The last published Engagement Plan is available on the SAC website within the Housing Performance section. An article is also included in the Annual Performance Report providing background to the new Regulatory Framework and signposting to the Engagement Plan.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Scottish Social Housing Charter Performance					
CH1	Submit an Annual Return on the Charter (ARC) to SHR each year in accordance with our published guidance.	Service Lead – Housing Services	31 May 2025	Complete	The Annual Return on the Charter for 2023/24 was submitted to Scottish Housing Regulator on 30 May 2025 to meet deadline date of 31 May 2025 as set out in the Regulatory Framework. Local Government Benchmark Indicators and Key Performance indicators are reported to the Council's Service and Partnerships Performance Panel.
CH2	Each landlord must involve tenants, and where relevant, other service users, in the preparation and scrutiny of performance information. It must: • agree its approach with tenants • ensure that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance • publicise the approach to tenants • ensure that it can be verified and be able to show the agreed approach to involving tenants has happened • involve other service users in an appropriate way, having asked and	Service Lead – Housing Services	31 October 2024	Complete	Prior to submitting the Annual Return on the Charter for 2024/25, the content of the proposed submission to SHR was presented and shared with Tenant Representatives, Interested Tenants and Elected Members via a Microsoft Teams meeting held on 29 May 2025. Data from the previous year is included in the presentation to show comparisons, variances in performance are discussed and explanations are provided by Officers to Tenant Representatives and Elected Members. Following publication of the 2023/24 ARC Results and SHR Landlord Report, work was undertaken in consultation with tenant representatives on the production of the 2023/24 Annual Performance

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Scottish Social Housing Charter Performance					
	had regard to their needs and wishes.				Report. This was published in October 2024. Work is underway to work with tenant representatives on the production of the 2024/25 Performance Report and this will be published by 31 October 2025. The inclusion of the 'You Said/We Did' section in the Annual Performance report, includes feedback from tenants which has influenced changes to practice, procedure or led to service delivery enhancements.
CH3	Each landlord must report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users no later than 31 October each year. It must agree the format of performance reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.	Service Lead – Housing Services	31 October 2025	On Track	Each year Council Officers work with a group of interested tenants to agree the design, content and format of the annual performance report. Work is underway to work with Tenant Representatives and Interested tenants to develop the 2024/25 Performance Report. Any feedback received from tenants is considered and used to inform future editions of the performance report. The approach used is outlined in the annual performance report published annually. A copy of the Annual Performance Report is issued to all tenants who

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Scottish Social Housing Charter Performance					
					have registered to receive a copy. This is promoted through the tracker surveys that are issued to encourage take up from interested tenants. In addition, a copy of the report is made available on the Council's website and via the Housing Services Facebook. Copies of the Annual Performance Report are also available on request and are available from Housing Teams and Libraries.
CH4	When reporting its performance to tenants and other service users each landlord must: • provide them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord • include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance • set out how and when the landlord intends to address areas for improvement	Service Lead – Housing Services Policy Officer - (Tenant Participation)	31 October 2025	On Track	The content of the Annual Performance Report is agreed with tenant representatives. Tenant Representatives/Interested Tenants provide their own Foreword to the report each year. The report contains key performance information relating to the Charter Outcomes. The Council's performance in the year is outlined and comparisons with the previous year and the Scottish average are included. The Annual Performance Report outlines the key priorities for the coming year and provides an update on achievements.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Scottish Social Housing Charter Performance					
	• give tenants and other service users a way to feed back their views on the style and form of the reporting.				In agreement with tenant representatives, a section *'You Said/We Did'* is included in the Annual Performance Report. This includes details of feedback received which has led to changes in practice or procedures to improve service delivery. Tenants are given opportunities to make comments and suggestions for improvement and feedback is invited from tenants.
CH5	Each landlord must make the SHR report on its performance easily available to its tenants, including online.	Service Lead – Housing Services Policy Officer - (Tenant Participation)	31 October 2025	On Track	The Annual Performance Report includes details of SHR and includes website links to access further information. The website link to the SHR Landlord Report is published on the Council's website and the Housing Services Facebook.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Listening and responding to tenants and service users					
LR1	Each landlord must provide tenants, residents and service users with easy and effective ways to provide feedback and raise concerns and ensure that it considers such information and provides a quick response	Service Lead – Housing Services		Complete	The Council offers the facility for tenants and other customers to make a housing request or provide feedback regarding the housing service. All service requests are managed by operational housing teams and any feedback is reviewed and an appropriate response is provided to the tenant or other customer. Tenants and other customers can also communicate with the service via Social Media Platforms, any contacts received are received acknowledged by our Tenant Participation Team. The Council's Customer Service Team handle telephone contacts, any feedback provided by tenants and other customers will be recorded on the Council's feedback system and passed to the relevant operational team. The corporate complaints handling procedure *'Listening to You'*, can also be used by tenants and other customers to make a service request, provide feedback or make comments regarding the service provided by the Council.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Listening and responding to tenants and service users					
LR2	Each landlord must make information on reporting significant performance failures, including SHR leaflet, available to its tenants.	Service Lead – Housing Services Policy Officer - (Tenant Participation)		Complete	Information on reporting significant performance failures has been included in Tenants Newsletters, the Annual Performance Report, SAC Website and Housing Services Facebook page. Leaflets are available from Housing Teams.
LR3	Provide tenants and other service users with the information they need to exercise their right to complain and seek redress, and respond to tenants within the timescales outlined in its service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	Service Lead – Housing Services		Complete	The Council operates a corporate complaints handling procedure *'Listening to You'*. This procedure operates in accordance with the guidance and timescales from the Scottish Public Services Ombudsman (SPSO). The procedure is widely publicised via the Council website. Leaflets and Posters are also available across all Council establishments.
LR4	Each landlord must ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance	Service Lead – Housing Services	Ongoing	On Track	Complaint handling is monitored and discussed at quarterly performance accountability meetings held by the Service Lead – Housing Services. Complaints are reviewed, outcomes are considered and any learning identified is discussed. As part of the Complaint Management process, Investigating Officers must identify any learning from complaints, and record if this has led to changes in policy, practice or procedure. This is

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Listening and responding to tenants and service users					
					part of the process when closing a complaint. Complaint Management performance is also reported to and scrutinised by the Council's Service and Partnerships Performance Panel.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Whistleblowing					
WB1	Each landlord must have effective arrangements and a policy for whistleblowing by staff which it makes easily available and which it promotes.	Chief HR Officer		Complete	A corporate 'Whistleblowing – Policy and Procedure for Reporting Concerns at Work' is in place. This is available to access by all staff via the Council's intranet 'The CORE'. The Council's approved Code of Conduct for Employees also includes details relating to 'Whistleblowing' and includes a web link for employees to access the policy. Council wide communications have been issued to employees to raise awareness of the Code of Conduct

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Equalities and Human Rights					
EH1	Each landlord must have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	Service Lead – Housing Services Service Lead – Housing Strategy & Regeneration		Complete	All Housing Strategies and Policies include a section on Equalities and have been impact assessed. All reports to Council, Cabinet and other Panels include a requirement for an Integrated Impact Assessment (incorporating equalities) to be undertaken. As part of this assessment any equalities implications

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Equalities and Human Rights					
					are considered and outlined in the report. Arrangements are in place to ensure that translation services are accessed where required for tenants and other customers. Applications, correspondence, tenancy agreements etc. are made available in other languages or formats for minority groups or on request. Loop systems are available in council offices to assist hearing impaired customers. Front facing services to customers are provided from accessible locations. The Council continues to be actively involved in supporting Resettlement Schemes and works closely with CoSLA and the Home Office. To date the Council has been involved in the Afghan Relocation Scheme, the Syrian Vulnerable Persons Relocation Scheme and Ukraine Resettlement Scheme. Housing Support Services, Translation Services, and multi-agency working have been delivered to meet the needs of households resettling and to support their integration in communities across South Ayrshire. All returns have been completed and

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Equalities and Human Rights					
					submitted in accordance with the requirements of the schemes.
EH2	To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide gypsy/traveller sites must collect data on protected characteristics for these service users.	Service Lead – Housing Services Service Lead – Housing Strategy & Regeneration	June 2026	On Track	The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics. Phase 2 project work on housing online will include introducing the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data. Tenant Participation events and meetings are always held in accessible venues and locations to ensure that no barriers exist for tenants and other customers.
	Action:- Collection of Equalities Data Processes continue to be in place to implement an effective approach to the collection of equalities	Service Lead – Housing Services Co-ordinator (Housing)	June 2026	On Track	Consideration will be given to any changes to existing policies, procedures or practice. Consultation will take place with tenant representatives on any proposed changes.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Equalities and Human Rights					
	information. The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics. Work will be commencing later this year on Phase 2 of the Housing Online module, and this will include introducing the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data.	Team Leader – Housing			
	<u>Action</u>:- Human Rights The Council is continuing to develop its approach in relation to human rights, taking account of available guidance and the 'Housing and Human Rights Framework' published by the Chartered Institute of Housing'	Service Lead – Housing Services Service Lead – Housing Strategy & Regeneration Co-ordinator (Housing)	June 2026	On Track	Although equalities and human rights considerations are embedded in operational practice, as part of future policy reviews, an explicit statement on equalities and human rights will be included. In terms of the Council's continued approach to Human Rights, positive work already takes place, and this is embedded across a range of activities including: • ensuring that accommodation is provided to homeless households when needed,

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Equalities and Human Rights					
					• joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported, • participation in national resettlement schemes to provide accommodation and support to displaced households, • standards of council owned accommodation are maintained and major capital investment programmes are underway by the Council towards the standards outlined in the Scottish Housing Quality Standard, • housing support services are provided to homeless households and council tenants to help sustain tenancies, • there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the council area, • the Council delivers adaptations to properties to make them more accessible for households with disabilities and consideration is given to bespoke design requirements for households as part of new build housing developments,

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Equalities and Human Rights					
					• the Council has established a Trauma Informed Approach and housing services employees engage in ongoing training and awareness raising sessions. • the Council is reviewing and auditing activities across the whole authority to assess the support and training required by services to meet the expectations and obligations of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024. The Housing Service has completed this audit, and once findings are available, will take forward any required changes to policies, procedures and practices for activities undertaken. SHR expect landlords to confirm that they are considering how to adopt a human rights approach into their work. Work will continue over the next year to further develop the processes and systems to collect equalities information and to outline the Council's approach in relation to human rights. Consideration will be given to any changes to existing policies, procedures or practice. Consultation

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
Equalities and Human Rights					
					will take place with tenant representatives on proposed changes

Summary of Assurances and Evidence that the Council is Complying with the Charter Outcomes

Within the Council's governance arrangements and within the Housing Service, there are a range of measures and processes in place to manage, scrutinise and report performance, providing assurances and evidence that the Council is complying with the Charter outcomes. These include:-

These include:

- Annual Charter Return to SHR – supported by performance management reports and back up evidence for each of the indicators and outcomes;
- Housing Management and Homelessness Policies and Procedures;
- Scottish Government National Homelessness Statistics;
- Internal Housing Performance Reports covering keys housing management activities and ARC indicators;
- Benchmarking Data and Reports provided through the Council's membership of the Scottish Housing Network;
- Comprehensive Tenants Survey which is undertaken every 3 years – last completed survey was in January/February 2023 – next scheduled survey to be completed by March 2026 for results to be included in 2025/26 ARC return to SHR;
- Customer Satisfaction Tracker Surveys which are analysed and reported to tenant representatives;
- Evidence of consultation with tenants on previous rent setting;
- Rent Setting Consultation to inform Council decision on Rent Setting and Considerations around setting the Housing Revenue Account – Revenue and Capital Budgets
- Management sample checking and case audits, undertaken within the operational teams;
- Staff Supervision and Performance Development Reviews (PDR's);
- Internal Audit Reports on elements of housing activity
- Internal Audit Report on the Scottish Housing Regulator Charter Indicators – Audit Report May/June 2025 – a selection of indicators will be audited on an annual basis prior to submission of the ARC to SHR.
- Internal Audit Report on Annual Assurance Statement Regulatory Framework - Future audits will be included in the annual risk based internal audit plan, on a three yearly basis from 2024/25 – next scheduled AAS audit will be in 2027/28.
- External Audit Reports on elements of activity relating to the Housing Revenue Account;
- Care Inspectorate Reports for the Council's registered housing support services - Sheltered Housing and Supported Accommodation units for homeless households;
- Minutes of Quarterly Performance Accountability Meetings conducted by the Service Lead – Housing Services, with each of the operational housing teams, these meetings focus on performance against the charter indicators/outcomes Corporate Health and Safety Policies and Procedures;
- Compliance Records for Gas Safety;
- LD2 Fire Safety Compliance and Fixed Electrical Testing Compliance Certification
- Cyclical Health and Safety Audits and Fire Risk Assessments for sheltered housing units and supported accommodation units; and
- Publicising information and details of performance in Tenants Newsletters, Annual Performance Report, Council website and the Housing Services Facebook.

In addition to the arrangements and processes outlined above, there are arrangements in place for formal reporting of performance to the Council and scrutiny activity is undertaken by Panels. This includes:-

- Reports to the Cabinet on 'Budget Management – Revenue Budgetary Control – outturn statements for the Housing Revenue Account';
- Reports to the Cabinet on the Housing Capital Programme providing updates on progress, performance and levels of expenditure in relation to capital investment from the Housing Revenue Account;
- Reports to Audit and Governance Panel on progress against audit action plans;
- Reports to the Service and Partnerships Performance Panel – Complaints Scrutiny Update; and
- Reports to the Service and Partnerships Performance Panel on Local Government Benchmarking Indicators and other relevant performance indicators relating to Housing.

Tenant Participation is well established within the Council and is embedded in how we conduct business. Tenant representatives are actively involved in shaping how services are delivered and have a developing and increasing role in undertaking scrutiny activity. This includes:

- Reviewing the Annual return on the Charter prior to it being submitted to SHR;
- Scrutiny discussions with tenants focussing on key housing management activities and homelessness, scrutinising customer feedback and reported levels of satisfaction from trackers surveys;
- Reviewing the Charter data and agreeing the design, content and format of the annual performance report published annually for tenants and other customers;
- Reviewing the 'You Said/We Did' information confirming the areas where customer feedback has influenced changes to practice, procedure or led to enhancements in service delivery;
- Tenant representatives completed previous 'Stepping Up to Scrutiny' training;
- Wider tenant participation activity where tenants are consulted on proposed changes to policies and procedures and the review of the Housing Revenue Account Business Plan. As part of the review of the Housing Revenue Account Business Plan, tenants are consulted on the proposals/options for future rent setting and are given the opportunity to identify their priorities for investment of uncommitted resources. The last HRA Business Plan review was undertaken during 2023 to inform the Rent Setting considerations for 2024/25. Consultation took place with tenant representatives to shape the consultation. The Consultation was undertaken during November/December 2023 and the results and feedback formed part of the rent setting report presented to Elected Members at a meeting of South Ayrshire Council on 17 January 2024. Rents were set by the Council for a period of 3 years (2024/25 – 2026/27), the next scheduled consultation on rent setting will take place with tenants in November/December 2026 to inform rent setting decisions by the Council for 2027/28 and beyond.

Overview of Operational Service Delivery – Key Activities

This overview provides narrative relating to key operational activities, outlining relevant performance information, satisfaction levels and details of any current operational challenges.

In terms of tenant and resident safety, the Council has robust procedures in place to manage and monitor compliance activity and is achieving very high levels of performance. However, at any point in time, the Council is liaising with tenants and managing arrangements to gain access to tenants' homes to fulfil landlord safety obligations and deal with any expired certifications. Taking account of previous feedback from SHR, despite high levels of compliance, full compliance is not being achieved. Therefore, the Council is reporting that it is not fully compliant in this area. Further details are outlined in Section 2.

All housing activities are being managed in accordance with relevant legislation and arrangements in place to monitor service delivery and track performance.

1. Key Housing Management Activities

1.1. Rent Arrears and Collection of Rental Income – In 2024/25, this remained a challenging activity, 99.66% of rental income was collected by the Council and this was an improvement on 99.37% of rental income collected in 2023/24. The 2024/25 Scottish average for this indicator is 100.2%. Gross rent arrears stood at 3.92% of rent due, this was an improvement on 4.63% in 2023/24. The Council has historically performed well in this area. From the published 2024/25 Scotland's Housing Network benchmarking data, the Council was the second top performing Scottish Local Authority for gross rent arrears levels (current and former tenant arrears) and over the last 5 years has been the top performing local authority for the management of current tenant arrears levels.

There was 1 eviction carried out by the Council in 2024/25 relating to rent arrears, 5 other decrees for eviction were granted to the Council, however the tenant abandoned the property before the evictions. Arrears levels have reduced and the current bad debt provision within the Housing Revenue Account is sufficient. Officers are continuing to make contact and engage with tenants to provide ongoing advice and support to those households who are experiencing hardship. As an alternative to using legal action for recovery, every effort is made to secure repayment arrangements and actively apply for Alternative Payment Arrangements (APA's) for housing costs to be paid direct to the Council from the Department of Works and Pensions for households in receipt of Universal Credit.

1.2. Scottish Housing Quality Standard - In 2024/25 92.5% of the Council's housing stock met the Scottish Housing Quality Standard (SHQS) compared to the Scottish average of 87.2%. This was the same compliance rate as reported in 2023/24. 5% of the stock was classified as being in 'exemption or abeyance,' this consists of properties where work is deemed too costly to meet the standard, properties that earmarked for disposal by the Council or where the

Council is unable to undertake the required work due to minority ownership within mixed tenure blocks or where the tenant has refused planned improvement work due to personal or medical reasons, or properties where access has not been provided to carry out required compliance work. The remaining 2.5% of properties failed SHQS, mainly due to current energy performance standards or elements of disrepair. Compliance works and programmes for other external works including roofing and render upgrades, external wall insulation and window replacement are progressing in 2025/26 and will continue to contribute to meeting SHQS.

1.3. Average relet times for empty houses – In 2024/25 a total of 637 properties were relet and the average relet time was 53 days, compared to the Scottish average of 60.6 days. This was an increase on the average relet time of 50 days when 715 were relet in 2023/24.

Voids performance continues to be a challenging area and working practices by both Housing Services and Property Maintenance are being reviewed to work towards achieving ways to reduce relet times and manage the pressures on the housing management teams and the Property Maintenance Service. Factors continuing to impact on average relet times are:- the poorer condition of properties received following termination and the need for an increased level of repairs to bring the property up to the relet standard, there is an increased number of empty properties requiring modernisation work while empty (109 properties received modernisation works prior to being relet in 2024/25), both of these factors have had a direct impact on the workload and overall resources within the in-house Property Maintenance Team to progress works and have affected the overall length of time taken to complete repairs in empty properties. An alternative delivery model for modernisation works to create greater capacity to manage this workload is now in place. There continues to be challenges and delays interacting and negotiating with Utility Providers to resolve utility issues in empty properties, to allow essential safety and compliance work to be completed and to ensure power is restored or available for new tenants before relet (utility issues or elements of delay were recorded against 190 properties relet in 2024/25). This matter has been raised through Scotland's Housing Network, ALACHO and the Scottish Government. The Council has highlighted specific cases to demonstrate the challenges being experienced. In addition to these operational challenges, the Council also successfully relet 10 longer-term low demand void properties in the reporting year. All of these factors had an impact on the overall average relet time.

In addition to the 637 properties relet by the Council, there was an additional 166 new lets (160 new build and 6 buy back) properties let by the Council, taking the overall number of lets to 803, an increase on 793 in 2023/24.

In the first quarter of 2025/26 (1 April – 30 June 2025), the Council let a total of 174 properties, (159 were relets, 15 were new build/buy back lets). Of the 159 properties relet, the average relet time was 44.66 days. This continues to be an area of focussed activity with ongoing work underway by Housing Services and Property Maintenance to improve relet times.

1.4. ***Homeless Applications and Provision of Temporary Accommodation*** – In the 2024/25 reporting year, 696 homeless applications were made to the Council, this is a reduction on the 936 applications made in 2023/24. Because of the reduction in homeless applications, there was a 29% reduction in the number of children within the homeless system. This is attributed to more focussed discussion on housing options and providing prevention advice, allowing applicants to make more informed decisions. In 2024/25, the Council dealt with 1033 advice cases, and 681 of those cases went on to make a homeless application.

In 2024/25, 456 (56.8%) of the overall 803 lets by the Council were made to homeless households, this is an increase on the 430 (54%) of lets that were made to homeless households in 2023/24.

The Council continues to fulfil its' legal duties to homeless households, dealing with homeless presentations and providing temporary accommodation. Despite the reduction in homeless applications, there continues to be sustained pressure on available temporary accommodation. Since October 2022 to date, there has been a continued reliance on the use of hotel accommodation on occasions for short term periods, until other accommodation options become available within the Council's pool of temporary accommodation.

Unsuitable accommodation (hotel provision) was used on 53 occasions in 2024/25 which was down from 211 occasions in 2023/24, and there were no breaches of the Unsuitable Accommodation Order.

In the first reporting quarter of 2025/26 (1 April – 30 June 2025), there was one hotel accommodation placement and there have been no breaches of the unsuitable accommodation order.

In the first reporting quarter of 2025/26 (1 April – 30 June 2025), 163 homeless applications were made to the Council, this is down slightly in comparison to the same quarter in 2024/25 when 205 homeless applications were received. As at the end of June 2025, the Housing Options Team were dealing with 326 'open' homeless cases, down from 505 in June 2024. 232 homeless households were in temporary accommodation as at the end of June 2025, which is a reduction on the 251 households in temporary accommodation as at June 2024.

In this reporting quarter, of the total 174 lets made by the Council, 107 (61.5%) of lets were made to homeless households.

Previous engagement has taken place with SHR regarding homeless applications, homeless assessment decisions and outcomes. The information and feedback provided by the Council was used to inform SHR's homeless risk assessment process.

1.5. **Management of Anti-Social Behaviour Complaints** - In 2024/25, 298 cases of anti-social behaviour were reported to the Council, this is a reduction on the

442 cases reported in 2023/24. On analysis of the caseload, this is largely attributed to a decrease in the number of lower level advice cases handled by the team. 266 of the 298 cases were resolved in the 2024/25 reporting year – equating to 89.26%, compared to the Scottish average of 93.4%. The 32 cases which were open as of 31 March 2025, were active cases under investigation or being monitored.

In 2024/25, 8 full Anti-Social Behaviour Orders (ASBO) were granted and there was 1 eviction carried out by the Council.

In the period from 1 April – 30 June 2025, 104 cases of anti-social behaviour were reported to the Council. 82 cases were closed in this period. 1 full ASBO was granted.

1.6. **Responsive Repairs** - In the 2024/25 reporting year: -

- 14,362 emergency repairs were completed, and the average time taken was 2.49 hours, compared to the Scottish average of 3.9 hours. This was a slight improvement on the 2023/24 performance when 15,019 emergency repairs were completed, and the average time taken was 2.5 hours.

- 15,447 non-emergency repairs were completed, and the average time taken was 9.32 working days, compared to the Scottish average of 9.1 working days. This was an increase from 2023/24, when 14,588 non-emergency repairs were completed, and the average time taken was 6.64 working days. The increase in the average time was attributed to 'routine' work that was carried over from the previous reporting year 2023/24 due to repairs budget pressures in that year and a reduction in the use of external contractors. The carried forward repairs from 2023/24 were all completed in the first reporting quarter of 2024/25. As part of the rent setting process for 2024/25, repairs budgets were increased.

- In the first reporting quarter (1 April – 30 June 2025), 3003 emergency repairs were completed, and the average time taken was 2.27 hours. 2903 (96.6%) of the emergency repairs were completed within target. 3511 non-emergency repairs were completed, and the average time taken was 7.11 working days. 3504 (99.8%) of the non-emergency repairs were completed within their target timescale.

2. Tenant and Resident Safety

In SHR's latest letter dated 11 March 2025 to all Social Landlords, they are asking landlords to confirm whether they meet all duties in relation to tenant and resident safety. The following narrative provides an update and current position in relation to each of the following areas:

2.1. ***Gas Safety Compliance*** – In the reporting year (2024/25), there were 4 occasions when the Council did not meet its statutory duty to complete gas

safety checks in properties with gas appliances, this was an improvement on 7 instances reported in 2023/24. 2 instances related to access issues and the safety checks were not completed within target, both checks were completed before the ARC submission was made to SHR on 30 May 2025, with 1 property being recorded 1 day over target and the other was completed within 28 days of the expiry date of the previous safety check. For the other 2 instances, one related to an administrative/servicing error by the Council's appointed gas contractor. When this was identified, a further safety check was arranged and completed in the property. However, the safety check was completed 6 days after the anniversary expiry date of the last check. The remaining instance related to a property which was bought back by the Council through the 'buy back' scheme. It was originally advised that the property had no registered gas supply but was then established that a gas meter existed. When this was identified, the meter was immediately capped. There was no valid safety check at the date of the buy back, and the safety check and capping of the meter was not in place as of 31 March 2025, therefore, this was regarded as a 'fail' at the end of the reporting year.

Each of the 4 instances have been reviewed by the Housing Asset Management Team and operating procedures have been amended and to prevent a recurrence of these situations.

For the first reporting quarter of 2025/26 (1 April – 30 June 2025), 2192 gas safety checks have been completed and there have been no instances where the gas safety check has exceeded the anniversary date of the last safety check. The Council has established procedures and processes in place to manage gas safety and this activity is closely managed and reference to the status of mitigations is available through the Housing, Operations and Development Directorate Risk Register.

2.2. Electrical Safety - Electrical Installation Condition Reports (EICR's) – this requirement is for electrical safety inspections and certification to be carried out on a cyclical basis at intervals of no more than 5 years, and it forms part of the assessment criteria within the Scottish Housing Quality Standard.

In 2024/25, the Council continued to report a strong position in relation to successfully completing Electrical Installation Condition Reports (EICR) compliance works. This has been achieved by successfully arranging and managing access to tenanted homes. As at 31st March 2025, Electrical Installation Condition Report (EICR) requirements were met for 8253 (99.28%) of the overall 8313 Council properties. Of the remaining 60 properties, 18 related to 'hard no access', 37 related to vacant properties, 17 of which were buy-backs and certification of these properties will be in place before they are relet, and the remaining 5 related to Utility supplier works required to allow the EICR testing to be concluded. In 2024/25, 93 of the properties which were tested exceeded their five-year anniversary deadline – a continued improvement on 119 in 2023/24. Of the 93 properties exceeding the 5-year anniversary deadline, 18 were abeyances carried forward from 2023/24, which were addressed in 2024/25 (14 'hard no access/social reasons', 3 Utility supplier works required to enable EICR testing, and 1 void property relet). For

the remaining 75 properties exceeding the 5-year deadline in 2024/25, 44 related to 'hard no access/social reasons', 10 where EICR testing of the property was unavoidably delayed due to the requirement of Utility supplier works, and the remaining 21 properties had their EICR delivered after the expiry date due to work scheduling/planning delays.

As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed.

Established procedures and processes are in place to track and manage instances of no access and Officers are continuing to work with households to achieve access. This is an ongoing rolling activity and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.

2.3. ***Water Safety*** – The Council has an established risk and safety standard on Legionella. Established procedures and processes are in place to undertake regular temperature checks across sheltered housing unit communal areas and the Council's supported accommodation units for homeless households. As part of the void house repairs process, a checklist is in place to record all necessary checks and certification on completion prior to relet. As part of the new tenancy sign up process, new tenants are provided with details on how to minimise the risk of legionella within their home. Guidance is also published periodically to existing tenants via the Tenants Newsletter and Housing Services Facebook.

2.4. ***Fire Safety (Fire and Carbon Monoxide Detector Standard)*** – Similarly this element is now part of the assessment criteria within the Scottish Housing Quality Standard. In 2024/25, the Council achieved full compliance with this standard for lettable properties.

The Council continues to achieve excellent progress in this area. As at 30 June 2025, 99.6% of the Council's housing stock is meeting the fire and carbon monoxide detector standard. There were 35 properties not recorded as meeting the standard, 33 were empty properties and were undergoing repair work prior to relet. The standard will be met prior to the property being let. The remaining 2 properties were recorded as overdue, and works were being scheduled. In both instances work is now complete, and the necessary certification is in place.

2.5. ***Asbestos Management*** – The Council has an established risk and safety standard for managing asbestos. The presence of asbestos survey reports are recorded for properties in the NEC Housing System. Prior to any refurbishment or major repair work being undertaken, asbestos surveys are checked or

undertaken to ensure that all necessary safeguards are in place prior to work commencing. If asbestos containing materials are present in a property, the appropriate notification and advice is issued to new and existing tenants to advise that areas must not be disturbed. Property Maintenance staff are fully trained on Asbestos Awareness and safety instruction booklets have been updated with details of asbestos awareness information.

2.6. Damp and Mould – Established procedures and processes are in place for dealing with reports of damp or mould. These procedures were updated to take account of the good practice contained in the published document entitled *'Putting Safety First – a briefing note on damp and mould for social housing practitioners'*. All reports of damp and mould received from tenants are surveyed by an Industry Qualified Surveyor and any necessary action is taken in accordance with recommendations made. Information for tenants on identifying and preventing dampness and mould has been publicised in the Tenants Newsletter and Housing Services Facebook. New indicators will form part of the 2025/26 ARC submission and the Council will be required to report progress in this area to SHR.

In the first reporting quarter, (1 April 2025 – 30 June 2025), 134 referrals for dampness were received. Including referrals carried forward from 2024/25, 181 referrals were completed in this period and were categorised as follows: -

- 47 related to condensation and required remedial works, it took an average of 48 days to conclude cases in this category.
- 25 related to dampness caused by structural reasons, it took on average 67 days to conclude cases in this category.
- 52 related to dampness caused by other reasons, it took on average 58 days to conclude cases in this category, and 2 cases were reopened during the reporting year.
- 48 were completed and the survey concluded that no dampness remedial works were required.
- 9 were cancelled due to access difficulties and no further contact from the tenant.

2.7. Lift Safety – The Council has a contract in place to undertake monthly servicing and maintenance of all through floor passenger lifts within domestic housing developments.

3. Tenant Satisfaction

A comprehensive tenants survey is undertaken every 3 years to measure satisfaction. The last survey was undertaken on the Council's behalf by Research Resource during January/February 2023. The survey involved 801 face-to-face interviews with an interviewer led questionnaire, spread across each area of the Council's housing stock to ensure coverage of all stock types.

From the 801 interviews, the survey results for the key reported indicators were as follows:-

- ***Overall Service*** - 92.1% of tenants said they were very or fairly satisfied with the overall service provided by the Council as their landlord, compared to the Scottish average of 86.9%.

- ***Keeping Tenants Informed*** - 95.5% of tenants felt the Council, as their landlord, was good at keeping them informed about its services and outcomes, compared to the Scottish average of 90.0%.

- ***Opportunities to Participate*** - 95.6% of tenants were satisfied with the opportunities to participate in the Council's decision making, compared to the Scottish average of 86.3%.

The next comprehensive tenants' survey will be undertaken in January/February 2026 and the results will form part of the Council's 2025/26 ARC submission to SHR.

Annual Assurance Statement

Using available guidance and taking account of the guidance entitled 'Collecting Equality Information: National Guidance for Scottish Social Landlords' (revised June 2022) and the Self Assurance Toolkit (updated June 2024), each of the regulatory requirements have been considered.

It has been determined that the Council is complying with the regulatory requirements and outcomes relating to:-

- Assurance and Notification
- Scottish Social Housing Charter Performance
- Listening and responding to tenants and service users
- Whistleblowing

However, work is ongoing by the Council to meet all regulatory requirements and outcomes relating to equalities and human rights and tenant and resident safety (Electrical Safety – Electrical Installation Condition Reports (EICR's).

- ***Equalities and Human Rights*** - Work will continue over the next year to further develop the processes and systems to collect equalities information and to further embed the Council's approach in relation to human rights.

  The 'Housing Online' module became operational on 1 April 2025, and it allows housing applicants, homeless people, tenants, and other customers to register for a self-service account to apply for housing. As part of this application process, applicants can provide and update equalities data in relation to protected characteristics. Work will be commencing later this year on Phase 2 of the Housing Online module, and this will include the functionality for tenants to create a personal account to view their rent account details and update their personal details, including equalities data.

  Although equalities and human rights considerations are embedded in operational practice, as part of future policy reviews, an explicit statement on equalities and human rights will be included. In terms of the Council's continued approach to Human Rights, positive work already takes place, and this is evident across a range of activities including:- ensuring that accommodation is provided to homeless households when needed, joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported, participation in national resettlement schemes to provide accommodation and support to displaced households, standards of council owned accommodation are maintained and major capital investment programmes are underway by the Council towards the standards outlined in the Scottish Housing Quality Standard, housing support services are provided to homeless households and council tenants to help sustain tenancies, there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the

council area, the Council delivers adaptations to properties to make them more accessible for households with disabilities and consideration is given to bespoke design requirements for households as part of new build housing developments, the Council has established a Trauma Informed Approach and housing services employees engage in ongoing training and awareness raising sessions, and the Council is reviewing and auditing activities across the whole authority to assess the support and training required by services to meet the expectations and obligations of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024. The Housing Service has completed this audit, and once findings are available, will take forward any required changes to policies, procedures and practices for activities undertaken.

- **Tenant and Resident Safety – Electrical Installation Condition Reports (EICR's)** – The Council continues to have a strong track record in the managing and maintaining standards to meet tenant and resident safety, however, due to difficulties gaining access to tenants' homes, full compliance is not being achieved.

  In 2024/25, the Council continued to report strong position in relation to successfully completing EICR compliance works. As at 31 March 2025, EICR requirements were met for 8253 (99.28%) of the overall 8313 council owned properties. In 2025/26, the Council continues to make excellent progress in this area, an agreed programme of work is established with Property Maintenance and tenants are contacted by the Council to agree arrangements and access for safety checks to be undertaken. As at 30 June 2025, of the Council's lettable housing stock of 8338 properties, 8285 (99.4%) of properties have a valid EICR in place and are compliant with the standard. Of the 53 remaining properties, 19 are vacant properties not currently being relet, 21 are properties purchased through the buyback scheme and EICR's will be in place before the properties relet, 9 are 'hard no access or cases where social issues have prevented the EICR being undertaken, and 4 properties were awaiting work to be undertaken by the Utility Provider before the EICR can be completed.

  Established procedures and processes are in place to track and manage instances of no access and Officers are continuing to work with households to achieve access. This is an ongoing rolling activity and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.

The Cabinet of 23 September 2025 has seen and considered the appropriate evidence to support the level of assurance against each of the requirements.

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Councillor Brian Connolly
Leader of the Council and Portfolio Holder for Corporate and Strategic

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Councillor Martin Kilbride
Portfolio Holder for Buildings, Housing and Environment

23 September 2025

Agenda Item No. 7(b)

South Ayrshire Council

Report by Depute Chief Executive and Director of Housing, Operations and Development to Cabinet of 23 September 2025

Subject: Ayrshire Energy Masterplan

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1. Purpose

1.1 The purpose of this report is to provide an update on the progress of the Ayrshire Energy Masterplan, agreed at a meeting of South Ayrshire Council on 23 November 2021; note the final strategy report; and inform Cabinet as to the next steps that the Council will take to support the implementation of the plan.

2. Recommendation

2.1 It is recommended that the Cabinet:

2.1.1 notes the contents of the Ayrshire Energy Masterplan final report and that the development of the high level plan is now complete; and

2.1.2 notes and approves that Council officers will work to support the implementation of the plan in partnership through participation in the Clean Growth workstream of the Ayrshire Growth Deal and the Energy sub group of the Sustainability Strategic Delivery Partnership (SDP) of the South Ayrshire Community Planning Partnership (CPP). Recommendations within the AEM which accord with South Ayrshire Council's LHEES will be progressed through the LHEES. Housing Services will continue to progress energy efficiency improvements to the Council's domestic portfolio.

3. Background

3.1 The requirement for an Ayrshire Energy Masterplan was identified by the Clean Growth workstream of the Ayrshire Growth Deal and subsequently embedded in the Ayrshire Regional Economic Strategy. At its meeting on 23 November 2021, the Council agreed a funding contribution of up to £30,000 to allow the development of the Ayrshire Energy Masterplan and that officer support was required to develop and implement this work. In January 2022 a meeting was held to establish a working group of officers from South Ayrshire Council, East Ayrshire Council, North Ayrshire Council, Scottish Enterprise and University of the West of Scotland to help deliver this strategy. This officer group developed the tender specification and consultants Atkins Realis were appointed to support the creation of the masterplan. Officers worked with Atkins Realis to develop this strategy culminating in the final strategy being completed in March 2025. A copy of the final document is attached as Appendix 1.

3.2 The key objectives of the masterplan are to firstly present a pathway to net zero energy use that maximises socio-economic benefits for Ayrshire, secondly act as a framework to be a catalyst for investment in energy infrastructure and thirdly shape intervention strategies and pathways to ensure a just transition to net zero. The masterplan focusses on achieving reductions in energy use and the decarbonisation of energy sources that will support our target of net zero emissions by 2045.

3.3 Whilst providing a direction of travel across the three Ayrshire's the Ayrshire Energy Masterplan has implications for work in South Ayrshire. Firstly, officers will pursue the overarching objectives through the Regional Economic Strategy and Ayrshire Growth Deal and the South Ayrshire Local Outcome Agreement, in particular the Energy and Travel priorities. Secondly, Asset Management will continue to deliver property interventions (to include management, generation, retrofit, behavioural and rationalisation) across the built estate. Thirdly Housing Services will continue to deliver energy efficiency and net zero interventions in the Councils domestic portfolio and ensure that new-builds meet all relevant standards. Fourthly, the masterplan contains recommendations to be progressed alongside our Local Heat and Energy Efficiency Strategy (LHEES) especially with regard to heat networks and heat network zoning.

4. Proposals

4.1 Members are asked to:

4.1.1 note the contents of the Ayrshire Energy Masterplan final report (see Appendix 1) and that this plan has now been developed and finalised; and

4.1.2 note and approve the ongoing work of officers through the LHEES, Housing Services and partnership working to support the implementation of the plan.

5. Legal and Procurement Implications

5.1 The recommendations in this report are consistent with legal requirements.

5.2 The recommendations in this report are consistent with procurement requirements.

6. Financial Implications

6.1 There is an approximate project underspend of £15,000 with a share of this to be returned to the Council.

7. Human Resources Implications

7.1 Report recommendations will be delivered through existing resources.

8. Risk

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

8.1.1 There are no risks associated with adopting the recommendation.

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

8.2.1 Rejecting the recommendation may increase the risk that the Council will not meet its statutory obligation for net zero by 2045.

9. Integrated Impact Assessment (incorporating Equalities)

9.1 There are no significant potential positive or negative equality impacts of agreeing the recommendations therefore there is no requirement to carry out an Integrated Impact Assessment.

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 Priorities 1, 2 and 3 of the Council Plan: Spaces and Places/ Moving around and the environment (Outcome 1), Live, Work, Learn (Outcome 2) and Civic and Community Pride (Outcome 3).

13. Link to Shaping Our Future Council **Yes ☑** **No ☐**

13.1 The matters referred to in this report contribute to the Council's transformation priority area(s): our assets and our delivery model, supporting energy efficiency, net zero targets, maximising asset use, sustainable development, and data and analytics development.

14. Results of Consultation

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

14.2 Consultation has taken place with Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, and the contents of this report reflect any feedback provided.

15. Next Steps for Decision Tracking Purposes

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

Implementation	Due date	Managed by

Support the implementation of the plan with recommendations within the AEM which accord with South Ayrshire Council's LHEES to be progressed through the LHEES	31 September 2026	Service Lead – Asset Management and Community Asset Transfer

Background Papers **Report to Leadership Panel of 23 November 2021 - Ayrshire Energy Masterplan**

Ayrshire Energy Masterplan Website

Person to Contact **Tom Burns, Service Lead – Asset Management and Community Asset Transfer**
County Buildings, Wellington Square, Ayr KA7 1DR
Phone 01292 612845
E-mail tom.burns@south-ayrshire.gov.uk

Date: 3 September 2025

Appendix 1

AtkinsRéalis

Final Report

East Ayrshire Council, North Ayrshire Council, South Ayrshire Council, Scottish Enterprise, & The University of the West of Scotland

March 2025

Ayrshire Energy Masterplan

AtkinsRéalis - Baseline / Référence

Notice

This document and its contents have been prepared and are intended solely as information for East Ayrshire Council, North Ayrshire Council, South Ayrshire Council, Scottish Enterprise, & The University of the West of Scotland and use in relation to present evidence, considerations, and recommendations for the finalisation of the Ayrshire Energy Masterplan.

AtkinsRéalis UK Limited assumes no responsibility to any other party in respect of or arising out of or in connection with this document and/or its contents.

This document has 84 pages including the cover.

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Document reference: EAC AEM Final Report

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4.0	Final Version	WW	UM	DL	DL	05/11/2024
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Client signoff

Client	East Ayrshire Council (Procuring Authority), North Ayrshire Council, South Ayrshire Council, Scottish Enterprise, & The University of the West of Scotland
Project	Ayrshire Energy Masterplan
Job number	5220472
Client signature/date	

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Executive Summary

Forming a crescent shaped wedge in the Southwest of Scotland, Ayrshire includes three council areas of East Ayrshire, North Ayrshire and South Ayrshire, including the Isle of Arran, Great Cumbrae and Little Cumbrae.

With a population of approximately 370,000, covering an area of 1,301 square miles, the region is known for its spectacular coastlines, fertile farmlands, tourism, renowned golf courses and the birthplace of Robert Burns.

With a wealth of natural resources and an ambition to implement a pathway to net zero, this report sets out key activities Ayrshire Councils will undertake to face climate change head on.



(Image Source: Regions in Scotland: A Simple Guide | Wayfaring Kiwi)



(Image Source: MapOfAyrshire - Ayrshire - Wikipedia

Working with key partners Scottish Enterprise and University of West of Scotland, the Ayrshire Councils set out key objectives for the Ayrshire Energy Masterplan to:

- Present a **pathway to net zero energy use** that **maximises socio-economic benefits for Ayrshire.**
- Act as a framework to be a **catalyst for investment in energy infrastructure.**
- Shape intervention strategies and pathways to ensure a **just transition** to net zero.

Focusing on Heat, Transport and Power, the recommendations and action plan set out in this document set the framework to support a just and equitable transition to net zero for Ayrshire, providing guidance, direction and focus for communities, businesses and stakeholders on our journey to net zero and face the challenges of the climate emergency.

A review of energy use in the region assessed **Ayrshire's greenhouse gas emissions associated with energy use are estimated to be 2.23 $MtCO_2e$/year** however, 83% of this comes from transport, domestic and non-domestic gas use. The majority is from Transport.



(Image Source: Gas Flame | Quick shot of my gas cooker. | Thomas | Flickr by @ARRGch)



Significant steps have already been made in reducing carbon emissions associated with electricity production and it is recognised that more needs to be done to ensure that the electricity infrastructure is prepared to allow for increased electricity production from renewable sources and getting this energy to where it can be used, supporting

both low carbon transport and heating solutions. The overall target adopted by the AEM is for Ayrshire to achieve **net zero emissions by 2045** in line with Scottish Government targets.

Through the stakeholder engagement undertaken as part of this masterplan development process, it is clear that there is an appetite do more but there are barriers preventing this. It's a daunting task that will require all stakeholders to be brought on the journey to net zero. Ayrshire has incredible examples of community engagement especially in rural areas such as North Ayrshire's Green Island Programme, Isle of Arran and Isle of Cumbrae, and the Scottish Government Carbon Neutral Islands (CNI) Project, on the isle of Cumbrae.



The masterplan focuses on achieving reductions in energy use and decarbonisation of energy sources which contribute towards achieving net zero. To achieve net zero, whole life carbon and sequestration need to be accounted for, however these activities were not the focus of this masterplan and further work will be required.

Quantitative targets in relation to energy use were identified in line with the LHEES methodology. Other priorities and considerations were identified through the stakeholder survey and several follow-up interviews.

Heat network priority zones have been identified through the standard LHEES methodology and are set out in section 5, with opportunities to be investigated at Drongan, Cumnock, Kilmarnock, Ayr, and Irvine



Building efficiency options were modelled using dynamic simulation modelling to provide a snapshot of possible performance improvements for Ayrshire buildings.

Prioritisation dashboard tools were provided to each council.

The investments required to achieve targets whilst taking cognisance of priorities and considerations were identified with indicative costs estimated and socio-economic impacts modelled in terms of emissions reductions and employment estimates.

Finally, the actions required to continue the development of business cases for investment opportunities and fill remaining gaps in the data were collated.

The journey to net zero can seem a daunting task, especially on the scale of change required at Ayshire regional level; this will require a collaborative approach between Ayrshire Councils, the Scottish and National Governments, Energy Suppliers, Energy Network Operators to fully understand the needs of communities and customers. The eighteen recommended actions set out below highlight the key activities that the Ayrshire Councils will target over the next five years to drive the change required to support the energy transition to net Zero.

	Theme	Recommendation	Rational
1	**Cross authority working**	1. Review and update of masterplan every 5 years. Review actions when there are significant changes in legislation. 2. Establish a cross authority steering group to take forward the recommended actions from the masterplan; develop governance; delivery structure; roles and	Maintain impetus and react to changes in legislation. Formalise the masterplan and ensure its implementation.

	Theme	Recommendation	Rational
		responsibilities; management procedures; reporting structure; task/action working group scope and objectives; oversight to delivery.	Recognise the regional importance and cross authority opportunities
2	**Funding Environment & Carbon Assessment**	1. Ensure that costs are fully assessed against the long-term impacts for carbon, capital costs and operational costs for large scale Council projects. 2. Ensure that positive and negative impacts are assessed and presented in an open and transparent manner. 3. Set a carbon target for individual capital projects over £1m. Include for carbon reporting on capital projects at committee level. 4. As opportunities are developed through feasibility studies, ensure that a funding/development partner assessment is undertaken to assess private sector interest and delivery models. 5.As funding opportunities are identified, review recommendations and link to appropriate delivery actions and communication strategy. 6. Identify cross authority funding opportunities and collaborate to realise economies of scale, share resources and best practice.	Funding is a key restraint in the delivery of net zero. It is important to ensure that the economic impacts of the transition to net zero are sustainable and affordable to both the public and private sector.
3	**Stakeholder engagement**	1. Establish a working group through the Clean Growth Workstream to develop a cross-authority stakeholder engagement strategy. (For all sectors) 2. Stakeholders to be identified on an area, theme, and project basis to develop outcomes that support stakeholder. 3. Develop digital media packages for inclusion in the Ayrshire Regional Economic Strategy (ARES) portal, include links to best practice, case studies and key projects. 4. Ensure that stakeholder engagement is built into project deliverables and net zero strategies. 5. Investigate and understand opportunities for funding including private sector and developer led projects.	Build upon stakeholder engagement activities to fully understand each sector. Information is made available and actively marketed.

	Theme	Recommendation	Rational
4	**Communities**	1. Develop a cross-authority strategy for engaging with communities, linking to the stakeholder engagement plan area based targeted approach. Incorporate best practices from existing organisations and community groups i.e. those on isles of Arran and Cumbrae. 2. Ensure engagement actions are included during feasibility studies for local projects such as heat networks, LHEES roll out, new energy infrastructure. 3. Grant availability – consider an application process for groups within region.	Ensure that communities are brought on the journey to net zero, their voices and needs are heard and actively encouraged. Information is made available and actively marketed.
5	**Public buildings (including council non-domestic properties and NHS buildings)**	1. Identify funding and conduct energy audits to 50% of Council non-domestic properties to recognised standard such as BSEN 16247. Include for Building Assessment Reports for suitability to connect to heat networks. 2. Review carbon liabilities and develop decarbonisation plans for Council stock. 3. Commit to undertake all activities where a payback is financially viable. 4. Repeat every 5 years.	The region has a rich architectural heritage, especially in public buildings. Understanding their energy use and taking action to reduce their carbon intensity supports energy transition ambitions.
6	**Social housing (including council housing and housing association properties)**	1. Measure compliance with and implement requirements of the new Social Housing Net Zero Standard (SHNZS) where feasible. 2. Implement LHEES delivery plan actions. 3. Develop and implement retrofit strategy based on CoRE research. 4. Undertake area-based consultation. 5. Engage with housing association partners in development of retrofit strategy.	Scottish Government requirement for all social housing to have an Energy Performance Certificate rating of B or better by 2032.
7	**Privately owned housing (owner occupied and rented)**	1. Ensure masterplan objectives are reviewed to incorporate new legislation developments. 2. Engage with Scottish Government to ensure that regional objectives are included in national roll out and legislation. 3. Include sector in stakeholder engagement. 4.Continue to investigate and signpost residents to local and national energy funding and support i.e. Home Energy Scotland, ECO4 and Council initiatives.	Scottish Government requirement for all privately owned housing to have an Energy Performance Certificate rating of C or better by 2040 where it is technically and financially feasible.

	Theme	Recommendation	Rational
8	**Private Sector non-domestic properties, commercial and industrial premisses**	1.Support Net Zero business forums, with ambition to develop a sector led Net Zero delivery strategy. 2. Collate data on effective interventions and good practice through stakeholder engagement and signpost to wider market through ARES portal. 3. Support business through signposting to funding and loan opportunities. 4. Signpost to information on connection opportunities to heat networks, EV infrastructure and grid improvements.	Support businesses on their journey to net zero.
9	**Heat pumps**	1. Roll out as part of LHEES plan where financially viable. Ensure that fabric measures are considered. 2. Review options with supply/build capacity to ensure industry can deliver, link to Training & Skills. 3. Ensure heat pump options are assessed as part of non-domestic property energy audits, with recommendation on when to replace. (age, impact, linked to other works) 4. Focus priority for heat pump installation with highest impact - (by fuel replacement types, coal, oil, electricity, biomass & other fossil fuels, mains gas.	1. Roll out as part of LHEES plan where financially viable.
10	**Heat Networks**	1. Undertake feasibility studies for potential heat networks at **Kilmarnock 3**, **Cumnock Ayr Road, Ayr 3,** and **Irvine**. Include exploration of options to utilise waste heat; local disused mines as heat stores/ heat pump sources; opportunities to maximise the use of Ayrshire's potential wind, hydro, wastewater, and coastal energy sources. 2. Investigate the potential for one pilot project. (small scale, high impact) 3. Ensure consultation with the public and local businesses in the development of a heat network roll out plan, including consideration of opportunities. 4. Work with supply chain, Scottish and National Governments and public and private partners to develop a delivery mechanism.	High carbon heating accounts for 41% of carbon emissions in Ayrshire. Viable heat networks will be required to meet the heat energy transition.

	Theme	Recommendation	Rational
11	**EV charge points**	The ambition is for an additional 1200 publicly available chargers to be installed by 2030, and a further 1400 by 2045.To this aim the councils will: 1. Engage with supply chain partners to develop a delivery plan target of 200 additional public EV Charge points per year where funding allows, initially investigating potential at all public car parks and assessing how rural provision is developed in parallel with need. 2. Assess if installations can be provided at all public buildings where car parking for staff is provided. The initial focus will be on sites where significant grid infrastructure upgrading is not required. 3. Identify sites where significant grid infrastructure upgrading is required and engage with DNO's on upgrading plans. 4. Undertake early engagement with DNO's to assess grid capacity for cluster sites.	To meet national electric vehicle roll out legislation, a significant number of electric vehicle charge points are required to meet customer demands and reduce range anxiety.
12	**Energy infrastructure**	1. Appoint lead to work with DNO's to fully understand Grid restrictions and grid infrastructure upgrade plans. 2. Develop a regional map for publication showing developers where grid access is available and to what capacity. (building upon DNO maps)	Understand energy distribution networks and its limitations and opportunities within Ayrshire. Encourage information exchange to optimise development opportunities.
13	**Energy generation**	1. Undertake feasibility studies on expansion of renewable generation - link to grid access restrictions. 2. Support expansion where grid allows windfarms/solar/large scale heat pump and where grid access is required. 3. Undertake feasibility on energy storage opportunities, including "as heat" in disused mines, and connected to the substations at: New Cumnock/Dalmellington, Coylton, both Kilmarnock town and south, Ayr Holmston roundabout, Hunterston, Mark Hill, and Auchenwynd. 4. Build upon works already undertaken to understand and visualise wind energy opportunities and data to incorporate grid restraints and upgrade proposals to stimulate development	Understand and support development of low and renewable energy generation and storage. Encourage information exchange to maximise energy generation against grid capacity.

	Theme	Recommendation	Rational
14	**Grid Capacity**	1. Convene a working group with DNO's to fully understand: • Restrictions and opportunities within Council areas in terms of grid availability. • Understand grid upgrade plans. 2. Assess grid capacity against Energy Masterplan ambitions. 3. Set out net zero opportunities in line with energy infrastructure availability. 4. Prioritise net zero projects where grid capacity allows.	Grid capacity is restricting the development of additional renewable energy generation and ability of customers to access electric heat and EV charging at scale.
15	**Hydrogen**	1. Work with government and development partners to understand the scope for a hydrogen feasibility study within the region, set out objectives and timeline for delivery. Liaise with delivery partners on potential for investment. Work with research partners to understand appropriate technologies against supply and demand restrictions. 2.Hydrogen generation areas to consider are those that can be connected into the following substations: Coylton transmission, Kilmarnock South Transmission, Ayr transmission (Holmston roundabout), New Cumnock transmission and distribution, Auchenwynd transmission, and Hunterston.	Understand Hydrogen options within the Ayrshire region, keep up to date with technology advances and be aware and ready to adapt to legislation changes & funding opportunities.
16	**Transport**	1. Continue data collection to inform the development of transport hubs utilising the stakeholder engagement strategy. 2. Undertake public consultation exercise to understand transport needs and barriers. 3. Engage with the Scottish government and transport partners on EV bus roll out with the ambition of having all bus routes with capacity to utilise EV's. (ensure link to Council EV strategies and wider national transport strategies) 4. Undertake assessment for transport hubs within region including assessment of new Park & Ride facilities with significant EV provision. 5. Undertake feasibility studies for grid infrastructure requirements to facilitate significant EV charger provision within **Ayr, Kilmarnock, New Cumnock, Newton on Ayr and Holmston roundabout.** 6. Ensure that all contracts for EV charges include for maintenance, upgrading and end of life replacement.	Be ready for the transport revolution. Ensure that businesses and the public can access low carbon transport infrastructure including public transport options.

	Theme	Recommendation	Rational
17	**Skills transition**	1. Undertake an assessment to understand the current availability and level within the region to meet net zero ambitions. This should include existing skills base for insulation and fabric improvements; grid infrastructure improvements, associated civil engineering works and energy generation technologies; low and zero carbon technologies installation and availability of technologies; transport infrastructure improvements. 2. Work with training and skills partners to ensure appropriate course availability to support delivery of: • EV charger installation & Maintenance including associated infrastructure in Civils works and Electrical installations. • EV maintenance • Solar panel installation and maintenance • Heat pump installation and maintenance • Energy Assessment and design of appropriate interventions • Retrofit interventions Installation • Heat network design • Heat network installation and maintenance • Electrical infrastructure design, installation & • Maintenance • Hydrogen infrastructure, design installation and maintenance. • Wind energy design installation and maintenance • Battery installation and maintenance for heat and electrical storage	Be skills ready to deliver the energy transition at scale.
18	**Skills transition**	1. Note requirement for skill /workforce transfer from existing technologies to new/increased technologies and ensure appropriate trade led transition courses in: • Combustion engine to EV motors • Fossil fuel boilers to Heat pumps	Ensure that opportunities for businesses and trades are maximised and that customers can access the services required to maintain their electric vehicles and low carbon installations.

Appendix 5 sets out the socio-economic opportunities and potential job creation based on a representative sample of opportunities. As economic value and jobs created are entirely dependent on which projects are taken forward and how fast implementation is delivered cost benefit analysis should be undertaken as part of project development. Appendix 5 can be used as a guide for undertaking this during the early feasibility assessment stages of a project.

1. What is the Ayrshire Energy Masterplan?

The AEM covers the **geographic area covered by the three Ayrshire Councils**; East, North, and South Ayrshire Councils and incorporates a number of targets and strategies being implemented across the region. A summary of these targets can be seen in Appendix 1 with references made to them throughout this document which sets out the **strategic energy vision for Ayrshire**.

The AEM is a Clean Growth Workstream project funded through the Ayrshire Growth Deal in support of the Regional Economic Strategy. More information about the Regional Economic Strategy, Ayrshire Growth Deal, and origins of the AEM can be found in Appendix 1 alongside summaries of other relevant policies and strategies.

The overall objectives of the Ayrshire Energy Masterplan (AEM) are to:

- Present a **pathway to net zero energy use** that **maximises socioeconomic benefits for Ayrshire.**
- Act as a framework to be a **catalyst for investment in energy infrastructure** relating to:
    - **Heat**
    - **Transport**
    - **Power**
- Shape intervention strategies and pathways to ensure a **just transition** to net zero.

The recommendations made in the Ayrshire Energy Masterplan focus on **carbon emissions associated with energy use and are to be progressed alongside council Local Heat and Energy Efficiency Strategy (LHEES) delivery plans**. Other sources of carbon emission may be legislated as we drive towards the 2045 targets, the recommendation is that reviews are put in place to ensure that future changes in legislation and policy are integrated into the masterplan as they are implemented.

2. Emissions from Energy Use

2.1 Breakdown of Energy Emissions

Ayrshire's greenhouse gas emissions associated with energy use are estimated to be 2.23 $MtCO_2e$/year. Details of how this has been calculated can be seen in Appendix 2.

Figure 2-1 shows the breakdown of emissions by energy source.

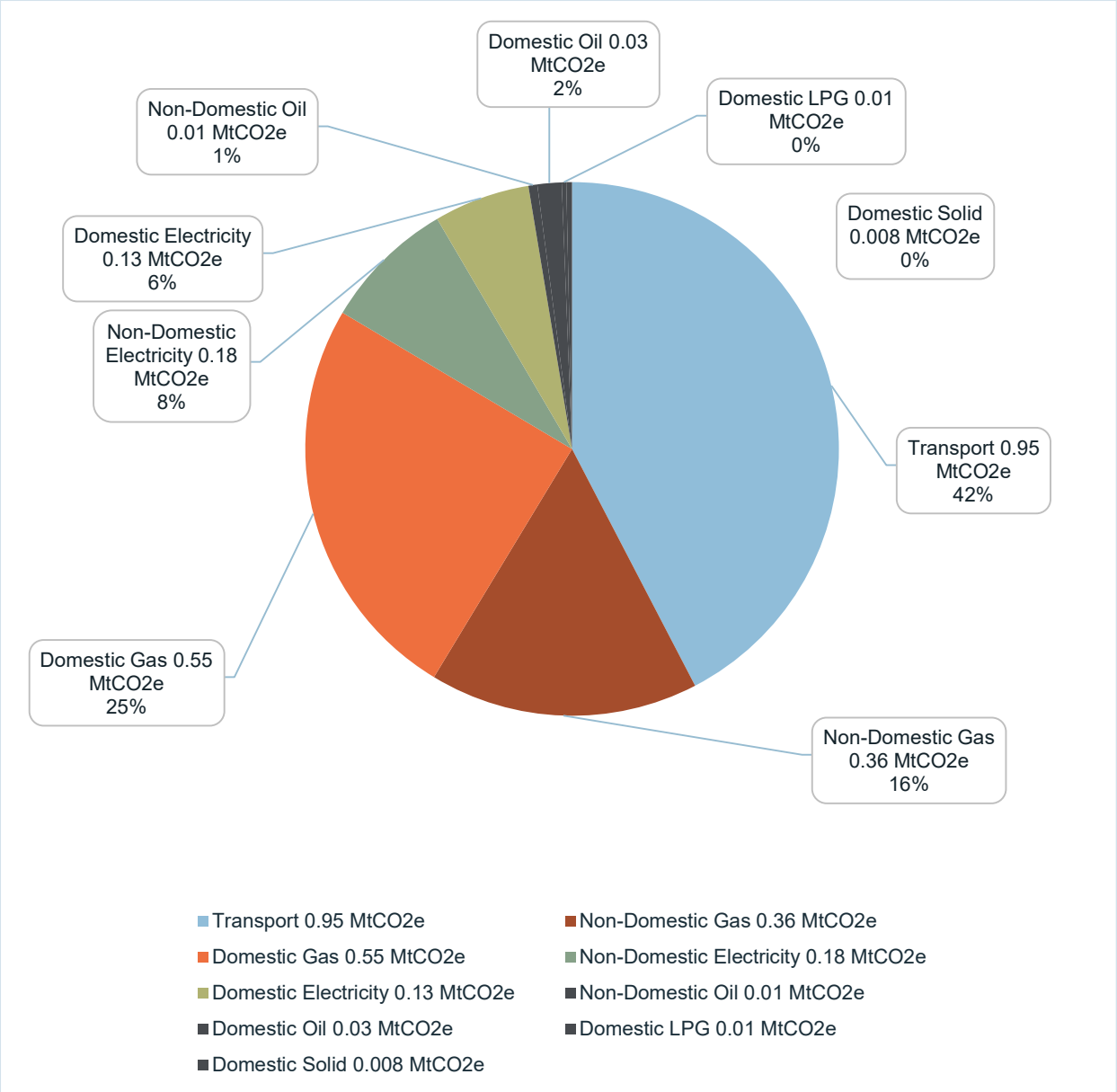


Figure 2-1 - Ayrshire's Total Energy Consumption Emissions: Proportional Breakdown by Source Compared with the Overall Transport Estimate.

Figure 2-2 shows the breakdown of energy use by energy source. Total energy use is estimated to be 8.7 TWh/year. Details of how this has been calculated can be seen in Appendix 2.

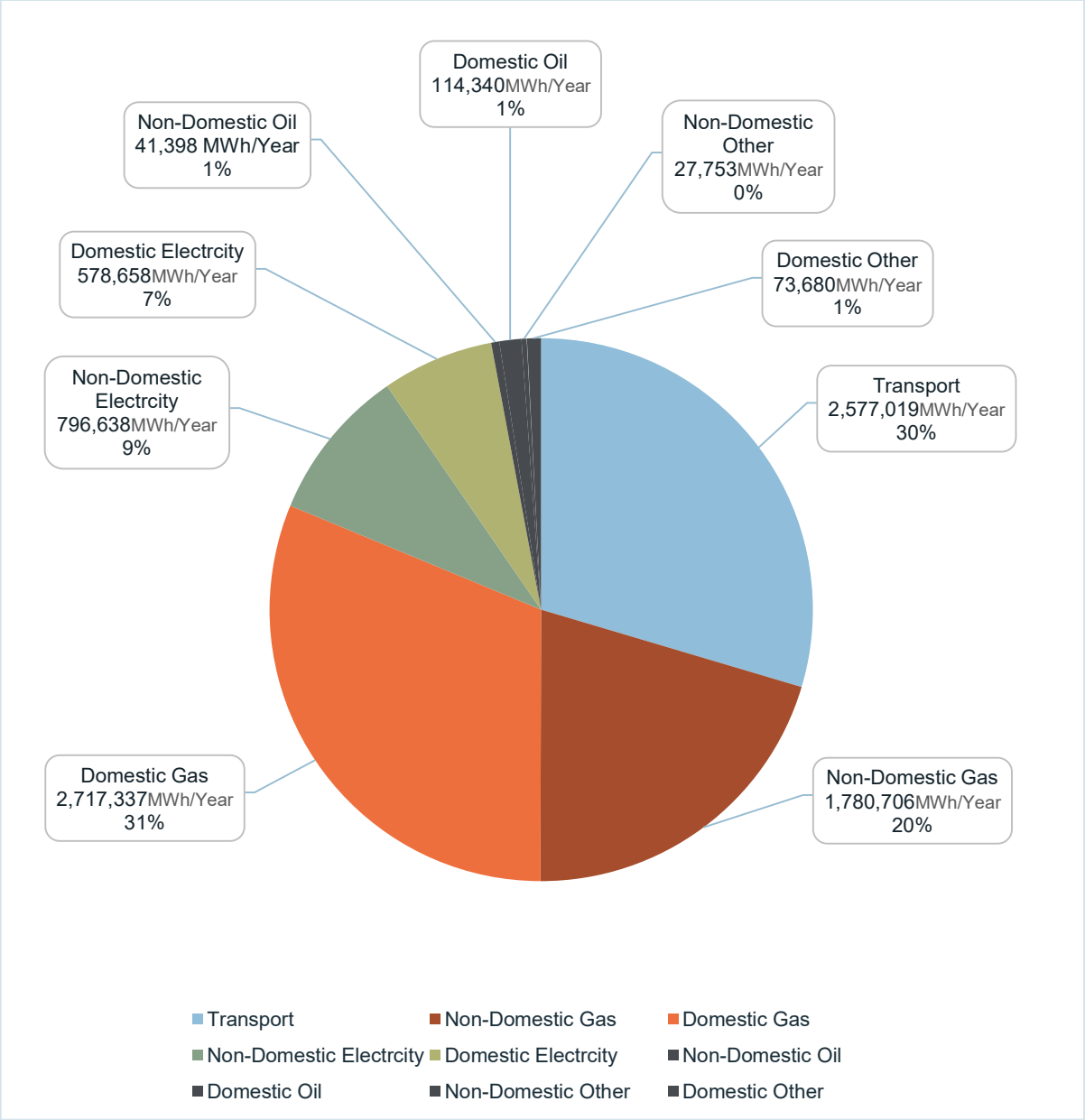


Figure 2-2 - Ayrshire's Total Energy Consumption: Proportional Breakdown by Source Compared with the Overall Transport Estimate.

It is important to understand how heat sectors are proportioned within the overall Ayrshire energy use estimate. Figure 2-3 provides a breakdown, indicating that approximately 30% of Ayrshire's energy use can be attributed to both transport and domestic heat.

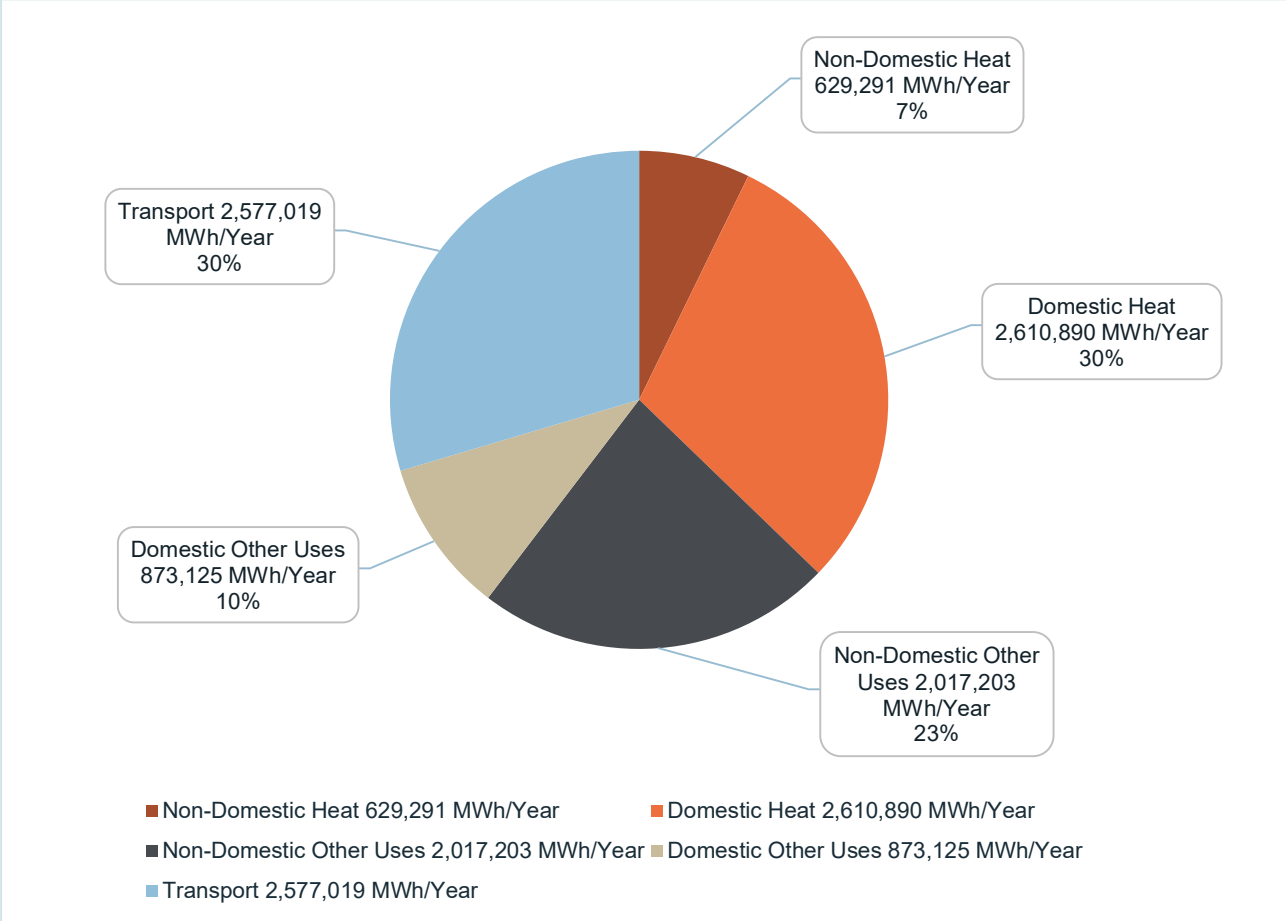


Figure 2-3 – Ayrshire's Total Energy Consumption: Proportional Breakdown by Use.

2.2 Net Zero Goal and Role of the Ayrshire Energy Masterplan

The overall target adopted by the AEM is for Ayrshire to achieve **net zero emissions by 2045,** in line with Scottish Government targets, with interim targets of 75% reduction from 1990 greenhouse gas emissions by 2030, and 90% reduction from 1990 greenhouse gas emissions by 2040.

Note that these targets apply Ayrshire wide, and that North Ayrshire has set the target of achieving Net Zero by 2030. East Ayrshire also has a target to be net zero as a council by 2030 and in communities by 2045.

Details of the policies from which these targets have been derived can be seen in Appendix 1, and the targets timeline can be seen in Figure 2-4. It is recommended that these targets are reviewed regularly.

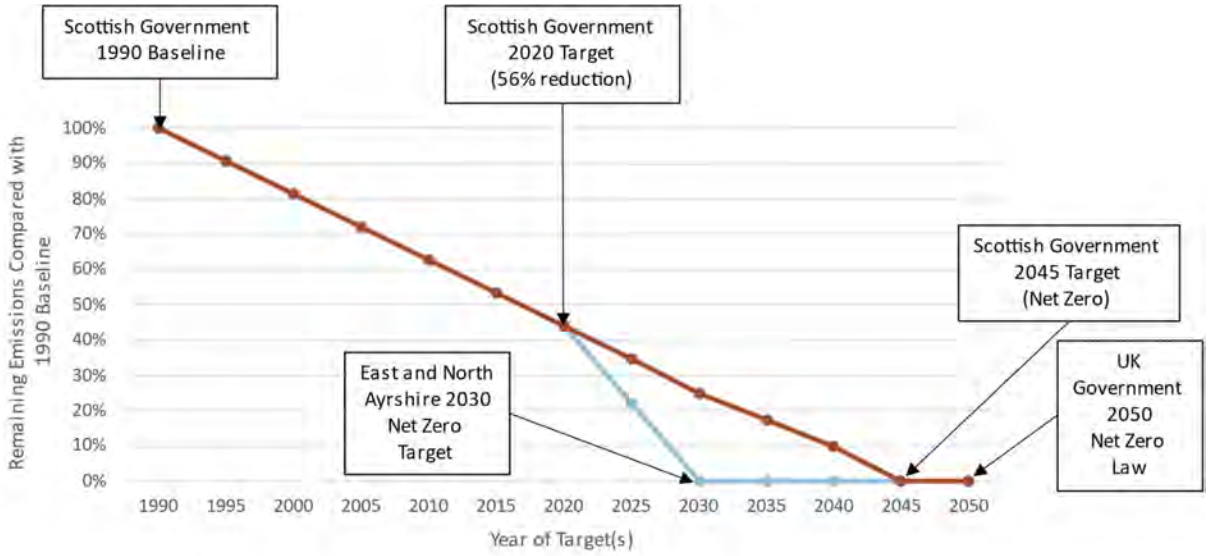


Figure 2-4 - Net Zero Targets Timeline adopted by the AEM.

Note that the goal of net zero relates to overall carbon and greenhouse gas emissions, of which emissions associated with energy use are one component. Residual emissions associated with energy use are likely to remain following implementation of the interventions recommended in the AEM, i.e. the current estimated emissions associated with energy use of 2.23 $MtCO_2e$/year are not expected to be brought down to 0 $MtCO_2e$/year through reductions in energy use and decarbonisation of energy sources alone. The residual emissions will require to be offset by sequestration. Whole life carbon emissions associated with interventions, which are not considered as part of the AEM will affect the net impact on carbon emissions of energy use reductions and decarbonisation of energy sources. These relationships are shown in Figure 2-5.

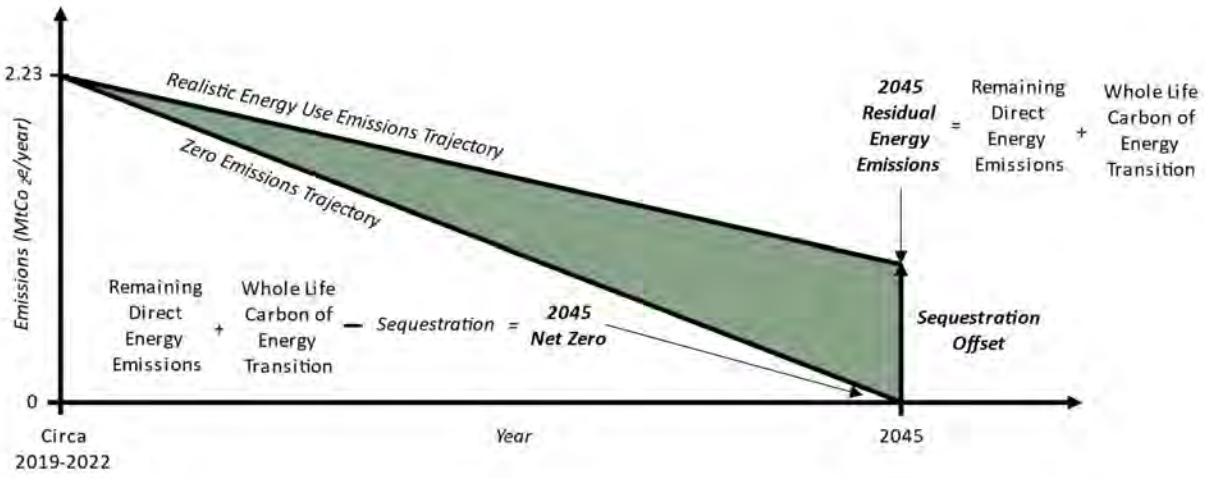


Figure 2-5 – How the AEM assists in achieving the goal of net zero, supported by sequestration, and accounting for whole life carbon.

These relationships between the AEM, whole life carbon, and sequestration are the basis of the Theory of Change (ToC) illustrating how the AEM assists in achieving the goal of net zero shown in Figure 2-6.

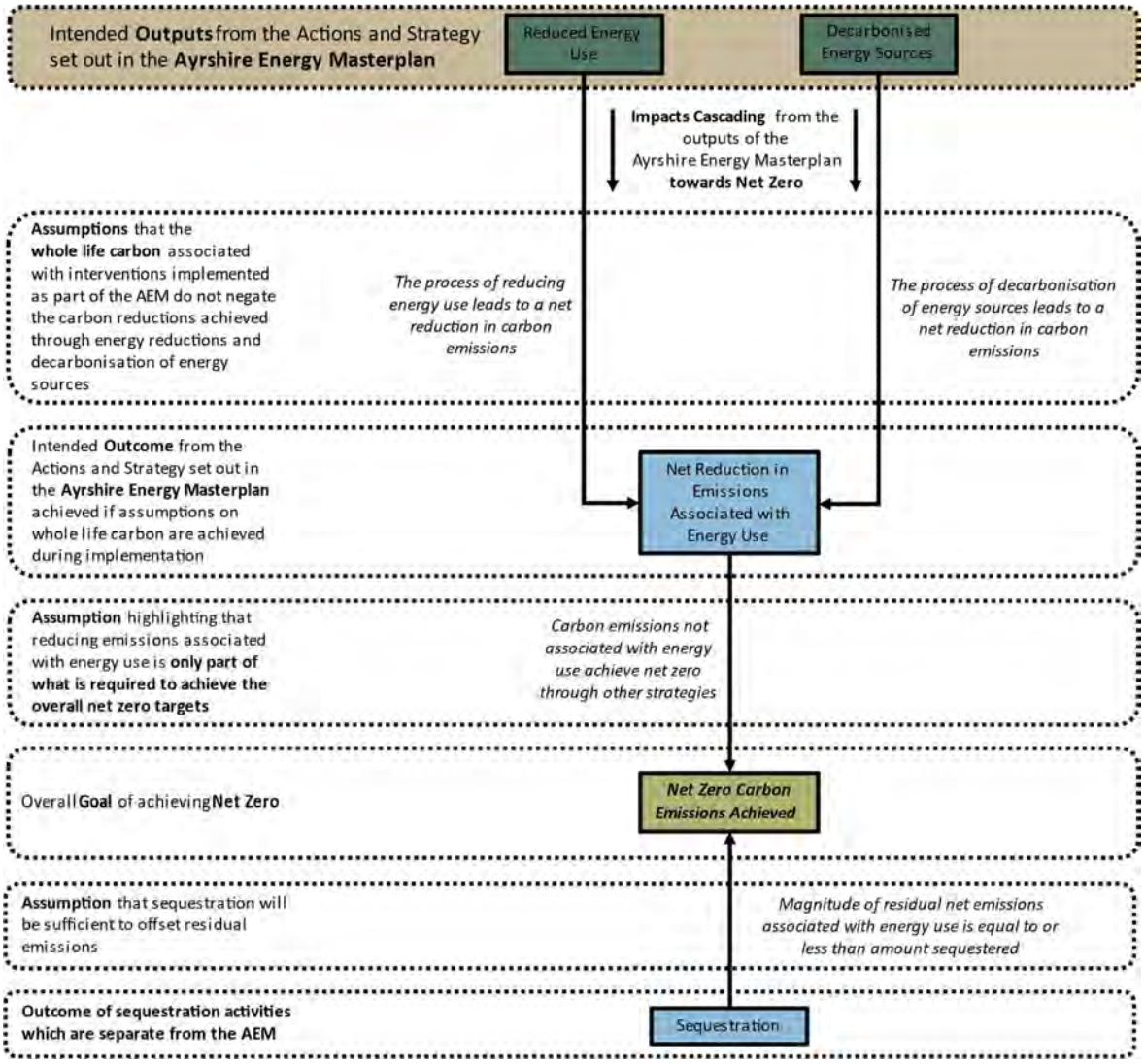


Figure 2-6 – Theory of Change showing how the AEM assists in achieving the goal of net zero, supported by sequestration, and accounting for whole life carbon.

3. Overview of the Recommended Ayrshire Energy Masterplan Approach

The **core strategy of the AEM** is to reduce carbon emissions by **reducing energy use** and **decarbonising energy sources** through a focus on **heat**, **transport**, and **power**. Councils will be acting across their estates to implement the AEM strategy, and supporting organisations, businesses, tenants, and homeowners in identifying the actions they can take and accessing funding.

Another key part of the strategy is that **clusters of opportunities** located in the same area are recommended to be **developed at the same time** so that **costs of upgrading infrastructure are shared and reduced overall**.

Ensuring a **just transition** is embedded in the strategy through a range of checks, targets, and policies that balance opportunities to ensure that **outcomes in addition to net zero are achieved** as the strategy is implemented.

The policy context and evidence base that the AEM strategy has been developed from can be seen in appendices 1, 2, and 3.

The Venn diagram in Figure 3-1 shows that the heat, transport, and power approaches overlap in the coordination of electrical infrastructure upgrades to comprise the overall Ayrshire Energy Masterplan. Whole life carbon and sequestration are highlighted as they are linked to the AEM Theory of Change for achieving net zero and are recommended to be considered in addition to the approaches being recommended as part of the AEM.

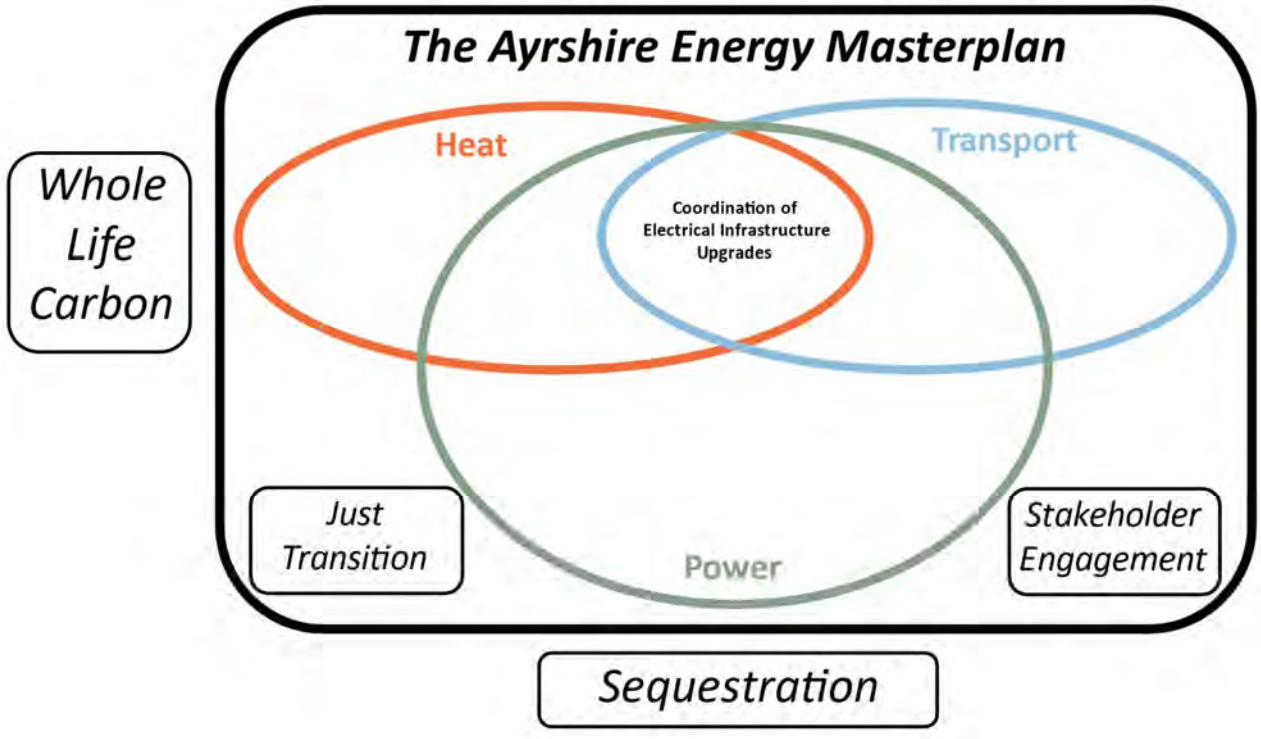


Figure 3-1 – Venn diagram showing the AEM comprised of overlapping heat, transport, and power approaches with whole life carbon and sequestration shown as separate from the AEM but highlighted as they are linked through the Theory of Change.

3.1 Heat Approach Overview

The heat approach consists of:

- **Energy Efficiency Measures** – ***Reducing heat and energy demand*** through supporting and implementing **fabric first retrofit**.
- Heat Management by:
    - Supporting and implementing the installation of **Heat Pumps** and **other sources of zero carbon heating**
    - Councils leading development of **Heat Networks**
- Encouraging the generation of **Renewable Energy**
- Investigating the role **Hydrogen** may play in ***decarbonising heat*** through replacing gas and beginning to develop supply and demand.

The AEM renewable energy strategy crosses over with the AEM heat approach, however the renewable energy strategy is predominantly part of the AEM Power Approach. The renewable energy strategy also has a relationship with proposed investigations into hydrogen. Electrical infrastructure upgrades, which are part of the AEM power approach, will be required to support heat pump installation and the development of heat networks. The key crossovers in these approaches are shown by the Venn diagram in Figure 3-2.

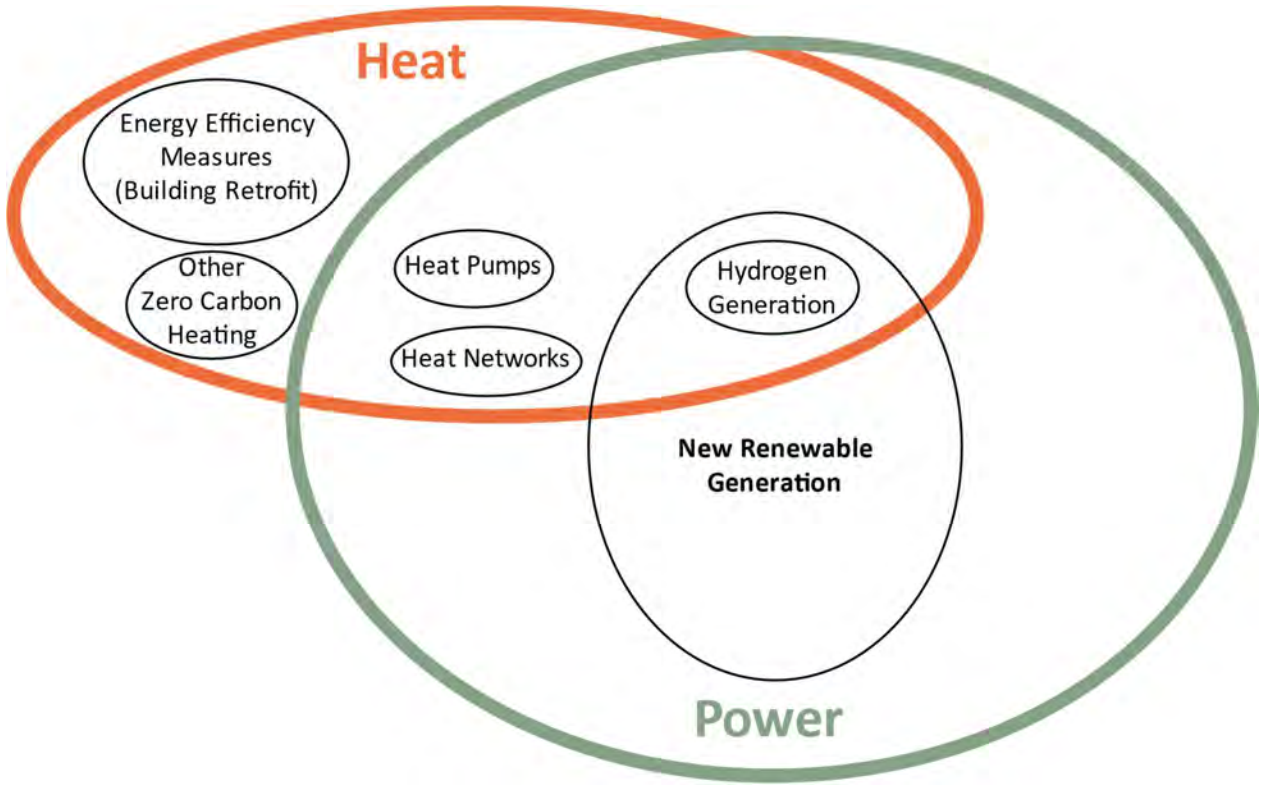


Figure 3-2 – Venn diagram showing all sub-approaches of the AEM heat approach and key crossovers with the AEM power approach.

3.2 Transport Approach Overview

The transport strategy consists of:

- ***Decarbonising transport*** energy sources by:
  - Encouraging the adoption of electric vehicles through installation of **electric vehicle charge points.**
  - Investigating the role **hydrogen** may play in decarbonising transport through hydrogen powered vehicles and beginning to develop supply and demand.
  - Replacing council fleets with either electric or hydrogen powered vehicles.
- Encouraging the generation of **Renewable Energy.**
- ***Reducing energy use*** by increasing the use of public transport and facilitating active travel by:
  - Developing **transport hubs.**
  - **Improving public transport** on existing routes and with new routes including road, rail, and ferry routes.
  - Developing and improving **active travel** routes.

Note that levels of active travel in Ayrshire are lower than the Scottish average as detailed by Appendix 2. It is recommended that root causes be analysed to assist in determining what the required improvements are.

Electrical infrastructure upgrades, which are part of the AEM power approach, will be required to support electric vehicle charge point installations. The AEM renewable energy strategy crosses over with the AEM transport approach, however the renewable energy strategy is predominantly part of the AEM Power approach. The renewable energy strategy also has a relationship with proposed investigations into hydrogen.



A core part of the AEM transport approach is **locating electric vehicle charge points and transport hubs in the same locations** to reduce the extent of the infrastructure upgrades required and share costs across both of these approaches.

The key crossovers in these approaches are shown by the Venn diagram in Figure 3-3.

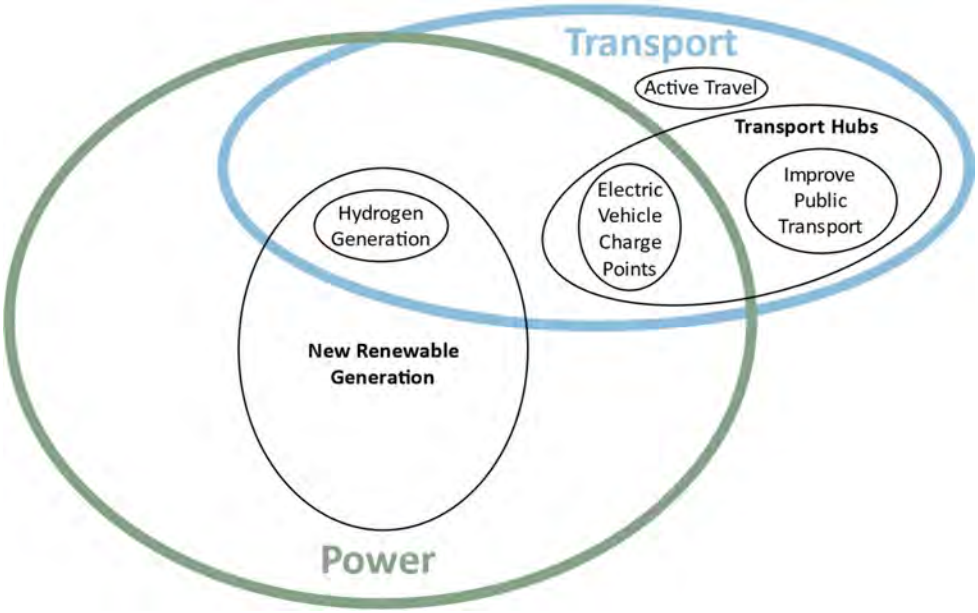


Figure 3-3 – Venn diagram showing all sub-approaches of the AEM transport approach and key crossovers with the AEM power approach.

3.3 Power Approach Overview

The power approach consists of:

- **Coordination of Electrical Infrastructure Upgrades** to share costs across implementation of the heat and transport approaches and reduce costs overall.
- Encouraging **new renewable energy generation** and investigating the role **hydrogen** may play in this.
- Councils leading on and encouraging the development of **energy networks.**

Note that integration of **energy storage** solutions is a key part of the new renewable generation, energy networks, and hydrogen sub-approaches.

Coordination of electrical infrastructure upgrades supports delivery of the heat and transport approaches by coordinating upgrades with development of heat networks, and installation of heat pumps and electric vehicle charge points. Investigations into the role hydrogen may play in decarbonising energy uses are part of the heat and transport approaches, however investigating the potential to generate hydrogen is captured by the AEM power approach by considering how hydrogen generation can support development of new renewable generation capacity. Note that hydrogen generation is not a near term solution and there remains uncertainty around viability and the extent of the role hydrogen will play in the medium and long-term, approaching 2045 and beyond.

How coordination of electrical infrastructure upgrades creates the crossover between the heat and transport approaches at the heart of the AEM is shown by the Venn diagram in Figure 3-4.

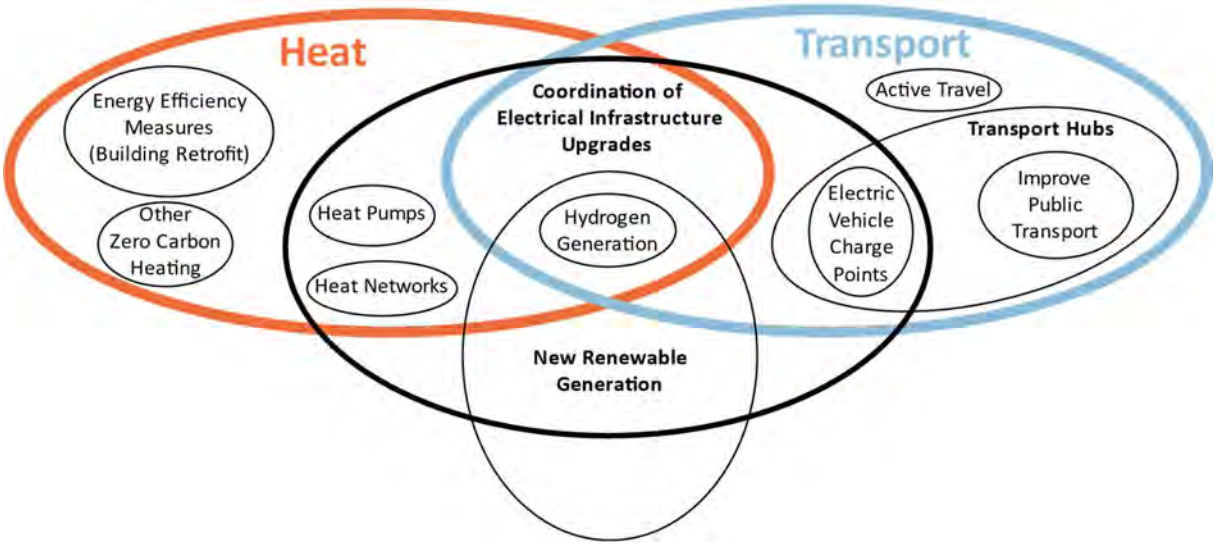


Figure 3-4 – Venn diagram showing all sub-approaches of the AEM heat and transport approaches and how coordination of electrical infrastructure upgrades creates a crossover.

Development of energy networks is part of how the power approach assists in overcoming limitations of the electrical power infrastructure and supports development of new renewable generation by encouraging '**behind the meter' power generation from renewable sources**. Therefore, this sub-strategy of the AEM power approach sits out with the coordination of electrical infrastructure upgrades and within the new renewable generation sub-approaches.

A core part of the AEM transport approach is locating electric vehicle charge points and transport hubs in the same locations, however some transport hubs are not suitable for significant electric vehicle charge point installation and may not require electrical infrastructure upgrades, meaning that the development of transport hub sub-strategy is partially out with the coordination of electrical infrastructure upgrades sub-strategy.

The sub-approaches that form the AEM power approach are shown in the Venn diagram in Figure 3-5.

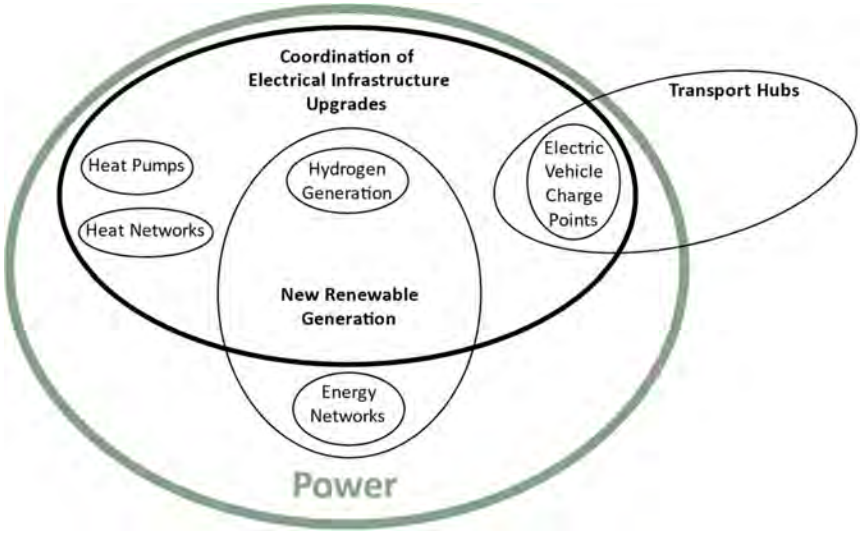


Figure 3-5 – Venn diagram showing all sub-approaches of the AEM Power approach and key crossovers.

3.4 Overview of Ayrshire Energy Masterplan Strategy Crossovers

The Venn diagram in Figure 3-6 shows all of the sub-approaches that make up the Ayrshire Energy Masterplan strategy, highlighting the key crossovers discussed above.

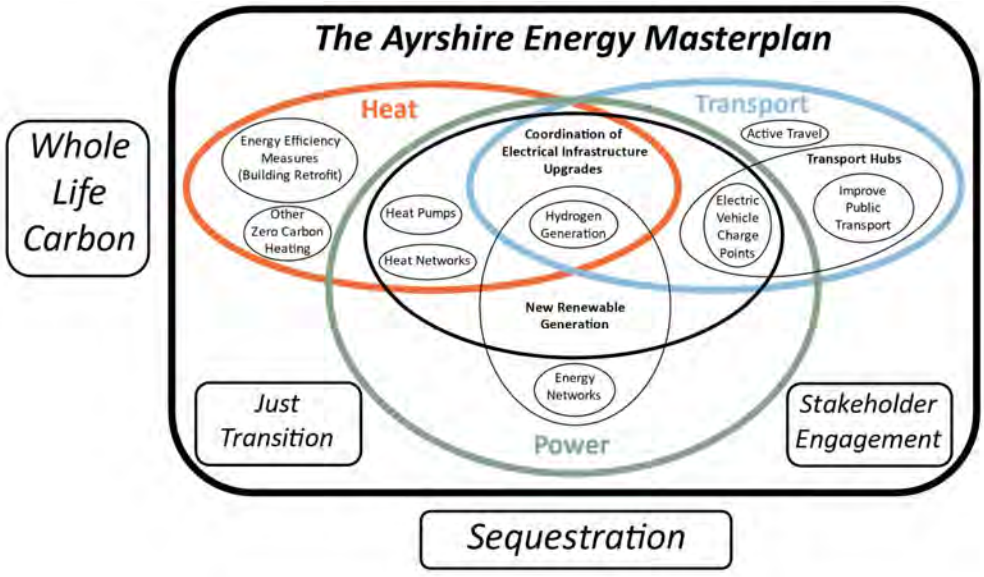


Figure 3-6 – Venn diagram showing all sub-approaches of the AEM and key crossovers with whole life carbon and sequestration approaches shown as separate from the AEM.

4. Stakeholder Engagement

Engagement with stakeholders was undertaken to gain an understating of the challenges faced by stakeholders in achieving net zero and what their priorities are for an energy masterplan.

Details of the steps taken to engage with stakeholders, breakdowns of groups engaged, and detailed discussion of the feedback obtained through an online survey and interviews can be seen in Appendix 3. This included engagement with businesses, community groups, utility companies, and housing associations.

As shown in Figure 4-1, in answer to the survey question "is your organisation fully prepared to switch to net zero related operations?" Circa 40% of stakeholders answered "Yes," 40% answered "No," and the remaining 20% answered "Don't Know." Therefore, around two thirds of respondents perceive that they have not identified a clear pathway to net zero, and that stakeholders need further support in addition to the support currently being provided.

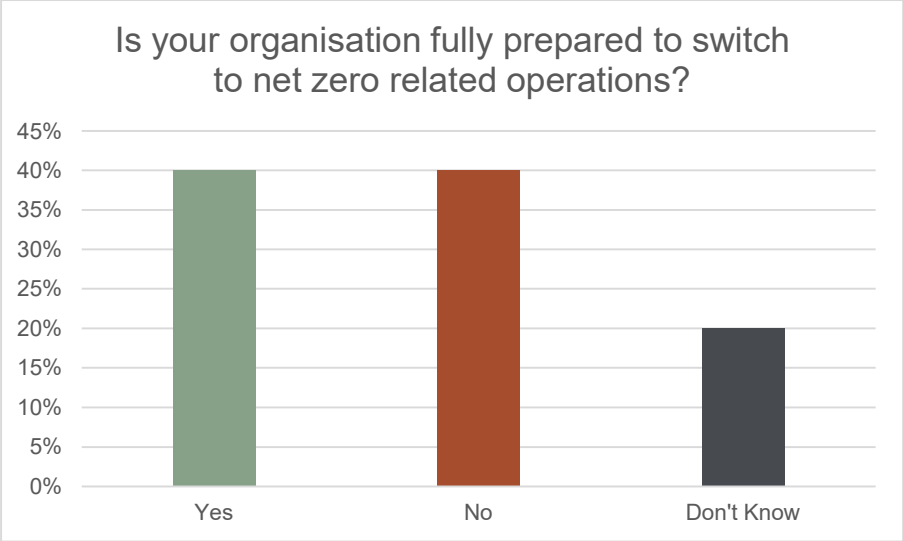


Figure 4-1 – Stakeholder responses to the question 'Is your organisation fully prepared to switch to net zero related operations?'

Specific challenges and priorities relating to heat, transport, power, and their sub-approaches were raised by stakeholders as detailed throughout Appendix 3, and how these have been addressed in the development of the AEM is set out against discussion of investment opportunities within this document.

The **overall priorities and key challenges** raised by stakeholders were:

- **The costs associated with** net zero transition.
- **Enhanced community engagement** to implement net zero projects by facilitating contact between. neighbours and the wider local community.
- **Clarity** on the following:
  - What the achievable targets are and how they are quantified.
  - What the strategies and approaches are for achieving these targets.
  - Who is responsible for undertaking actions required to achieve targets.
  - What the options are for achieving targets.
- Long term **retention of existing targets and commitments** to continue to support and not undermine what has been done already both by the councils, and by other groups and organisations.

4.1 Support Stakeholders Require

As part of the **Ayrshire Energy Masterplan implementation** stakeholders would like:

- **Assistance and guidance** in devising net zero interventions and strategies, and obtaining funding including the following:
    - Improving the energy performance of buildings and decarbonisation of energy sources.
    - Development of and connection to heat and energy networks.
    - Decarbonisation of energy use for industrial and commercial processes and operations
- Targeted funding to assist with intervention costs, with a focus on funding across interventions and enabling works as **integrated and optimised solutions**.

The **key strategic barriers** identified that stakeholders require support in overcoming in transitioning to net zero are:

- High **costs** of transitioning to net zero.
- A lack of **suitable interventions** for the nature of the operations of organisations.
- Lack of knowledge, or access to **guidance and support.**
- Technical **complexity** of upgrades.
- Lack of **ability** of tenants to implement interventions.

Specific barriers relating to heat, transport, and power were also identified with these being highlighted throughout this document.

The approaches that make up the Ayrshire Energy Masterplan have been recommended to assist in overcoming the barriers faced in achieving net zero.

4.2 Recommended area-based Community Engagement

Given the need for **community engagement for a range of issues** including but not limited to heat networks, development of renewable energy generation capacity, and improving the building performance of mixed tenure blocks, a strategy for engaging with communities on an area basis across a range of net zero and energy issues should be developed. Examples of where this kind of approach has achieved success can be seen on islands that were part of North Ayrshire's Green Island Programme, Isle of Arran and Isle of Cumbrae, and the Scottish Government Carbon Neutral Islands (CNI) Project, on the isle of Cumbrae. Consideration should be given to how the benefits of the **hyper localised multi-issue and multi-intervention approach** could be transferred to the mainland to facilitate community engagement in the transition to net zero. Key considerations would be determining which aspects of geography, spheres of influence, and infrastructure would play a similar role to the sea in separating communities in terms of transfers, and uses of, energy i.e., the impact of physical boundaries, population distribution, and the layout of infrastructure. Also capturing the benefits including but not limited to; greater engagement from communities in 'bottom up' reported by stakeholders as detailed in Appendix 3, clarity on who to go to if there is a single point of contact for all issues, and the local knowledge of the people coordinating community groups as community members.

There is also a need to **support homeowners and businesses in understanding and accessing funding** and **guidance for net zero interventions** including fabric first retrofit, zero carbon heating, and connecting to heat and energy networks. This can be done through a **continuous recommended area-based engagement with all stakeholders in addition to existing support services** which are often available on a sectorised basis. Gaps in engagement may be addressed as people and businesses who either don't know about services or don't know which service to go to, may be more likely to hear about a support hub in their immediate local area. **Where a stakeholder would benefit from a sector specific service, the local support hub can put them in touch**.

Likewise, the sectorised services should ensure that stakeholders are aware of all the support hubs in the areas a stakeholder operates, has premises, or lives so that they can **get involved in local projects**.

Note that the recommendation is that **communities be engaged on net zero and energy issues to help bottom-up identification of appropriate local projects and empower communities to take these projects forward**. Where projects are initiated on a top down, or outside basis (i.e. not initiated by communities), for example from council LHEES report recommendations, or large wind farm developers etc, then **the local support hubs or organisations** of the affected community or communities could help **facilitate community engagement**.

The **current sectorised support services and forums are having an impact** as evidenced by the feedback from stakeholders. Therefore, their activities should continue to be enhanced to assist organisations tackle nuanced challenges faced by sectors in the **optimisation of their energy use**. It is recommended that steps are taken to ensure that all organisations are aware of their energy use and are collecting data.

It is recommended that the recommended area-based strategy be developed with the remit to support delivery of the recommendations made, and considerations discussed throughout this document. Investigate and understand opportunities for funding including private sector and developer led projects.

For free support to make your business greener you can contact **Business Energy Scotland** on 0808 808 2268, Monday – Friday 9am – 5 pm or go to https://businessenergyscotland.org.

If you'd like more advice on how your business could be supported in its net zero journey, you can contact the **Local Business Gateway** on 0300 013 4753, Monday – Friday 9am – 5pm or go to https://findbusinesssupport.gov.scot for further information.

Funding changes regularly, however further information on funding opportunities can be found in Appendix 6.

5. Heat

5.1 Breakdown of Energy Use for Heat

Levels of emissions due to energy use for heat depend on both the energy demand and carbon equivalent emissions per kWh supplied associated with the source/fuel used to meet that demand. Therefore, understanding current demands from each source and the relative emissions highlights priority sources to adopt and reduce reliance upon.

Understanding the sectoral breakdown can assist in highlighting where emissions are greatest.

The breakdowns in the remainder of this section show that domestic gas use for heat is a significant source of emissions, and the primary heat source for most non-domestic buildings across Ayrshire.

Gas is a significant source of energy for heat across all sectors, with a large number of retail premises contributing towards a large demand for gas for heating.

Note that at present, there are significant emissions associated with electricity use, however it is assumed that these will reduce to zero as the grid decarbonises.

5.1.1 Non-Domestic Heat Breakdown

Ayrshire's non-domestic energy use for heat can be seen broken down by energy source in Figure 5-1. Details of how these numbers have been calculated can be seen in Appendix 2.

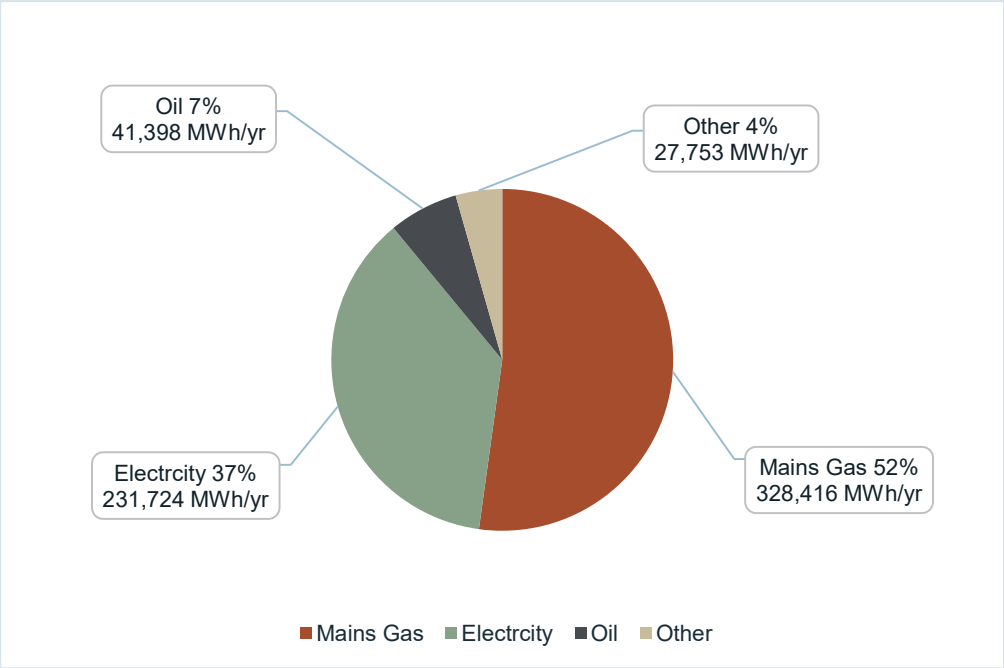


Figure 5-1 – Pie chart showing heating demand and percentage of total heat demand across all non-domestic building heating sources in Ayrshire.

The estimated sectoral breakdown of heat demand by source in non-domestic buildings can be seen in Figure 5-2, Figure 5-3, and Table 5-1. Details of how these numbers have been calculated can be seen in Appendix 2.

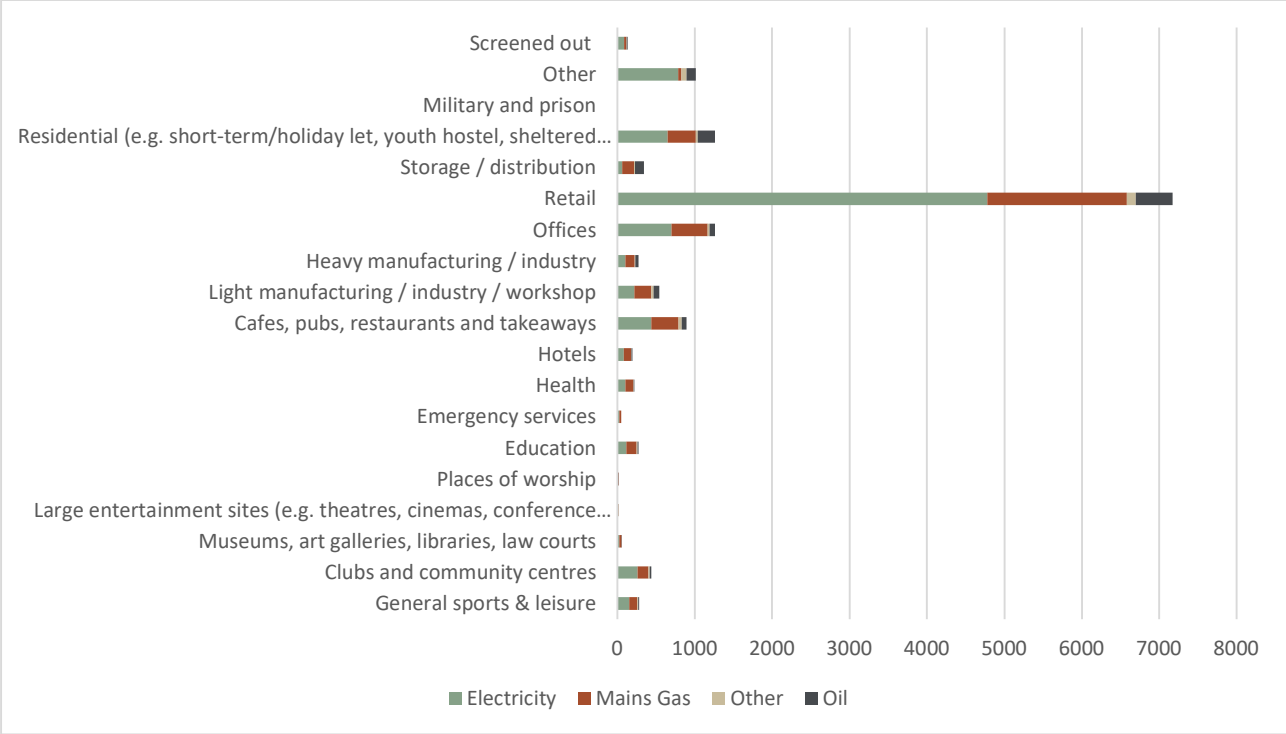


Figure 5-2 – Non-domestic heat source break down by sector in terms of the number of buildings (property count).

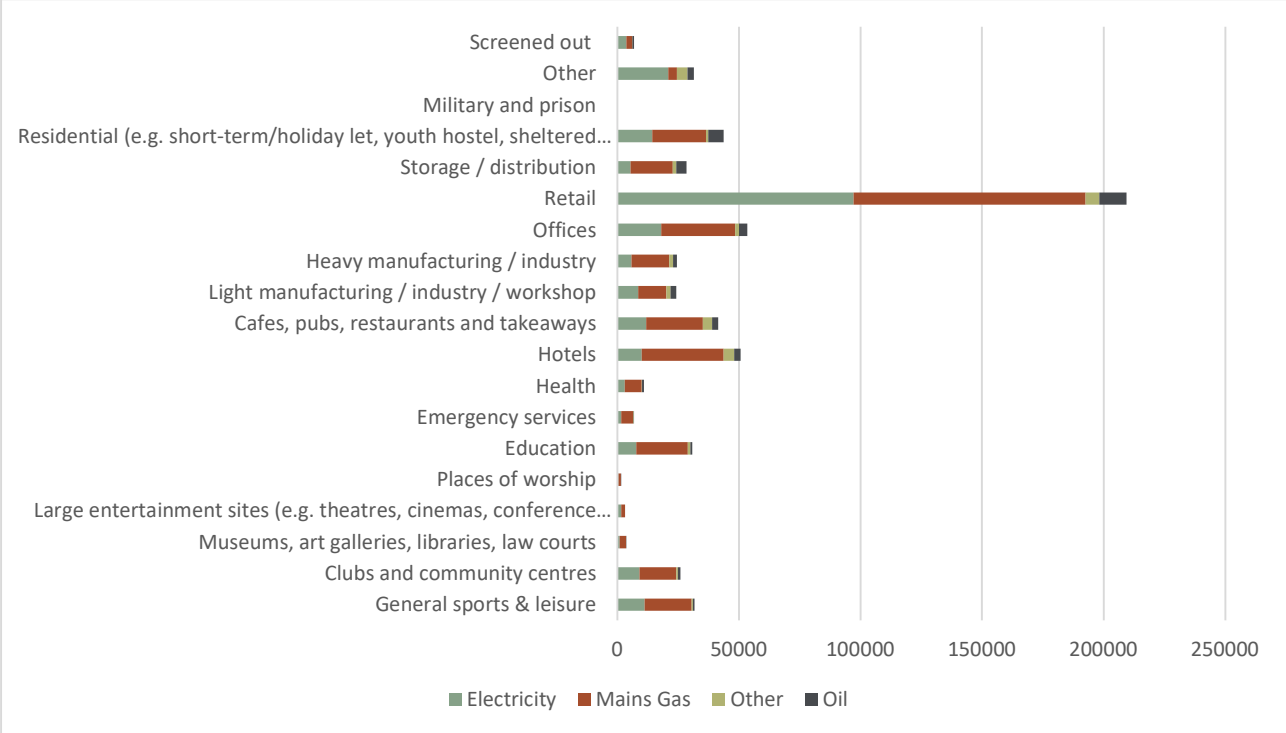


Figure 5-3 – Non-domestic heat source break down by sector in terms of estimated demand (MWh/year).

Table 5-1 – Non-domestic heat source break down by sector in terms of number of buildings (property count) and demand (MWh/year).

Property Typology	Electricity		Mains Gas		Other		Oil	
	(Count	MWh/Yr)	(Count	MWh/Yr)	(Count	MWh/Yr)	(Count	MWh/Yr)
General sports & leisure	155	11175	104	19386	10	556	12	654
Clubs and community centres	263	9091	141	15063	12	801	22	944
Museums, art galleries, libraries, law courts	25	919	30	2588	0	0	2	19
Large entertainment sites (e.g. theatres, cinemas, conference centres)	14	1491	4	1703	0	0	0	0
Places of worship	9	482	8	926	0	0	1	102
Education	117	7826	135	21137	11	975	11	962
Emergency services	26	1496	21	4979	2	230	4	140
Health	103	3050	105	7066	3	76	9	818
Hotels	83	10071	93	33700	10	4334	12	2534
Cafes, pubs, restaurants, and takeaways	442	11764	349	23471	44	3772	59	2513
Light manufacturing / industry / workshop	219	8588	224	11655	24	1535	76	2476
Heavy manufacturing / industry	105	5901	117	15448	10	1619	42	1587
Offices	700	18144	466	30307	24	1523	72	3491
Retail	4781	97211	1798	95240	115	5711	478	11229
Storage / distribution	66	5433	150	17443	13	1321	116	4272
Residential (e.g. short-term/holiday let, youth hostel, sheltered accommodation)	652	14357	362	22044	27	969	219	6412
Military and prison	1	122	1	35	0	0	0	0
Other	786	21008	42	3605	62	4260	124	2639
Screened out	86	3594	31	2620	5	72	11	606

5.1.2 Domestic Heat Breakdown

Ayrshire's Domestic energy use for heat can be seen broken down by energy source in Figure 5-4. Details of how these numbers have been calculated can be seen in Appendix 2.

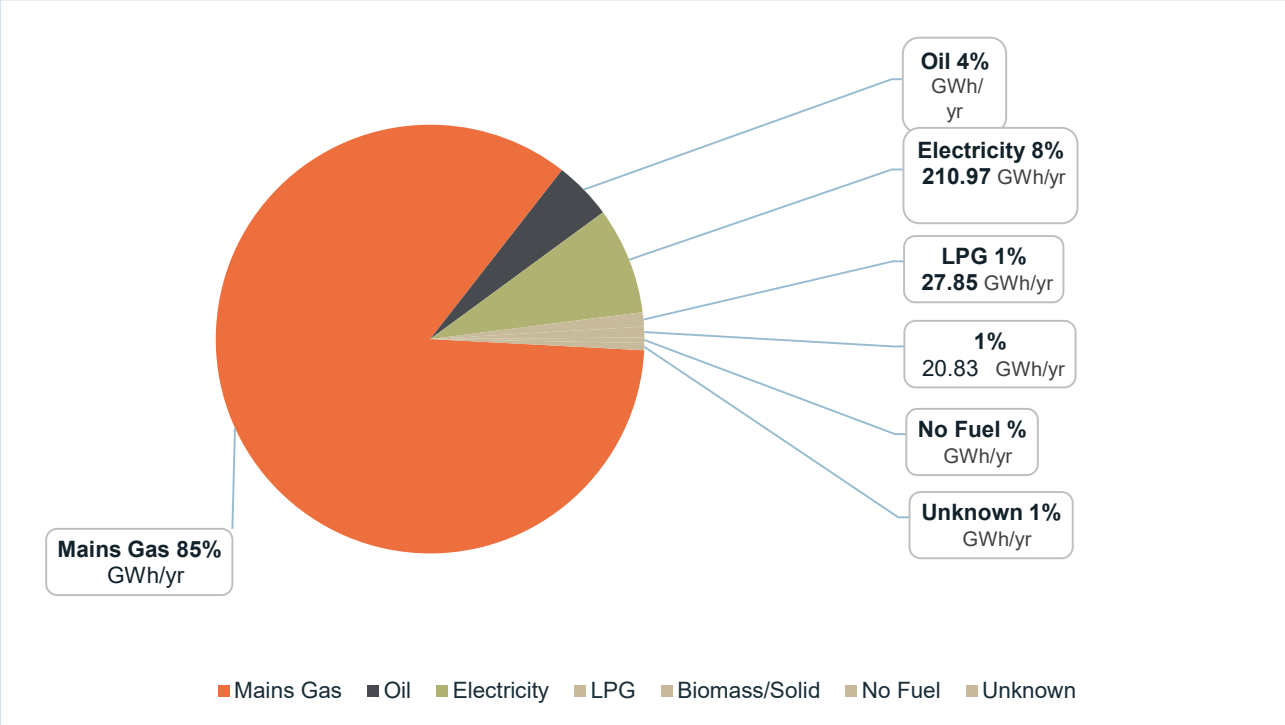


Figure 5-4 – Pie chart showing heating demand and percentage of total heat demand across all domestic building heating sources in Ayrshire.

5.2 Heat Approach and Investment Opportunities

The Ayrshire Energy Masterplan heat approach is recommended to be implemented through the following:

- Fabric first retrofit
- Zero carbon heating
- Heat networks

The relationship between **fabric improvements and zero carbon heating**, and how these interventions **lead to a net reduction in emissions** as part of a **just transition supported by community engagement** can be seen in the Theory of Change (ToC) shown in Figure 5-5.

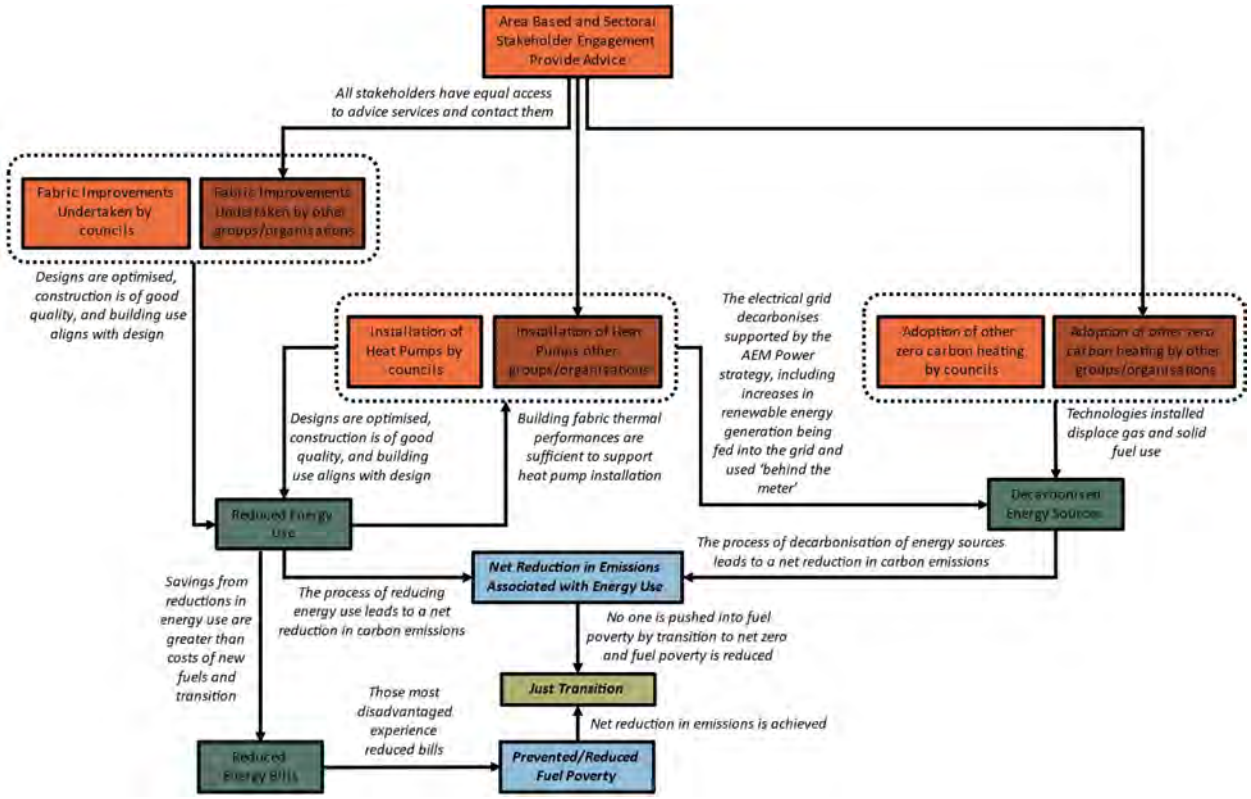


Figure 5-5 – AEM Retrofit Theory of Change showing the relationship between fabric improvements and zero carbon heating, and how these interventions lead to a net reduction in emissions as part of a just transition supported by community engagement.

The ToC shows that the route to impact is for **fabric improvements to reduce energy use first** which makes installation of **heat pumps viable, leading to further reductions in energy use**.

Electrification via the installation of heat pumps contributes towards the decarbonisation of heat alongside the adoption of other zero carbon heat sources. Then, providing the whole life carbon emissions are less than the reductions in emissions achieved by reducing energy use and decarbonising energy sources, a net reduction in emissions associated with energy use will be achieved.



It is recommended that councils take these steps across their own estates and provide advice in access funding and designing interventions through the recommended area-based and sectoral stakeholder engagement strategy recommended by the AEM.

There is an **opportunity to reduce fuel poverty** by ensuring that through community wide engagement those **most disadvantaged benefit from reduced energy bills** associated with reductions in energy use. **To ensure a just**

transition, carbon emissions must be reduced, and no one can be pushed into fuel poverty by transition to net zero heating.

As shown in the Theory of Change (ToC) in Figure 5-6, the recommendation for the development of heat networks is that the **recommended area-based and sectoral stakeholder engagement strategy be utilised to undertake feasibility studies of all heat network opportunities** identified as part of the AEM.

The ToC also shows that the **routes to impact for heat networks are through energy reductions**, as heat networks are an energy efficiency measure, and **adopting zero carbon technologies** to displace the use of energy sources that have inherent emissions.

As is the case for fabric improvements and zero carbon heating, t**o ensure a just transition, carbon emissions must be reduced, and no one can be pushed into fuel poverty by transition to net zero heating.**

There is also an **opportunity to reduce fuel poverty** by ensuring that through community wide engagement those **most disadvantaged benefit from reduced energy bills** associated with reductions in energy use where opportunities for heat networks are present.

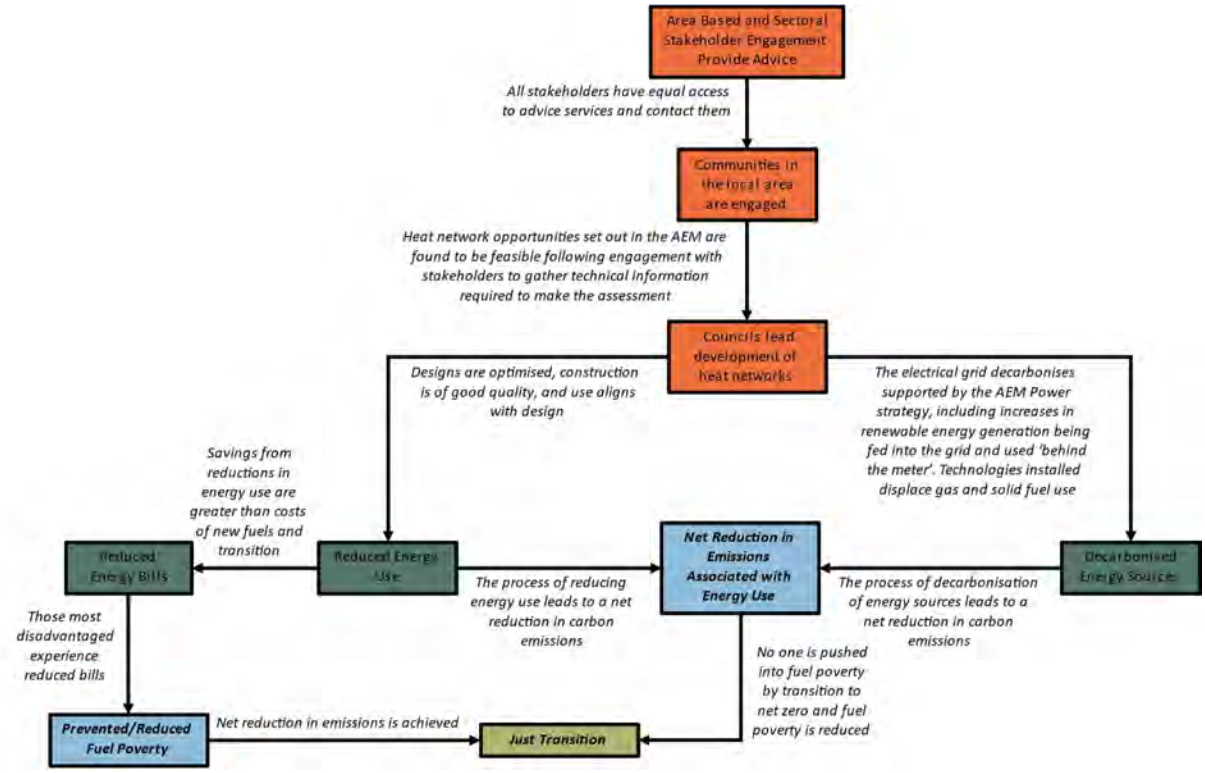


Figure 5-6 – AEM Heat Network Theory of Change showing how development of heat networks is expected to lead to a net reduction in emissions as part of a just transition supported by community engagement.

There is a Scottish Government target to reduce emissions from buildings by 33% between 2018-2032. This is approximately a 3% year on year reduction throughout this period which has been adopted by South Ayrshire Council. These targets are highlighted in Appendix 1.

Assisting communities and businesses to optimise their non-heating energy use is part of the AEM engagement strategy, however the extent that this activity will assist in achieving a net reduction in emissions is unknown. The

AEM heat approach is the primary means by which these targets are expected to be met through the ToCs shown in Figure 5-5 and Figure 5-6.

Scottish Government targets for overall reductions in emissions from buildings are discussed in Appendix 2. In direct reference to energy use, there are Scottish Government targets to reduce non-domestic heat demand by 20% by 2032 from 2018 levels (1.6% year on year) and reduce domestic heat demand by 15% by 2032 from 2018 levels (1.2% year on year).

The targets on heat demand relate to net reductions in emissions associated with energy use through the ToCs shown in Figure 5-5 and Figure 5-6, with reductions in emissions being achieved through the combined effect of reducing energy use and decarbonising energy sources to reduce a building's operational emissions. This is also shown in Figure 5-7. In addition, it is shown that reductions in emissions from reduced energy use and decarbonisation energy sources will be required to be greater than the targeted overall reduction in emissions from buildings due to whole life carbon associated with the works required to achieve the energy reduction targets.

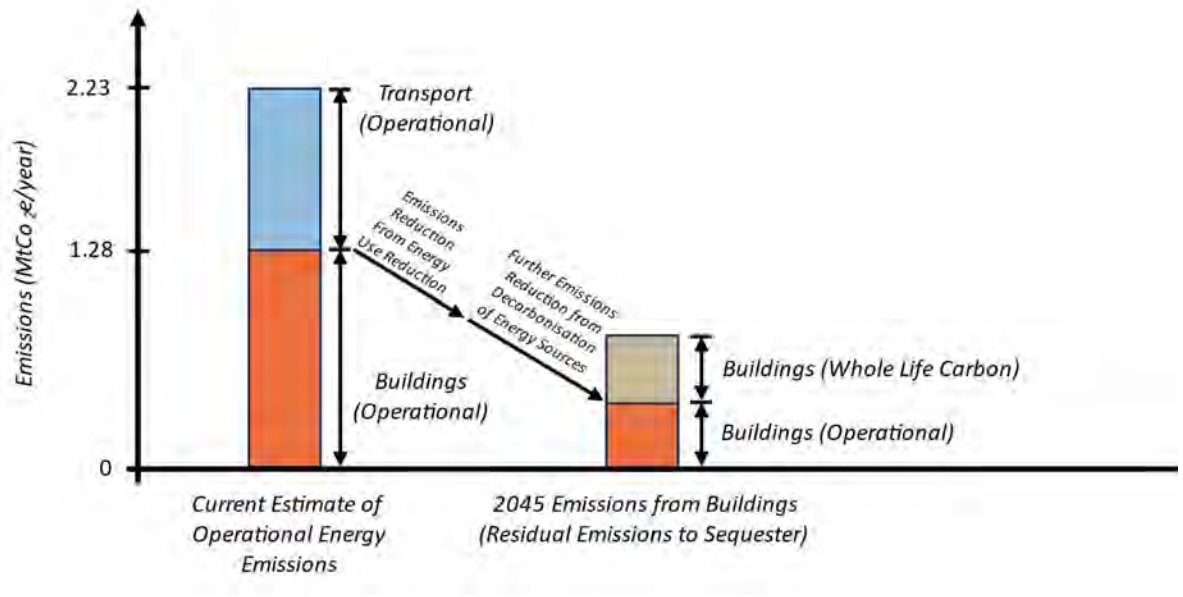


Figure 5-7 – Bar chart showing energy use reductions and decarbonisation of energy sources driving the reduction in emissions from current levels towards 2045 emissions from buildings target.

Information on business models for energy efficiency and decarbonisation of heat can be seen in Appendix 2.

5.2.1 Fabric First Retrofit

Fabric first retrofit means improving the thermal performance of a building to reduce energy use by modifying and enhancing the physical building first, then installing and/ or upgrading heating and ventilation systems to improve efficiency and further reduce energy use. Switching to low and zero carbon technologies as part of a fabric first retrofit process then further reduces operational emissions.

Fabric improvement measures are discussed in Appendix 4 and can include:

- Wall insulation
  - Cavity Wall Insulation (CWI)
  - External Wall Insulation (EWI)
  - Internal Wall Insulation (IWI)

- Window upgrades
- Doors upgrades
- Roof and or Loft insulation
- Floor insulation
- Heating Controls
- Hot-water cylinder insulation
- Draught-proofing

The targeted performances from each of these measures depends on the type of building and how the building is heated and ventilated, with guidance provided by the non-domestic handbook[1] and the domestic handbook[2].

Guidance on which measures would be appropriate for a building and funding can also be sought from The Carbon Trust[3] for non-domestic buildings and the Energy Saving Trust[4] for Domestic Buildings.

There are two pathways that are recommended in the AEM support for reducing energy use by improving building fabric thermal performance.

The first pathway is that **councils undertake fabric improvements** across their domestic and non-domestic estates.

The second pathway is that **councils engage with property owners and tenants through a recommended area-based and sectoral stakeholder engagement strategy** assisting all groups in identifying **interventions which encourage fabric first design methodology** that considering **occupancy and building use**, and **signposting to where funding is available**.

Achieving heat demand reduction, decarbonisation, and overall emissions from buildings targets will depend both on council led works, and works undertaken by private individuals, businesses, and other organisations. Heat demand will also increase when new buildings are constructed and occupied which will impact on these targets. Council policies and approaches for new buildings will determine the extent of these increases in heat demand within the council estates, alongside planning legislation and requirements which will determine increases in heat demand in other new build properties. Details of the policies and strategies can be seen in Appendix 1.

Ayrshire's buildings can be categorised as follows, with the routes to impact being different for each category.

- Public buildings (including council non-domestic properties and NHS buildings)
- Social housing (including council housing and housing association properties)
- Privately owned housing (both owner occupied and rented)
- Commercial and industrial premisses

[1] Building standards technical handbook June 2023: non-domestic - December 2023 addendum - gov.scot (www.gov.scot)
[2] Building standards technical handbook June 2023: domestic - December 2023 addendum - gov.scot (www.gov.scot)
[3] Climate Action Plans & Business Sustainability | The Carbon Trust
[4] Energy Saving Trust

Pathway 1 captures the buildings owned by the councils that are part of the public buildings and social housing categories, with routes to impact being through the council non-domestic and domestic retrofit strategies, aspects of which have been highlighted in Appendix 1.

Pathway 2 captures the remainder of the categories, including all other non-domestic and domestic buildings in Ayrshire. The non-council stakeholders in each category face differences in challenges and targets for retrofit, requiring differences in engagement through AEM recommended actions.

The impacts on energy use and emissions reductions from retrofit activities undertaken by each stakeholder group combine to form the overall impact. Buildings across Ayrshire could see improvements through retrofit; however, activities will be constrained by the challenges and limitations faced by each group. Prioritisation of geographic areas will also be driven by council Local Heat and Energy Efficiency Strategies (LHEES).

To support the installation of the insulation measures it is recommended that people in Ayrshire are continued to be offered support to train in carrying out these works. As set out in Appendix 5, insulation of a non-domestic building could support up to 20 one-off jobs in this field, and insulation of 100 domestic properties could support up to 10 one-off jobs in this field. If every domestic property in Ayrshire were insulated over a 20-year period, up to 1000 jobs could be created to undertake these works.

Figure 5-8 shows an extract of Figure 5-5 highlighting that fabric improvements impact on energy use and energy bills, showing that community engagement supports the implementation of fabric improvements.

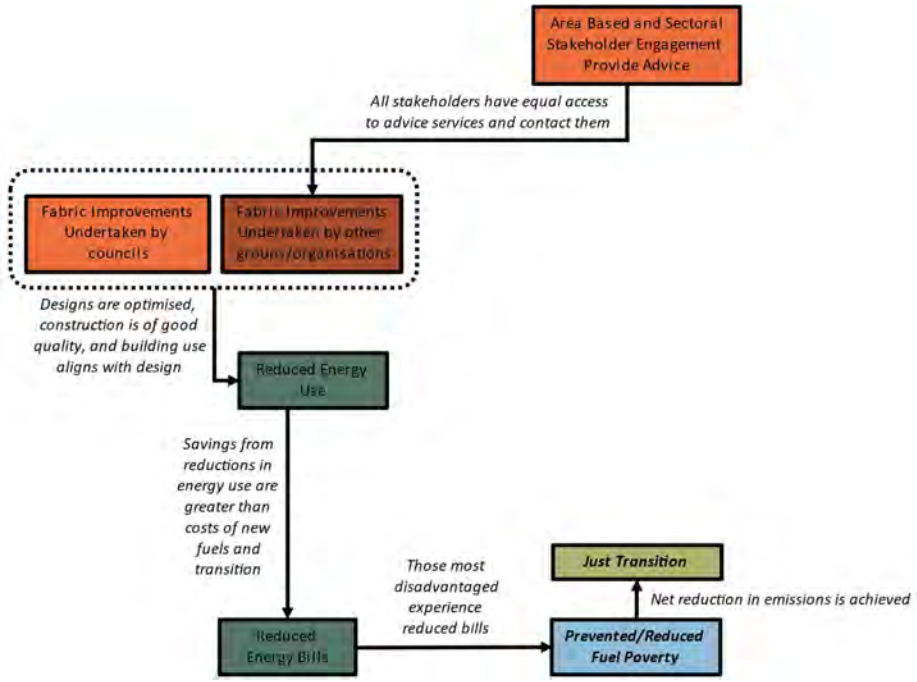


Figure 5-8 – Extract of the AEM Retrofit Theory of Change highlighting insulation measures impacting energy use and fuel poverty, supported by community engagement.

5.2.1.1 Retrofitting Public Buildings (Pathway 1)



The key targets in retrofitting public buildings are reductions in emissions from buildings and reducing heat demand by 20% by 2032 compared with 2018 levels. There are also targets for 70% of heat to come from low carbon sources in non-domestic buildings by 2032, and by 2030, 50,000 non-domestic buildings to convert to using zero or low emissions heating systems, with more information available in Appendix 1. There is a planned requirement for local authority buildings to have net zero emission heating systems by 2038.

It is recommended that a programme of retrofitting public buildings for net zero is taken forward, including all council non-domestic buildings and NHS buildings. Not all these buildings are part of the local authority remit, and taking this forward requires capital funding support from Scottish Government and private sector. Begin by undertaking feasibility studies on all buildings to estimate costs and understand funding requirements.





A sample of council non-domestic buildings were modelled using dynamic simulation modelling which is discussed in Appendix 4. With fabric improvements to bring buildings into line with thermal performances, set out in the non-domestic handbook[1], potential reductions in energy use intensity (EUI) were found to range from 7% to 77% (with associated potential carbon reductions ranging from 7% to 67%, and potential utility cost reductions ranging from 3% to 51%). The potential impacts on operational energy use, emissions, and costs of the electrification of heat including the installation of heat pumps are also set out in Appendix 4 for the properties modelled.







It is recommended that councils undertake extensive feasibility studies to gain a detailed understanding of what the potential energy savings could be across their non-domestic estates. Buildings that are located in areas highlighted by the AEM power approach for coordination of infrastructure upgrades should be prioritised for these feasibility studies, allowing for infrastructure upgrades to also support any upgrades to building heating and ventilation systems implemented alongside fabric improvements as part of the fabric first approach.

It is recommended that the NHS are coordinated with during the net zero feasibility process with the aim of coordinating infrastructure upgrades. This is where NHS buildings are within the same AEM power approach areas and where NHS buildings are near or rely on the same power and transport infrastructure as council non-domestic buildings, as captured by net zero feasibility studies or fabric first retrofit projects. These locations are identified in section 7.3 of this document.

5.2.1.2 Retrofitting Social Housing

The Scottish Government have set a requirement for all social housing to have an Energy Performance Certificate rating of B or better by 2032. There are also targets for 35% of heat to come from low carbon sources in domestic properties by 2032, and by 2030, 1 million homes to convert to using zero or low emissions heating systems. Further detail on targets can be found in Appendix 1.

The Scottish Government have also set targets relating to fuel poverty.

- By 2040, no more than 5% of households in Scotland are in fuel poverty and no more than 1% of households in extreme fuel poverty.
- By 2035, no more than 10% households in Scotland in fuel poverty and 3% extreme fuel poverty.
- By 2030, no more than 15% households in Scotland in fuel poverty and 5% extreme fuel poverty

East Ayrshire also have the target that by 2040 poor energy efficiency has been removed as a driver of fuel poverty in all social housing.

These targets are in addition to the target of reducing overall domestic heat demand by 15% by 2032 compared with 2018 levels (1.2% decrease year on year).

Social Housing (Pathway 1) – Council Properties

A sample of council domestic properties were modelled using dynamic simulation modelling which is discussed in Appendix 4. With fabric improvements to bring buildings into line with thermal performances set out in the non-domestic handbook[1], potential reductions in energy use intensity (EUI) were found to range from 12% to 43% (with associated potential carbon reductions ranging from 12% to 44%, and potential utility cost reductions ranging from 5% to 26%). The potential impacts on operational; energy use, emissions, and costs of the electrification of heat including the installation of heat pumps are also set out in Appendix 4 for the properties modelled.





The retrofit measures implemented by councils across their domestic estates will be driven by each of the council's strategies relating to housing discussed in Appendix 1, the EESSH2 requirement to achieve at least EPC B by 2032, fuel poverty targets, and the heat demand reduction target. It is recommended that the council LHEES recommendations in these areas be implemented. Note that the EESSH targets and EPC measurement methodology are under review by the Scottish Government.



Social Housing (Pathway 2) – Housing Association Properties

Parts of the social housing estate are part of Housing Associations who also have the requirement to ensure all properties are rated at least EPC B by 2032.

Key challenges highlighted by Housing Associations during the stakeholder engagement process detailed in Appendix 3 were:

- Costs of retrofit
    - Overall cost of required works being prohibitive.
    - Risk of making fuel poverty worse as costs of works are passed on to tenants through rents unless externally funded.
    - Costs of additional works required to enable insulation to be installed, for example structural works to increase the strength of walls before external wall insulation can be installed. These costs are often not covered by funding and can prevent or limit the number of properties housing associations can retrofit.
- Risk of electrification of heat making fuel poverty worse in cases where the high price of electricity mean that bills increase even in cases where energy demand for heat has been decreased by energy efficiency measures.
- Engaging with other owners in mixed tenure blocks.
- Developing retrofit strategies that take account of differences of different building typologies.
- Clarity on what the works are that housing associations are required to undertake to align with government requirements.

It is recommended that councils and housing associations engage through the recommended area-based stakeholder engagement strategy to assist in overcoming the challenges relating to fuel poverty and engaging with other owners in mixed tenure blocks.

Research is ongoing to support development of strategies to retrofit housing association social housing as part of East Ayrshire's Community Renewable Energy (CoRE) project. More information can be seen in Appendices 1 and 3. The recommendation is that the outputs from the CoRE research be used by housing associations to develop retrofit strategies for meeting EPC B requirements and reducing heat demand as far as possible to assist in meeting heat demand reduction targets.

5.2.1.3 Encouraging Retrofit of Privately Owned Homes (Pathway 2)

The Scottish Government have set the requirement for all privately owned housing to have an Energy Performance Certificate rating of C or better by 2040 where it is technically and financially feasible. In addition, targets for 35% heat to come from low carbon sources in domestic properties by 2032, and by 2030, 1 million homes to convert to using zero or low emissions heating systems. Further detail on targets can be found in Appendix 1

There are also Scottish Government targets relating to fuel poverty as follows, with more information available in Appendix 1.

- By 2040, no more than 5% of households in Scotland are in fuel poverty and no more than 1% of households in extreme fuel poverty.
- By 2035, no more than 10% households in Scotland in fuel poverty and 3% extreme fuel poverty.
- By 2030, no more than 15% households in Scotland in fuel poverty and 5% extreme fuel poverty

These targets are in addition to the target of reducing overall domestic heat demand by 15% by 2032 compared with 2018 levels (1.2% decrease year on year).

Homeowners are responsible for undertaking works to meet EPC C requirements. Funding opportunities change continually; however, some examples are presented in Appendix 6. The extent of the works undertaken by each homeowner will determine the overall impact privately owned homes have on achieving heat demand reduction targets. The requirement for EPC C where feasible acts as a driver to encourage homeowners to insulate their properties in addition to the motivation from potential savings on energy costs.

Cost and engaging with neighbours in mixed tenure blocks are significant barriers property owners face. In some areas, and for some buildings, planning constraints limit what property owners can do externally.

It is recommended that councils engage with homeowners through the recommended area-based strategy to assist homeowners in designing net zero interventions encouraging a fabric first approach, to assist in accessing funding, and to engage with other owners in mixed tenure blocks.

Private Properties (Pathway 2) – Owner Occupied Homes

Where people own their own home, energy reductions leading to savings on bills is a driver for homeowners to insulate their homes. It is recommended that as part of engagement with this group, homeowners are encouraged to go beyond EPC C where possible and maximise heat demand reductions.

It is recommended that owner occupiers are encouraged to consider fuel poverty, and any risks posed by works they are considering.

Where owner occupiers are experiencing fuel poverty it is recommended that they are engaged through the recommended area-based stakeholder engagement strategy.

Private Properties (Pathway 2) – Privately Rented Homes

Tenants are not responsible for and have no control over any works required to make their homes comply with the EPC C requirement. Property owners are responsible for the upfront costs of works; however, tenants may pay for the works through increases in rent.

Technologies installed as part of retrofit works may lead to increases in bills for tenants, which could have a detrimental impact on fuel poverty.

It is recommended that the recommended area-based stakeholder engagement strategy facilitates access to advice services, for both property owners and tenants.

5.2.1.4 Encouraging Retrofit of Commercial and Industrial Premises (Pathway 2)

Retrofit of commercial premisses contributes towards achieving the 20% reduction in heat demand in non-domestic properties by 2032 compared with 2018 levels, and the target for 70% heat to come from low carbon sources in non-domestic buildings by 2032, and by 2030, 50,000 non-domestic buildings to convert to using zero or low emissions heating systems, with more information available in Appendix 1.

It is recommended that councils engage with businesses through both the recommended area-based strategy and existing sectoral engagement to assist commercial property owners in implementing net zero interventions encouraging a fabric first approach, and to assist in accessing funding.

5.2.2 Zero Carbon Heating Technologies

The key targets for adopting zero carbon heating are: 70% of non-domestic and 35% of domestic heat from low carbon sources by 2032, and by 2030, over 1 million homes and 50,000 non-domestic buildings to convert to using zero or low emissions heating systems. More information on these targets can be found in Appendix 1.

For existing properties, it is recommended that adoption of zero carbon heating technologies is facilitated and encouraged as part of a fabric first approach with engagement with stakeholders as set out under the Fabric First Retrofit section of this document. It is recommended that stakeholders consider fabric improvements to mitigate potential increases in energy bills. However, installation of zero carbon heating technologies without fabric improvements may be appropriate for some stakeholders and buildings. The recommendation is that costs, emissions, and energy use are considered in the decision-making process, and that all stakeholders are supported to gather and understand the evidence against these factors in order to make decisions.

For new build properties it is recommended that electrically powered, and other zero carbon heating systems, are incorporated into the building design as part of a fabric first design approach for maximising energy efficiency and minimising emissions.

Electrification of heat is the primary means by which heat is, at present, recommended to be decarbonised, supported by new renewable generation and energy storage both ‘behind the meter’ and as part of the wider decarbonisation of the electrical grid.

Figure 5-9 shows an extract of Figure 5-5 highlighting that community engagement supports the adoption of zero carbon heating, electrification supports decarbonisation, and that energy reductions may be required to facilitate the installation of heat pumps leading to further energy use reductions.

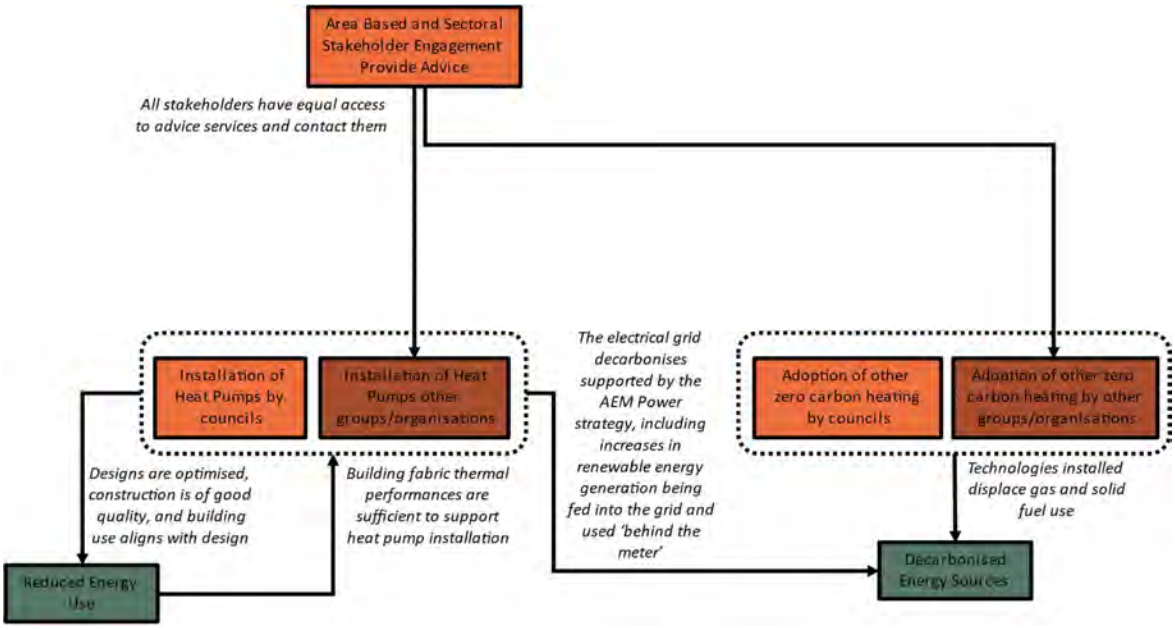


Figure 5-9 – Extract of the AEM Retrofit Theory of Change highlighting community engagement supporting the adoption of zero carbon technologies, the role of electrification in decarbonisation of heat, and heat pumps enhancing reductions in energy use.

Adoption of other zero carbon heating technologies, the extent of heat networks and their designs, and the role hydrogen may play in heating will each play a part in determining the full extent to which electrification is the best option for decarbonising heat. Electrification of heat and the installation of heat pumps (which are typically electrically powered) will be driven by council Local Heat and Energy Efficiency Strategies (LHEES).

The role hydrogen will play in domestic heat will be determined by the UK Government Heat Policy decision in 2026, however it is recommended that steps are taken to enable hydrogen to replace much of the non-domestic, particularly industrial, demand currently provided by gas. The recommended steps for councils to take are set out as part of the AEM power approach.

Achieving energy demand reduction, decarbonisation, and overall emissions from buildings targets for heat will depend both on council led works, and works undertaken by private individuals, businesses, and other organisations.

5.2.2.1 Heat Pumps

As discussed in Appendix 4, conversion to direct electric heating for the sample of non-domestic buildings modelled could result in heating bill increases ranging from 21% to 48%, with increase ranging from 26% to 52% in domestic properties. Installation of air source heat pumps for the buildings modelled could result in impacts on heating bill costs, ranging from a decrease of 42% to an increase of 22% for non-domestic buildings, and a decrease ranging from 2% to 5% for domestic properties. These numbers highlight the risk of increased bills with electrification of heat that sits alongside the opportunity to reduce bills. The numbers also highlight that exploring the installation of heat pumps often provides a greater likelihood of bills being reduced, or achieving greater reductions in operational costs, however for an individual building there is a risk that electrification of heat through installation of a heat pump may increase bills. This lends weight to the recommendation that a fabric first design approach is taken.

There is a UK Government target for 600,000 heat pumps to be installed by 2028. Installations by councils and other groups across Ayrshire will contribute towards this target. As is the case with other zero carbon heating

technologies. It is recommended that heat pumps are installed and encouraged to be installed through the stakeholder engagement pathways set out in the Fabric First Retrofit section of this document.

To support the installation and maintenance of heat pumps it is recommended that people in Ayrshire are trained in carrying out these works.

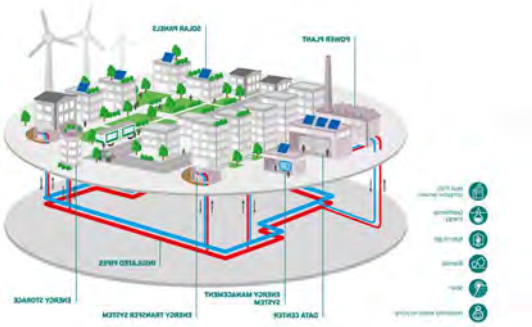
As set out in Appendix 5, if every domestic property in Ayrshire had a heat pump installed over a 20-year period, up to 400 jobs could be created to undertake the installation and maintenance works.

It is recommended that installation of heat pumps in public buildings be coordinated with infrastructure upgrades associated with development of; heat networks, transport hubs, and electric vehicle charge point installations. The locations of these potential developments are set out as part of the AEM Power approach.

5.2.3 Heat Networks

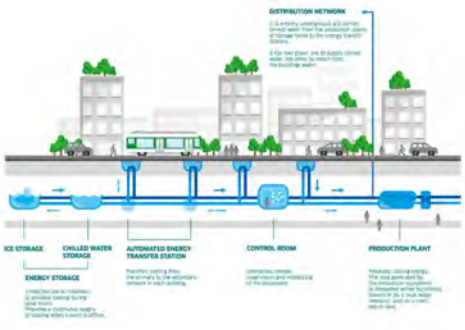
There are Scottish Government targets for 2.6 TWh of thermal energy to be supplied by heat networks by 2027, and 6 TWh by 2030 with more information available in Appendix 1. Development of heat networks in Ayrshire are recommended to contribute towards achieving these targets.

Areas identified for potential heat network development significantly contribute towards defining the areas where electrical infrastructure and transport infrastructure upgrades are being recommended to be investigated as a core part of the AEM Power approach. As part of these recommendations, it is recommended that feasibility studies across electrical and transport developments are coordinated so that combined options can be considered. The different potential developments in each area are set out as part of the recommendations of the AEM power approach in section 7.3 of this document.



(Image Source: District heating and cooling systems | ENGIE)

It is recommended that stakeholders are engaged through the area-based stakeholder engagement strategy which development of has been recommended. Supporting information gathering for feasibility studies and subsequent development of the heat networks, if they are technically feasible. Where properties are near to heat networks but cannot be connected to the networks, it is recommended that the stakeholders (owners, tenants, businesses, and facility managers) be engaged through the recommended area-based strategy to explore how they can benefit from infrastructure upgrades.



10 potential heat networks across Ayrshire were identified as part of the analysis undertaken by the Ayrshire Energy Masterplan. These are discussed below, and a story map[5] has been produced where interactive versions of the maps below are available.

The number of properties contained within the areas identified for each potential heat network opportunity are shown in **Table 5-2** which has been extracted from Appendix 5 where the potential socio-economic impacts of developing these opportunities are set out in detail.

(Image Source: District heating and cooling systems | ENGIE)

[5] Ayrshire Energy Masterplan (arcgis.com)

Table 5-2 – Number of properties within potential heat network opportunities

Cluster Reference	Potential Heat Network Opportunity	Non-Domestic	Domestic	Total
A	Drongan	6	119	125
B	Cumnock	509	116	625
C	Kilmarnock 1	589	1,310	1,899
C	Kilmarnock 2	19	387	406
C	Kilmarnock 3	10	231	241
D	Ayr 1	282	764	1,046
D	Ayr 2	9	519	528
E	Ayr 3	13	18	31
F	Irvine	13	249	262

If all of these opportunities were developed in parallel, between 15,060 and 18,760 people could be required to undertake the construction work, and on a per opportunity basis between 110 and 10,940 people could be required depending on the size of the heat network. More information is set out in Appendix 5.

Maps of the potential heat network opportunities listed in **Table 5-2** can be seen in Figure 5-10 to Figure 5-17.

Note that potential heat networks were identified based on existing heat demands, however potential further expansion of the boundaries of possible heat networks was identified based on locations of existing heat networks.



Figure 5-10 – Google Map overmark showing locations of investment opportunity clusters with potential for heat networks (Map Source: https://www.google.co.uk/maps).

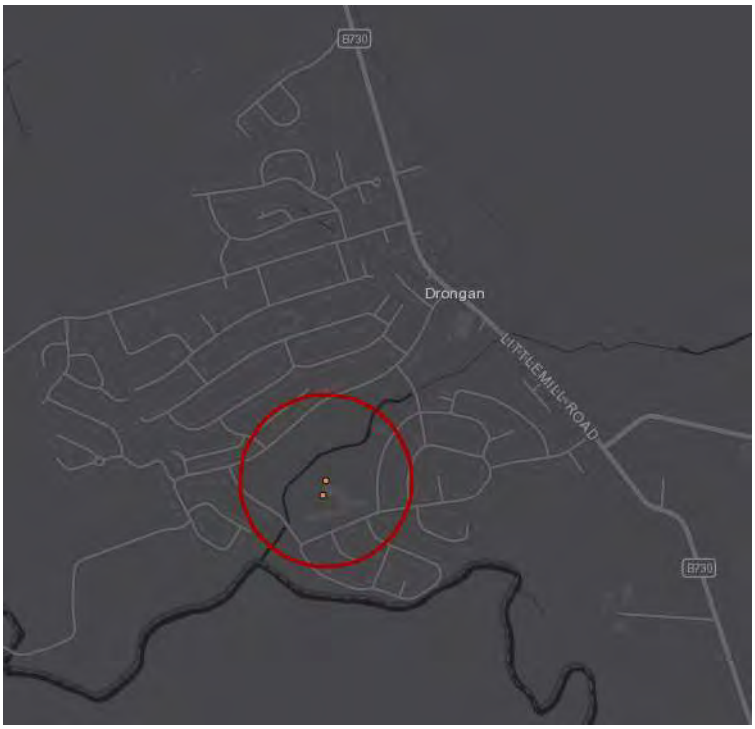


Figure 5-11 – Map of potential Drongan heat network opportunity (cluster reference A).



Figure 5-12 – Map of potential Cumnock heat network opportunity (cluster reference B).



Figure 5-13 – Map of potential Cumnock heat network opportunity and potential further expansion of the opportunity (as indicated by the resulting perimeter with the addition of the shaded blue circles) (cluster reference B).

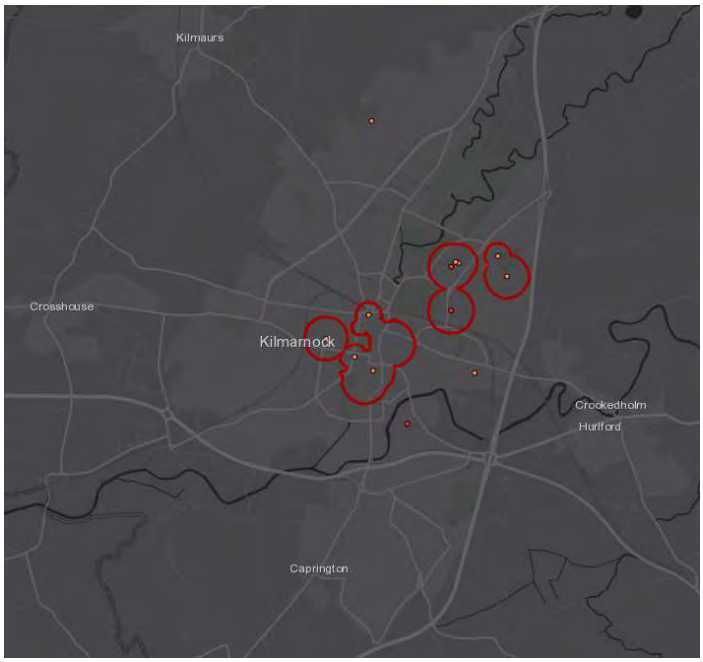


Figure 5-14 – Map of potential Kilmarnock heat network opportunities (cluster reference C).

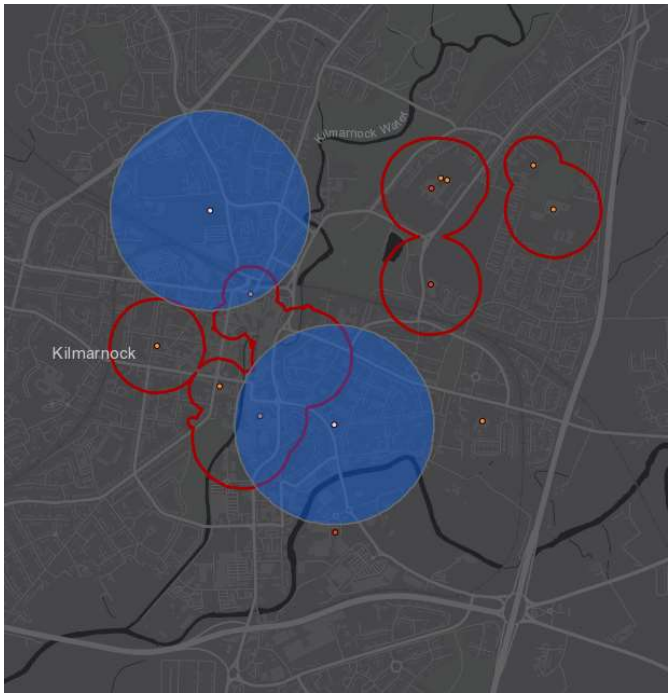


Figure 5-15 – Map of potential Kilmarnock heat network opportunities and potential further expansion of the opportunity (as indicated by the resulting perimeter with the addition of the shaded blue circles) (cluster reference C).

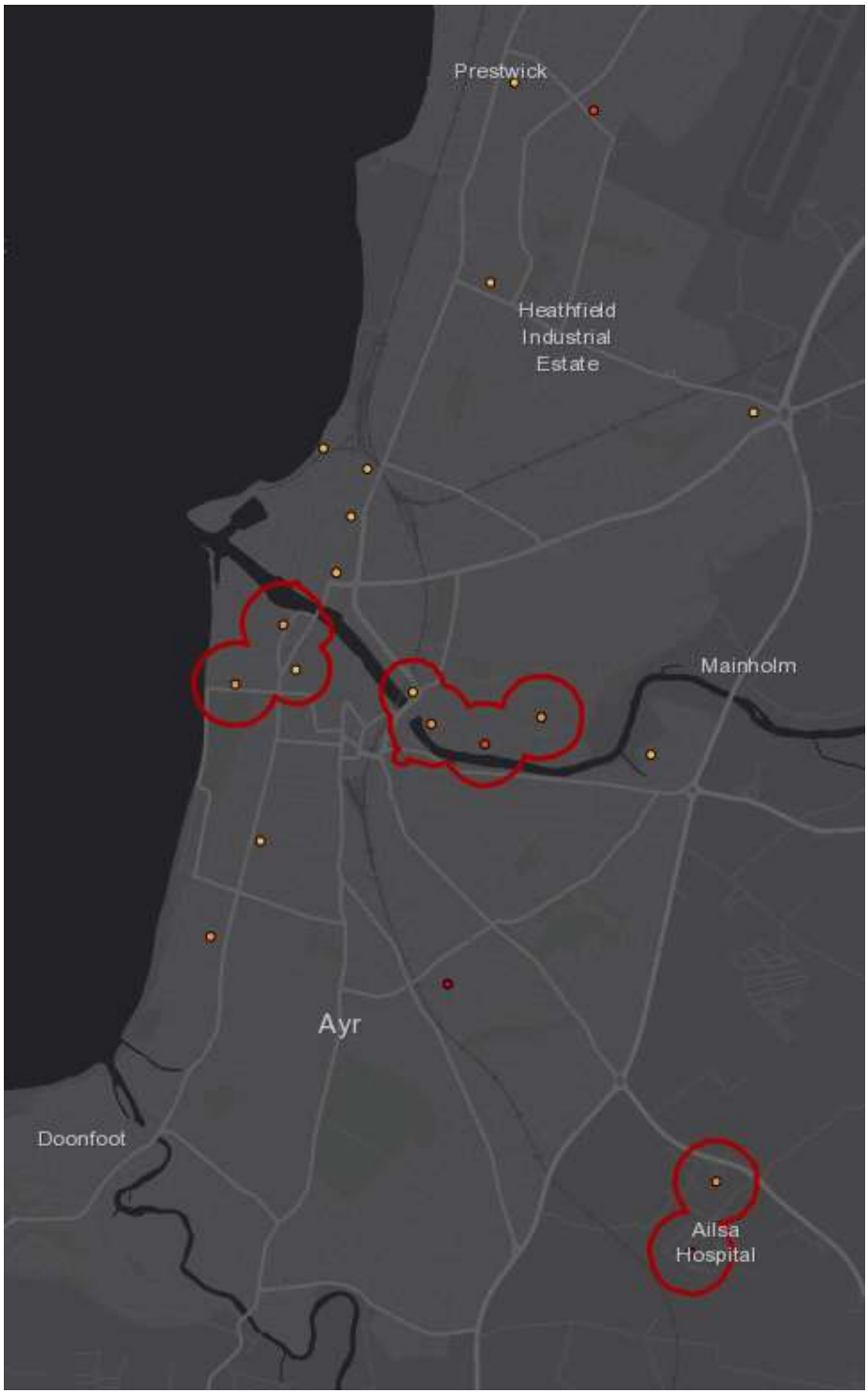


Figure 5-16 – Map of potential Ayr heat network opportunities (cluster references D and E).

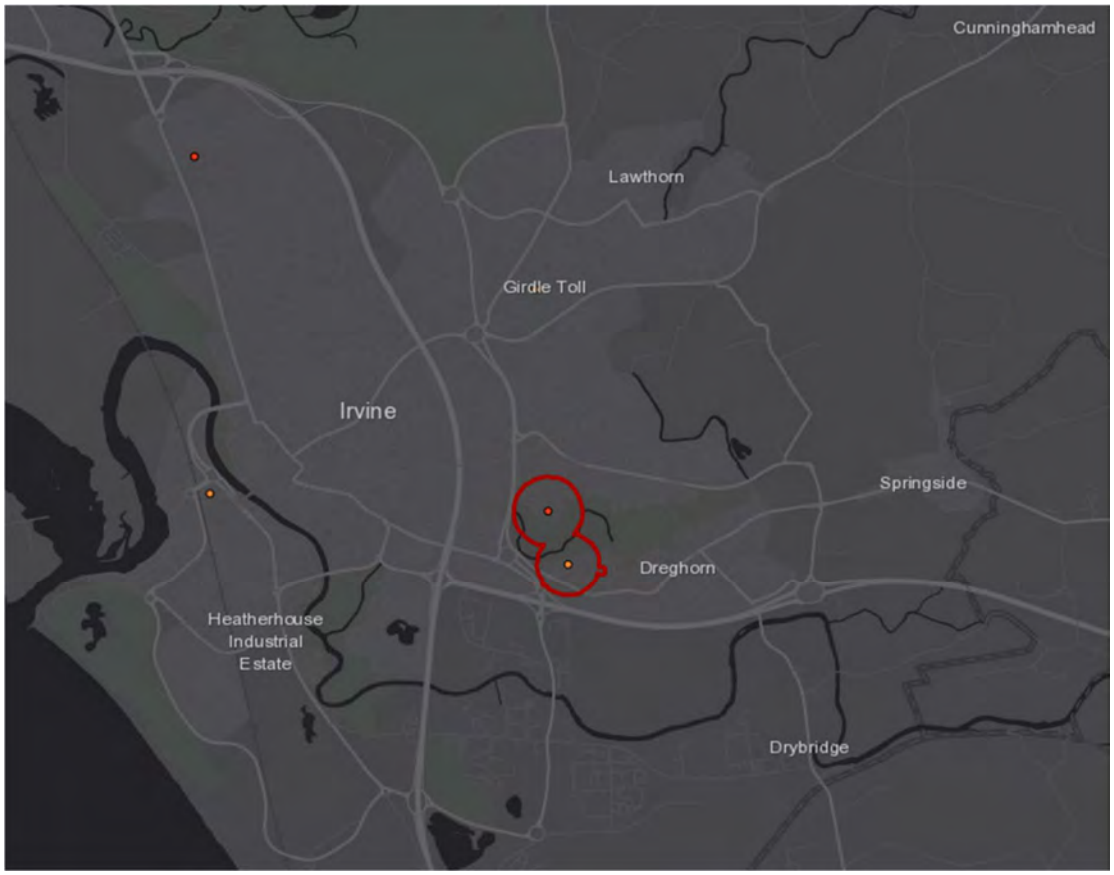


Figure 5-17 – Map of potential Irvine heat network opportunities (cluster reference F).

5.2.3.1 Ground Source Heat and Heat Storage in Mines

It is recommended that, in line with the LHEES methodology, the feasibility of greenspaces within and near the identified potential heat networks to provide ground source heat is assessed. These green spaces are detailed in the story map[5].

It is recommended that opportunities be explored in relation to the storage and extraction of heat in mines as part of the heat network feasibility studies to take advantage of Ayrshire's disused mines, the depths of which are mapped in Figure 5-18 and Figure 5-19.



(Image Source: Barony A Frame - Ayrshire Colliery Memorial" by kitmasterbloke is licensed under CC BY 2.0.)

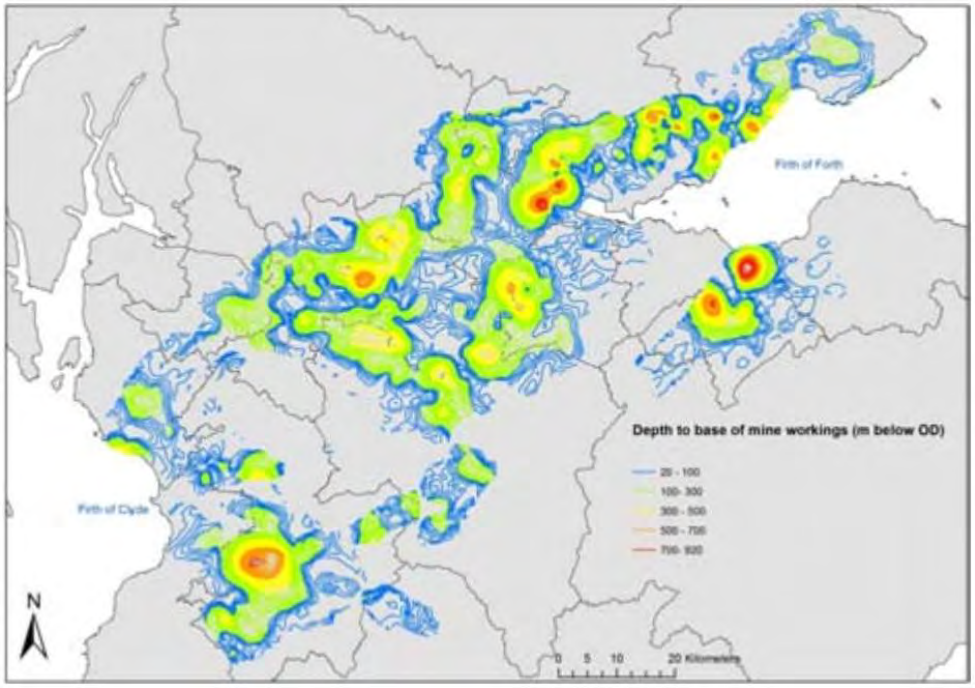


Figure 5-18 – Depth of mine workings in the Central Scotland including Ayrshire, viewed in GOCAD® (©Paradigm) 3D modelling software, and showing deepest workings in orange and red (Image Source: Depth of mine workings (interpolated from SOBI data), showing deepest... | Download Scientific Diagram (researchgate.net)).

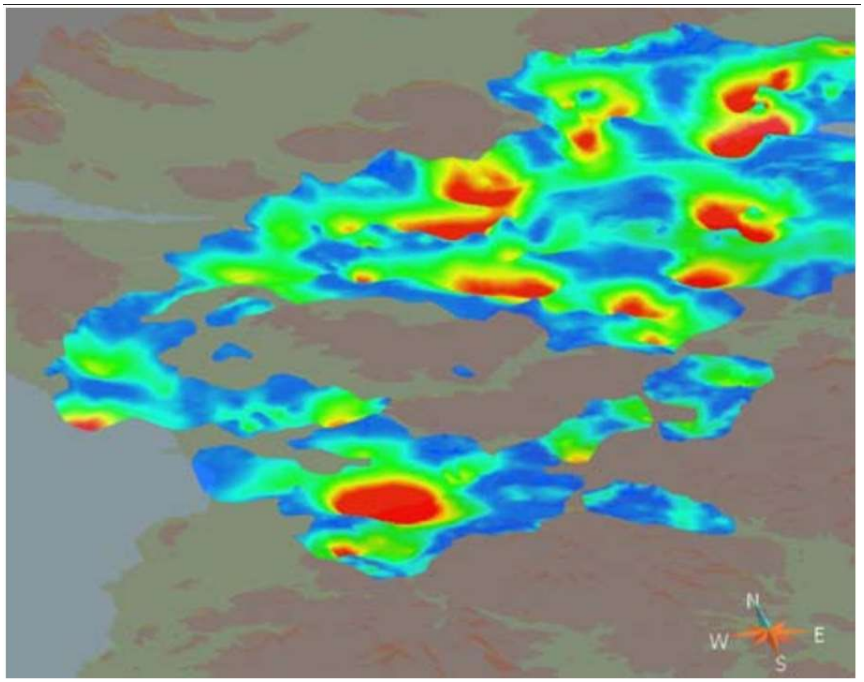


Figure 5-19 – Depth of mine workings in the Ayrshire, Douglas and Central coalfields, viewed in GOCAD® (©Paradigm) 3D modelling software and showing deepest workings in orange and red (Image Source: Depth of mine workings in the Lothians, Fife and Central coalfields,... | Download Scientific Diagram (researchgate.net)).

6. Transport Approach and Investment Opportunities

Options for reducing emissions include transition of passengers and freight between modes of transport, and decarbonisation of each mode.

During engagement with the AEM Stakeholders, challenges were identified relating to the capacity of port and rail infrastructure to support the development of renewable generation capacity within and out of Ayrshire. It was also highlighted that adoption of Electric and or Hydrogen powered vehicles are the routes preferred by stakeholders to decarbonisation of modes of transport both for individuals and for public transport.

Electric and hydrogen cars, and electrified and hydrogen powered public transport, share the same or similar infrastructure. Also, improvements in public transport would reduce the requirements for development of infrastructure to support the adoption of electric or hydrogen cars. It is recommended that installations of EV charge points to meet projected demands are strategically aligned with improvements to, and decarbonisation of, public transport. It is recommended that this includes meeting peak season demands where these occur. This means considering greater numbers of EV chargers being installed at tourist and leisure sites and transport hubs.

As part of the decarbonisation of transport, the Scottish Government have introduced targets to phase out new petrol and diesel cars as well as reduce car kilometres by 20% by 2030. Details of these targets can be found in Appendix 1.

In addition to the ongoing replacement of council fleets, it is recommended that encouragement of the adoption of electric and hydrogen vehicles be one way that the AEM assists in phasing out diesel and petrol vehicles. This is by providing ways for people to access energy to run their vehicles by installing charging points and or developing a supply of hydrogen to power vehicles.

Note that the whole life carbon associated with electric and hydrogen powered vehicles, will require to be offset to achieve net zero in line with the discussion of whole life carbon in section 2.2 of this document.



Improvements to public transport are recommended to provide an alternative to private vehicles as another way to phase out petrol and diesel vehicles, and as one way of reducing the number of kilometres travelled by car. Developing transport hubs and active travel routes together is another way that is recommended to decrease the use of cars by making public transport more accessible and convenient. Installation of electric vehicle chargers at transport hubs is also recommended to make use of public transport more appealing and support access whilst encouraging reductions in the distance travelled by cars.

Equal access to public transport for those with mobility issues should be maintained and enhanced as part of improvements and transition to net zero. It is recommended that training be facilitated or provided to increase the number of drivers able to drive heavier vehicles that are required as part of the decarbonisation of public transport, including community transport groups.

Overall, the areas to be developed in relation to transport are:

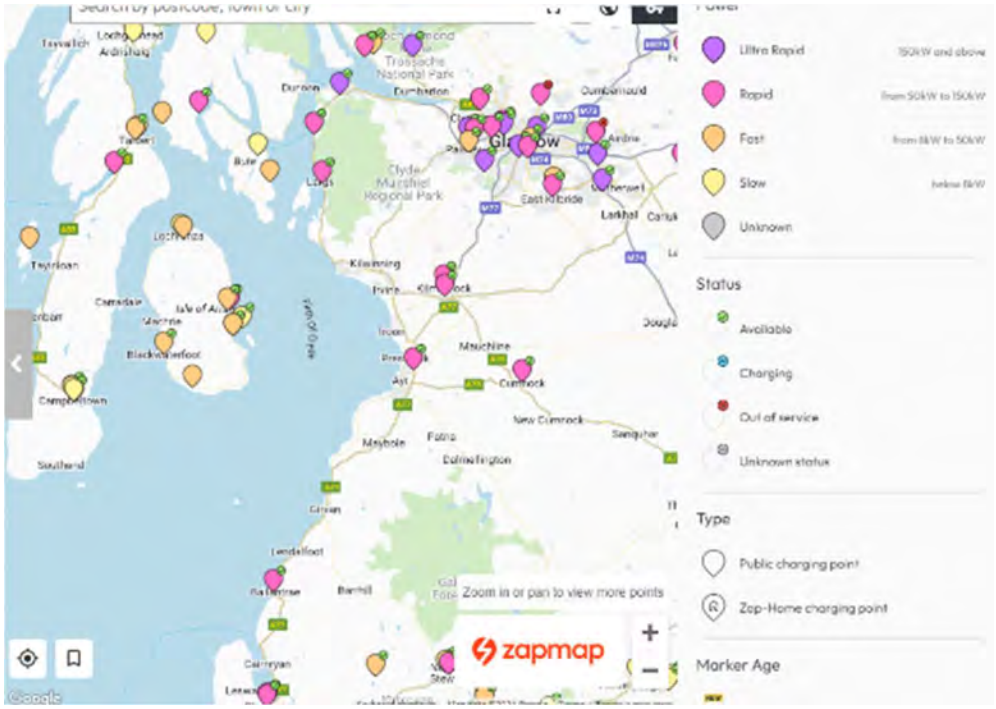
- **EV Charging Infrastructure**
- **New and existing public transport routes/systems**
- **Replacement of existing fleets with either electric or hydrogen powered vehicles**
- **Ferries**

The projected needs for publicly available electric vehicle charge points are discussed in Appendix 5, and details can be seen in **Table 6-1**. Consideration is also given to the role hydrogen may play in transport in these projections.

120 people may be required to install and maintain the additional charge points required to meet projected demand. The full economic impact assessment can be seen in Appendix 5.

Table 6-1 - Ayrshire EV Public Charger Requirements

	Current Network (March 2024)	2030 requirement	2045 requirement
7kw charger	101	732	1,386
22kw charger	169	61	115
43kw charger	14	303	574
50kw charger	70	437	828
Total	**354**	**1,533**	**2,902**



(Image Source: Map of electric charging points for electric cars UK: Zapmap.)

It is recommended that charge points installation be coordinated with other power infrastructure upgrades being undertaken at existing transport hubs. There may also be opportunities to develop transport hubs and EV charging in locations where other power upgrades are planned due to development of heat networks and coordinate these infrastructure upgrades to minimise cost.

The optimal locations and connections between Ayrshire's transport hubs being recommended to be developed, is not known due to a lack of data on how many people use each route and where multiple modes of transport are used. There may be a need or opportunity for transport hubs to be located in places where there are no existing transport hubs or opportunities identified for heat networks.

Where potential opportunities to coordinate power infrastructure upgrades for EV charging, transport hubs, and electrified public transport these have been indicated as part of the AEM power approach.

It is recommended that data is collected to inform the development of transport hubs and guide improvements to existing routes. The data recommended to be collected is where people are currently traveling to and from and by what means, how people perceive their access to public transport, and information to assess the equality of access to public transport.

Maintained and improved accessibility of public transport was identified as a key priority by stakeholders.

Costs of purchasing electric vehicles was a key challenge identified by stakeholders.

Increased weights of electric vehicles compared with petrol or diesel mean that in some cases drivers require additional qualifications. This is a skills gap recommended to be addressed for freight and public transport.

The routes to impact discussed above are shown in the Theory of Change in Figure 6-1.

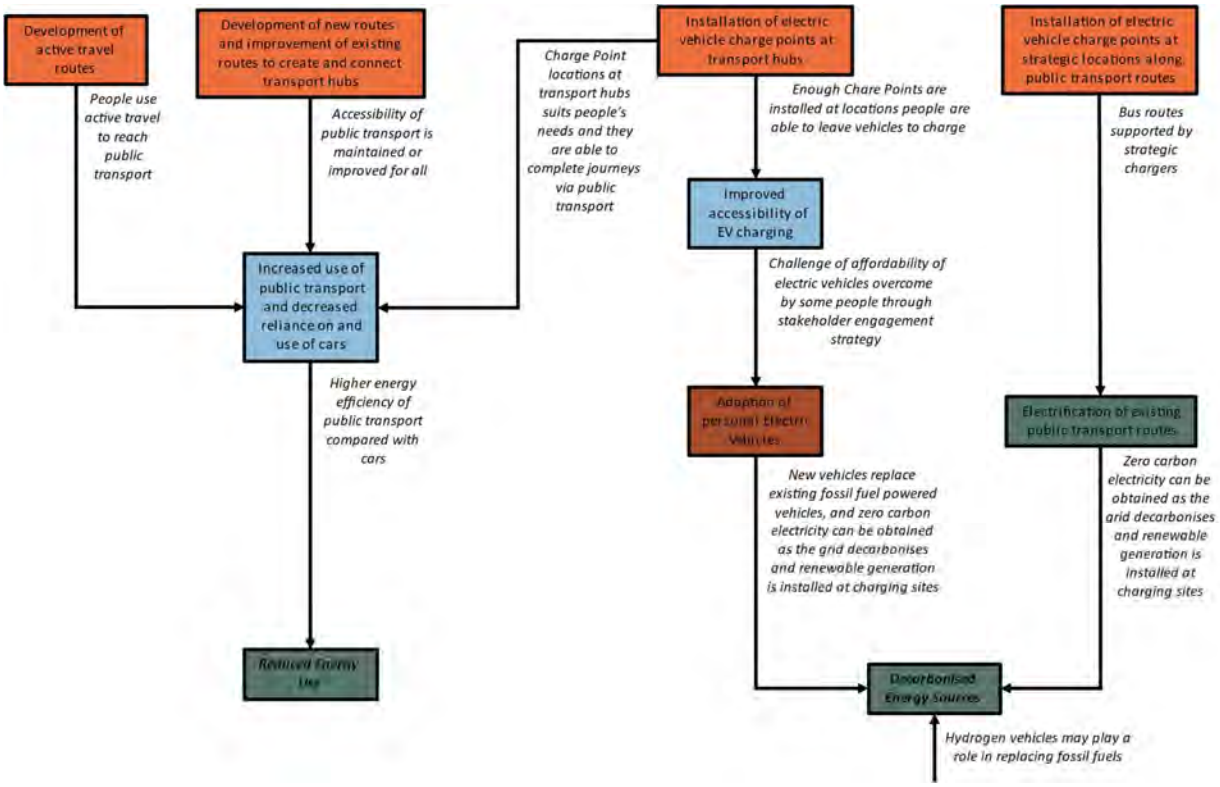


Figure 6-1 – Theory of Change showing how the AEM transport approach recommendations lead to reductions in energy use and decarbonisation of energy sources.

7. Power – Grid Infrastructure Development Strategy, Renewable Energy Development Strategy, and Links with Investment Opportunities

Priorities in relation to power are development of renewable generation and energy storage capacities.

Decarbonisation of the electrical grid is a grid-wide objective, encompassing extensive areas and energy systems out with Ayrshire. Increasing the proportion of energy used from renewable sources is an outcome that assists with grid decarbonisation and targets are discussed in Appendix 1. Ayrshire contributes towards this by increasing renewable generation capacity. This is limited by wider grid constraints which means that whilst the AEM supports the first objective of grid decarbonisation where possible, it may be the case that future development of renewable generation capacity will be providing power to off grid and or energy storage systems.

There is an abundance of natural wind resource and geo-thermal potential due to number of abandoned mine workings in Ayrshire which could be developed if greater grid capacity was available. However, with current developments being limited by grid connections it is recommended that further exploitation of these resources is investigated with consideration being given to increasing energy storage as an ancillary service to support in tacking grid capacity challenges.

7.1 Community Engagement, Renewable Energy, and Energy Networks

The recommendations remain to support communities through the recommended area-based engagement strategy in developing community owned renewable generation capacity, as well as supporting other renewable developers engage with communities for developments intending to connect to the grid. However, lack of a grid connection should not prevent a development proceeding, with the recommendation being to explore options relating to energy storage and using energy locally through energy networks. Information on business models to assist communities in renewable energy generation can be seen in Appendix 2.

It is recommended that all renewable energy developers be supported in providing power to energy networks and energy storage. This includes the generation of hydrogen for use in transport and industry in addition to energy storage for reconversion back to electrical power. It is also recommended that a pilot involving the distribution of hydrogen to domestic properties be considered ahead of the UK Government decision on the role of hydrogen in domestic heating due in 2026. This could be aligned with distribution of hydrogen to businesses, utilising the same distribution method and infrastructure if domestic properties are located near the industry being supplied.

7.1.1 Renewable Energy Sources: Rooftop Solar

Fitting solar panels to roofs is one potential community-based energy generation resource. Figure 7-1 shows how this resource is distributed across Ayrshire. Note that fitting panels may form part of a building retrofit. Note that water heating panels may be fitted instead of photovoltaic panels as a zero operational carbon water heating system to contribute towards meeting hot water demands. Discussion on the socio-economic impact of the installation of solar panels can be seen in Appendix 5.



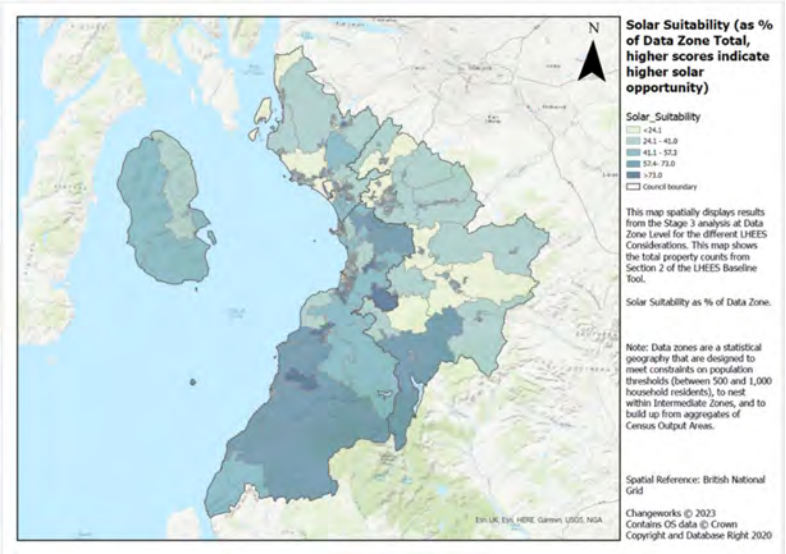


Figure 7-1 – Ayrshire map showing percentage suitability of solar PV per data zone



7.1.2 Renewable Energy Sources: Wind

The Ayrshire region is primarily situated on the West coast of Scotland and whilst provided some protection from the Isle of Arran and Northern Ireland further to the West, there is significant wind resource. As can been seen in the following maps, there is already a good network of wind turbines and wind farms, most notably the Whitelee windfarm.

The current situation in relation to the exploitation of Ayrshire's wind resources can be seen in Figure 7-2 to Figure 7-5. It is recommended that the development of Ayrshire's wind generation capacity is supported through energy storage and conversion as discussed in section 7.2 of this document.



(Image Source: "Whitelee Windfarm" by Ian D is licensed under CC BY 2.0.)

Significant further development is restricted by grid capacity and a key recommendation of the masterplan is engagement with the DNO's, suppliers and communities to fully understand grid capacity, upgrade plans and programme for delivery to ensure that supply meets potential.

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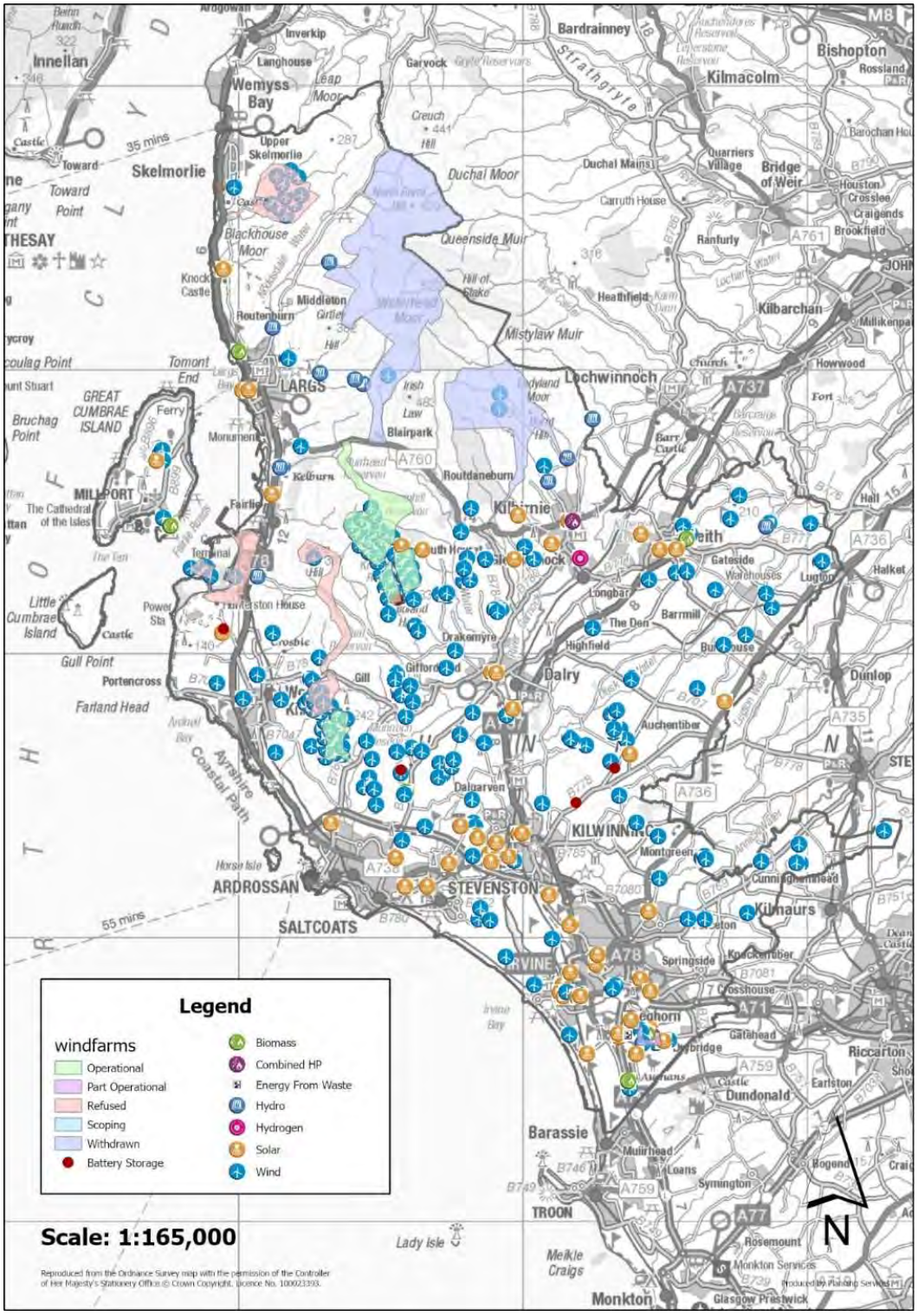


Figure 7-2 – Exploitation of North Ayrshire's Wind Resources.

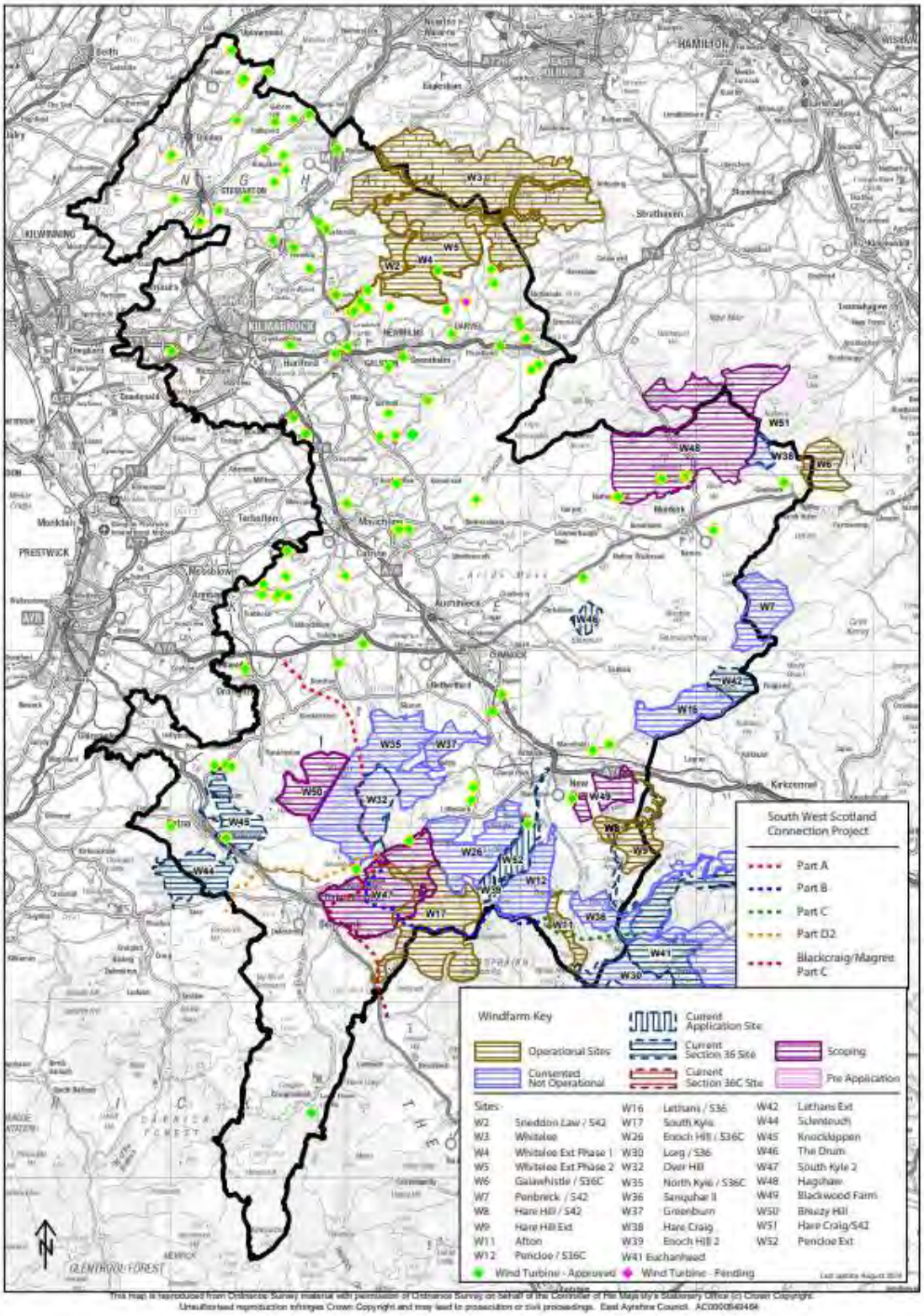


Figure 7-3 – Exploitation of East Ayrshire's Wind Resources (Image Source: [EA Web Wind Map August 2024 (east-ayrshire.gov.uk)](#).

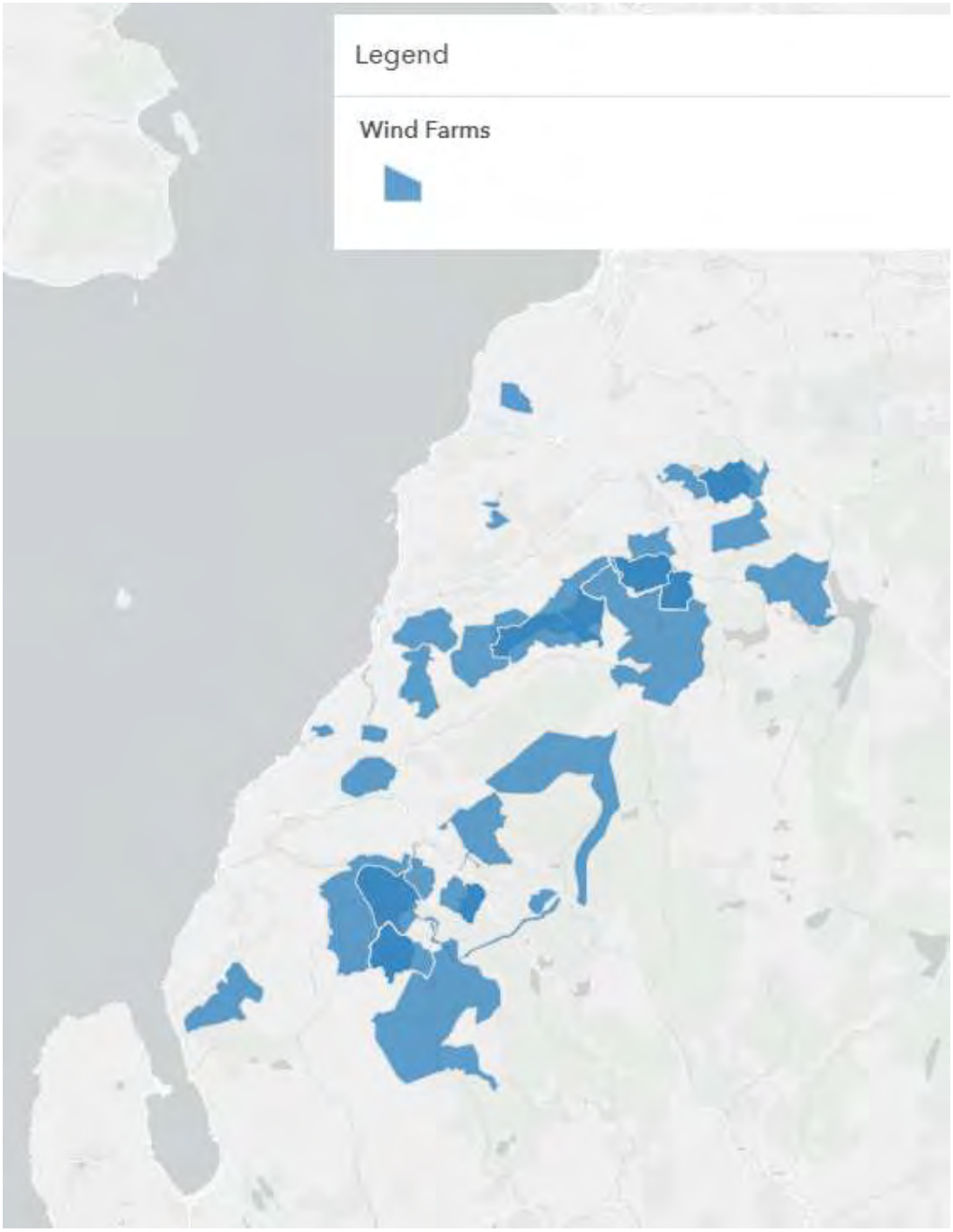


Figure 7-4 – Exploitation of South Ayrshire's Wind Resources (Wind Farms) (Image Source: Wind Farms | Wind Farms | South Ayrshire Council Open Data (arcgis.com) Copyright South Ayrshire Council, contains Ordnance Survey data © Crown copyright and database right (2024).



Figure 7-5 – Exploitation of South Ayrshire's Wind Resources (Turbines) (Image Source: Wind Turbines | Wind Turbines | South Ayrshire Council Open Data (arcgis.com) Copyright South Ayrshire Council, contains Ordnance Survey data © Crown copyright and database right (2024)).

7.2 Hydrogen Generation and Energy Storage to Support Grid Decarbonisation and Develop Ayrshire's Renewable Generation Capacities

It is recommended that surplus wind power be utilised to generate hydrogen, making use of existing grid infrastructure. Construction of Hydrogen generation capacity supports development of renewable resources either through grid balancing mechanisms as an ancillary service or through direct off-grid connections that mitigate the need for new renewable generation capacity to connect to the grid. Potential sites for hydrogen generation that are recommended for feasibility studies are listed below. These have been selected as they are substations within Ayrshire that connect to areas with existing renewable energy generation capacity and areas where renewable generation capacity is proposed or in the process of being developed. Beginning Hydrogen generation and or installation of energy storage has the potential to enable new renewable generation capacity to connect to the grid, including those across Ayrshire experiencing difficulty in obtaining grid connections.

- Direct connection to any windfarm in Ayrshire, including those seeking a grid connection.
- Connected to New Cumnock Substation as an ancillary service consuming excess power at that node.
- Connected to Coylton Substation as an ancillary service consuming excess power at that node.
- Connected to Kilmarnock South Substation as an ancillary service consuming excess power at that node.
- Connected to the Hunterston Substation(s) as an ancillary service consuming excess power at that node.
- Connected to the Ayr Substation as an ancillary service consuming excess power at that node.
- Connected to Mark Hill Substation as an ancillary service consuming excess power at that node.
- Connected to Auchenwynd Substation as an ancillary service consuming excess power at that node.



(Image Source: "Hunterston A Nuclear Power Station" by Reading Tom is licensed under CC BY 2.0.)

It is recommended that challenges in developing hydrogen infrastructure and supply chain are identified by beginning to develop hydrogen generation capacity and reviewing experiences of pilots that are currently underway.

It is recommended that use of hydrogen be developed alongside generation of hydrogen, with potential users being existing industrial gas users and those with or adopting hydrogen powered vehicles.

The sources for hydrogen generation, and use of generated hydrogen being recommended to be investigated further are summarised below.

- Energy sources
  - Curtailed renewables.
  - Off grid, potentially large scale, renewable generation capacity that would not be developed otherwise due to the lack of electrical grid capacity for a connection to be granted.
- Uses
  - Energy storage and power generation.
  - Transportation fuel.
  - Industrial processes and heat.
  - Note that the role hydrogen will play in domestic heat will be determined by the UK Government Heat Policy decision in 2026, and this may become a further use in Ayrshire in the future.

It is also recommended that other energy storage solutions be implemented to maximise grid support.

7.3 Developing Electrical Infrastructure to Assist in Achieving Net Zero

Estimated energy use from non-electrical sources is approximately 5 times that of electrical energy estimated to be used at present. If these energy demands are to be met by increased electricity supply, then significant infrastructure upgrades are required across the Ayrshire grid at transmission, distribution, and supply levels. The role hydrogen plays in heating, transport, and enabling development of renewable energy generation will impact the extent of the electrical infrastructure upgrades required in the mid to long term as the picture is expected to become clearer following the UK government decision on hydrogen for heat in domestic buildings due in 2026.

It is recommended that in the short to medium term (2024-2029) ahead of the next LHEES review point required by the Scottish Government (in 2029), an initial phase of electrical infrastructure upgrades are undertaken to support development of opportunities identified at this time. The initial phase of upgrades is recommended to be undertaken with a view of implementing heat networks and taking the opportunity to coordinate with other heat and transport electrification opportunities that would connect to the same major pieces of electrical infrastructure. Once the role of hydrogen is better understood, and at the LHEES review point in 2029, it is recommended that the extent of the role heat pumps play in council LHEES be reviewed with this in mind, and the next phase of electrical infrastructure upgrades be pursued.

Information relating to grid constraints has been made available by network operators. Scottish and Southern Energy (SSE) operate the grid supplying the Ayrshire Isles of Arran and Cumbrae, from the Carradale and Dunoon respectively[6]. The isle of Arran is supplied from the Carradale Grid Supply Point (GSP) located, out with Ayrshire, on the Kintyre peninsula. Cumbrae is also supplied by a GSP out with Ayrshire, being connected to the Dunoon GSP via the Isle of Bute.

For mainland Ayrshire, Scottish Power Energy Networks have developed an open data portal[7] which allows local authorities *"to simulate the effects of implementing their heat & energy strategies and low carbon technologies upgrades on the SP network, giving a view of current cable and substation capacity, network constraints, required reinforcement works and consequent costs.*

[6] Network Maps (ssen.co.uk)
[7] Home — SPENOpenDataPortal (opendatasoft.com)

The tool assists local authorities in developing their LHEES plans. It also informs SP Energy Networks' decision-making on potential requirements in network reinforcement works and ultimately promotes a shared knowledge and strategy for future network implementation."

Opensource information is also available for grid and generation infrastructure[8]

The matrix contained within Table 7-1 indicates where clusters of investment opportunities have been identified. Note that it is recommended that data is collected to inform the development of transport hubs which may add additional clusters to this matrix. The locations of these clusters are indicated on the map overmarks in Figure 7-6 and **Figure 7-7** by the cluster references also listed in **Table 7-1.**



[8] Open Infrastructure Map (openinframap.org)

Table 7-1 –Coordination of Investment Opportunities Matrix AEM Power Approach Electrical Infrastructure Phase 1

Cluster Ref	Heat Network(s)	Existing Transport Hub(s)	Exploration of Installation of EV Chargers	Priority Areas for Public Building Retrofit Feasibility Studies and Electrification of Heat for All Buildings in the Area	Potential Energy Storage and or Hydrogen Generation	Potential Hydrogen Pilot Distribution Network Area(s)
			Additional Transport hub locations identified following data collection	Towns and villages where additional transport hub development initiates electrical infrastructure upgrades		
A	Drongan			Drongan	Connected to Coylton Transmission Substation	Drongan Coalhall Hillhead Coylton-Joppa
B	Cumnock (Include investigation of Barony A Frame mine shaft for heat storage)			Cumnock Holmhead Netherthird		
C	Kilmarnock 1 Kilmarnock 2 Kilmarnock 3	Kilmarnock Train Station Kilmarnock Bus Station	Kilmarnock South Substation Kilmarnock Town Substation	Kilmarnock	Connected to Kilmarnock South Transmission Substation	Kilmarnock Hurlford Crookedholm
D	Ayr 1 Ayr 2	Ayr Train Station Ayr Bus Station Newton on Ayr Train Station	Ayr Train/Bus Station (Ayr 1/Ayr 2 Heat Network) Newton on Ayr Train Station	Ayr	Connected to Ayr Transmission Substation	Ayr
E	Ayr 3		Alisa and University Hospitals (Ayr 3 Heat network) Holmston Roundabout (Ayr Substation)	Alisa Hospital		
F	Irvine			Irvine Dreghorn Stanecastle Perceton		
G					Connected to New Cumnock Transmission Substation	Dalmellington Bellsbank
H		New Cumnock Train Station	New Cumnock Train Station	New Cumnock Pathhead Mansfield	Connected to New Cumnock Distribution Substation	New Cumnock Pathhead Mansfield
I					Hunterston	Hunterston West Kilbride-Seamill Crosbie Fairlie
J					Connected to Mark Hill Transmission Substation	
K		Maybole Train Station			Connected to Auchenwynd Transmission Substation	Maybole

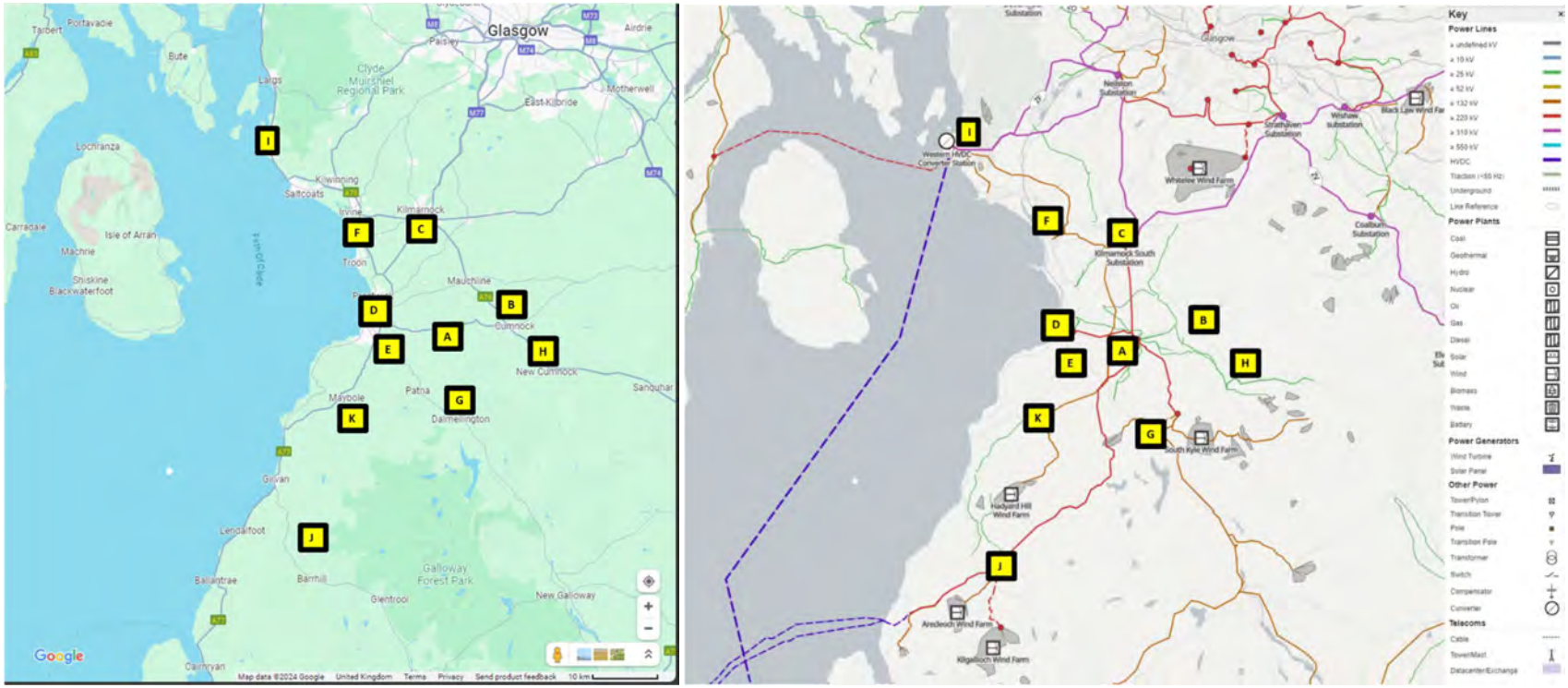


Figure 7-6 – (Left) Google Map overmark showing locations of clusters (Map Source: Google Maps).

Figure 7-7 – (Right) Electrical Grid overmark showing locations of clusters (Map Source: Open Infrastructure Map (openinframap.org)).

8. Relating Skills to Investment Opportunities – Strategy Summary

Net Zero technology installation and maintenance skills gaps have been highlighted. This could be addressed by increased training opportunities being offered within schools, higher education, apprenticeships, industry qualifications and continuous development. This includes training people in the following areas:

- Wind energy generation capacity development, installation, and maintenance.
- Installation and maintenance of heat pumps.
- Installation of PV systems.
- Installation and maintenance of EV charge points.
- Installation of insulation including floor, roof/loft, external wall insulation, cavity wall insulation, and internal wall insulation.
- Training opportunities to increase the number of drivers able to drive heavier vehicles that are required as part of the decarbonisation of public transport, including community transport groups.

The recommended area-based stakeholder engagement strategy could be utilised to assist in this. The economic impact assessment in Appendix 5 provides analysis of how many people may be required to undertake the construction works which depends on the size of the hydrogen generation capacity installed.

Particular challenges were highlighted for islands by stakeholders in terms of installers gaining and maintaining accreditations. Also, the increased costs of works arising from higher transaction costs associated with travel across the water. Some support is offered from North Ayrshire Council, including initiatives to support worker accommodation on islands, working with ferry operators. Funding opportunities change continually; however, some examples are presented in Appendix 6.



(Image Source: "Cumbrae to Largs Ferry" by Ronnie Macdonald is licensed under CC BY 2.0.)



It was noted by stakeholders that the areas where skills gaps exist often overlap with areas of high fuel poverty and areas where the greatest renewable energy resources are also located.



The whole net zero eco-system is recommended to be upskilled to assist in meeting legislative ambitions, requiring training through all levels of business manufacturing and installation including to support electrical grid infrastructure upgrades.

It is recommended that the public are to be informed of the changes necessary for the implementation of net zero such as journey planning and building operation.



9. Ensuring a Just Transition

The recommendations made by the AEM target a just transition by aligning with pathways to achieve several outcomes.

In relation to heat, alleviation of fuel poverty is a driver behind undertaking insulation works and is also recommended to be considered as a constraint when considering the electrification of heat. Capital costs of works are also recommended to be considered in relation to the risk of poverty.

The recommendations made for an area-based stakeholder engagement strategy to be adopted are made to assist with equality of access to support, by providing connection with communities as a route to identify and access the support required based on their needs and circumstances. This includes support for all parties when undertaking retrofit activities as well as ensuring community engagement in the development of renewable generation capacities. The recommended area-based strategy allows all businesses and private individuals to gain access to support. Table 9-1, Figure 9-1, Figure 9-2, and Figure 9-3 show the number and distribution of properties estimated to already be suitable for heat pump transition, have poor energy efficiency and or high fuel poverty.

Table 9-1 – Summary statistics at local authority level showing the relation between property count and relevant LHEES Considerations

Count of properties (data zone level)	EAC	NAC	SAC	Ayrshire Total
Category 1 Heat Pumps Off Gas	911	758	1,685	3,354
Energy Efficiency measures (wall insulation)	5,957	7,719	2,505	16,181
Energy Efficiency as a driver of Fuel Poverty	5,166	6,310	4,535	16,011

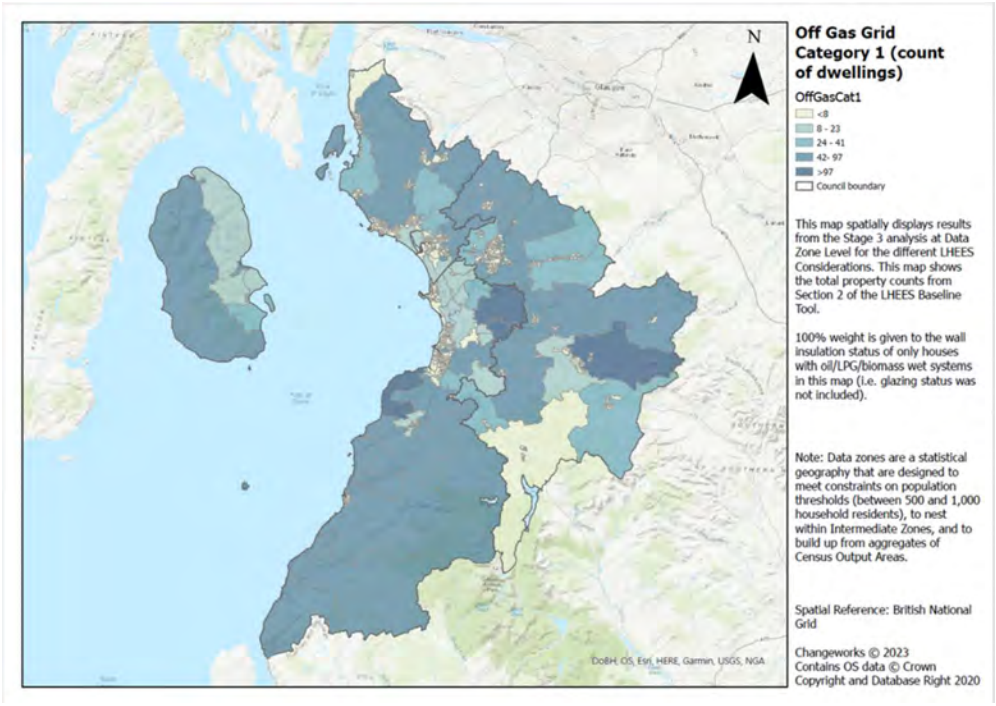


Figure 9-1 - Ayrshire map showing count of Off Gas Grid Category 1 properties.

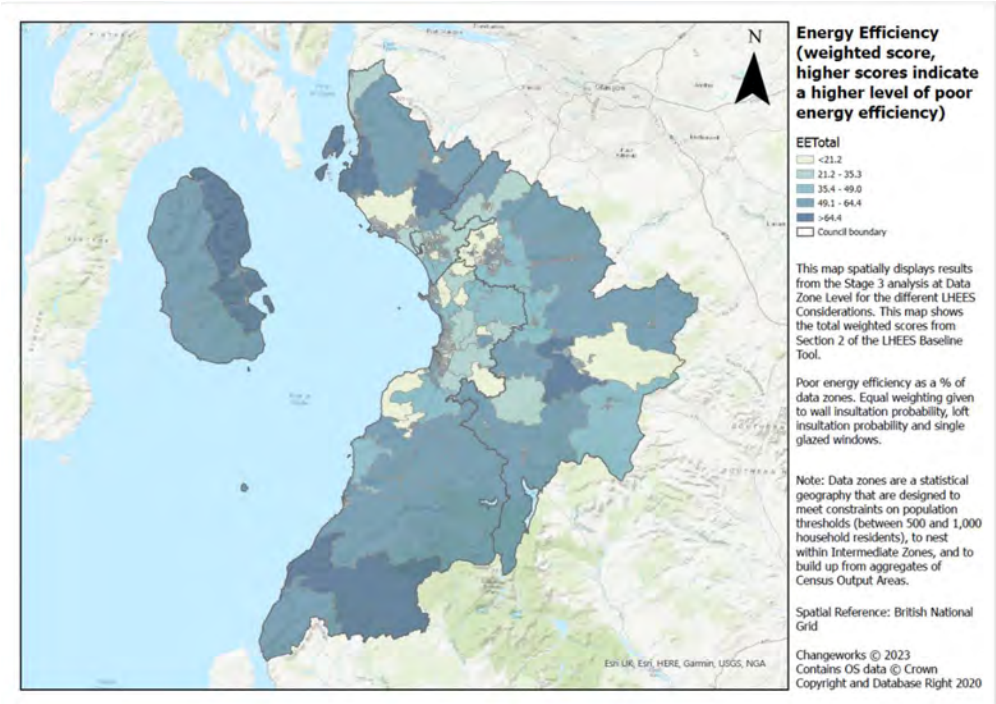


Figure 9-2 - Ayrshire map showing weighted scores for poor energy efficiency indicators outlined within the map.

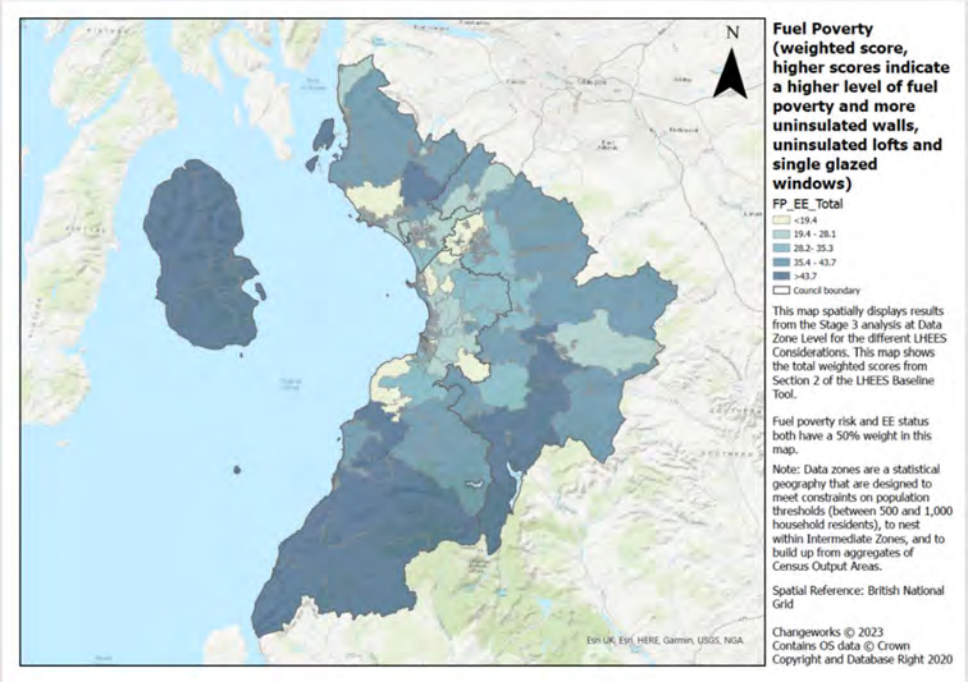


Figure 9-3 - Ayrshire map showing weighted scores for poor energy efficiency as a driver of fuel poverty.

Improving and decarbonising public transport is being recommended to assist people in reducing their travel emissions, with the recommendation being that improvements are made, taking account of people's perception of public transport and to maintain and improve accessibility for all groups.

Recommendations to align distribution of training and jobs with council policies are made to provide a route to impact that sees Ayrshire gain the potential socio-economic benefits available from the transition. Council strategies on fair work and pay within these policies assist with distributing the economic benefits.

Definition of and achieving a just transition will be determined by the wider policy landscape. Discussion of outcomes and council policies can be seen in Appendix 1 with the recommendation being that defining a just transition is explored by determining impacts of the AEM on, and links to, other indicators and outcomes of Scotland's National Performance Framework (NPF) not set out below are determined, and that ripple/cascade impacts are explored through Theory of Change (ToC).

The 11 NPF outcomes are outlined in Figure 9-4, with the outcomes being (from the top and centre of Figure 9-4 moving clockwise):

- Economy
- International
- Poverty
- Communities
- Children and Young People
- Education
- Fair Work and Business
- Health
- Environment
- Culture
- Human Rights



Figure 9-4 - The Purpose and Values of Scotland's National Performance Framework (NPF), and Outlines of Outcomes (Image: nationalperformance.gov.scot[9]).

The NPF outcomes and indicators that explicitly mention energy, heat, transport, power (in relation to energy issues), greenhouse gases, carbon, fuel, or just transition are as follows:

- Economy outcome
  - Carbon Footprint indicator
    - Scotland's carbon footprint expressed in million tonnes of carbon dioxide equivalent.
  - Greenhouse gas emissions indicator
    - Greenhouse gas emissions as a percentage change achieved from the baseline figure in 1990.
- Environment outcome
  - Energy from renewable sources indicator
    - Percentage of energy consumption which comes from renewable energy sources.
- Human Rights outcome
  - Quality of public services indicator
    - Percentage of respondents who are fairly or very satisfied with the quality of local services (local health services, local schools, and public transport)
- Poverty outcome
  - Cost of living indicator
  - Percentage of net income spent on housing, fuel, and food by households in Scotland and is measured as a three-year rolling average.

More detail on the SDGs and Scotland's NPF can be seen in Appendix 1.

[9] National Performance Framework | National Performance Framework

10. Recommendations and Priority Matrix

In conclusion, the journey to net zero can seem a daunting task, especially on the scale of change required at Ayrshire regional level, this will require a collaborative approach between Ayrshire Councils, the Scottish and UK Governments, Energy Suppliers, Energy Network Operators to fully understand the needs of communities and customers. The eighteen recommended actions set out below highlight the key activities that the Ayrshire Councils will target over the next 20 years to drive the change required to support the energy transition to net Zero.

In developing priorities and recommendations for Ayrshire, it is important to focus on affordable actions that can be achieved in a reasonable timescale. The recommendations matrix set out in table 10.1 is split into four, five-year phases, starting in 2026 with a recommendation to review and update every 5 years. Full details can be found in Appendix 7.

The RAG rating score shown in table 10.1 below is aligned with the overall ease, complexity, cost, and time to delivery of each recommendation. The lower the score the quicker the win.

Table 10.1 Ayrshire Energy Masterplan Recommendations and Priorities Matrix and Action Plan

Ref.	Recommendation	RAG	Action			
			2026-2030	2031-2035	2036-2040	2041-2045
			Phase 1	Phase 2	Phase 3	Phase 4
1	**General**	7	1. Review and update of masterplan every 5 years. Review actions when there are significant changes in legislation. 2. Establish a cross authority steering group to take forward the recommended actions from the masterplan; develop governance; delivery structure; roles and responsibilities; management procedures; reporting structure; Task/action working group scope and objectives; oversight to delivery.	1. Review legislation and update masterplan.	1. Review legislation and update masterplan.	1. Review legislation and update masterplan.

2	**Funding Environment & Carbon Assessment**	7	Funding is a key restraint in the delivery of net zero. It is important to ensure that the economic impacts of the transition to net zero are sustainable and affordable to both the public and private sector. 1. Ensure that costs are fully assessed against the long-term impacts for carbon, capital costs and operational costs for large scale Council projects. 2. Ensure that positive and negative impacts are assessed and presented in an open and transparent manner. 3. Set a carbon target for individual capital projects over £1m, Include for carbon reporting on capital projects at committee level. 4. As opportunities are developed through feasibility studies, ensure that a funding/development partner assessment is undertaken to assess private sector interest and delivery models. 5.As funding opportunities are identified, review recommendations and link to appropriate delivery actions and communication strategy. 6. Identify cross authority funding opportunities and collaborate to realise economies of scale, share resources and best practice.	1. Ongoing review and reporting against targets	1. Ongoing review and reporting against targets	1. Ongoing review and reporting against targets
3	**Stakeholder engagement (section 4.2)**	7	1. Establish a working group through the Clean Growth Workstream to develop a cross-authority stakeholder engagement strategy. (For all sectors) 2. Stakeholders to be identified on an area, theme, and project basis to develop outcomes that support stakeholder. 3. Develop digital media packages for inclusion in the Ayrshire Regional Economic Strategy (ARES) portal, include links to best practice, case studies and key projects. 4. Ensure that stakeholder engagement is built into project deliverables and net zero strategies. 5. Investigate and understand opportunities for funding including private sector and developer led projects.	1. Review stakeholder engagement and education plan.	1. Review stakeholder engagement and education plan.	1. Review stakeholder engagement and education plan.

4	**Communities**	8	1. Develop a cross-authority strategy for engaging with communities, linking to the stakeholder engagement plan area based targeted approach. Incorporate best practices from existing organisations and community groups i.e. those on isles of Arran and Cumbrae. 2. Ensure engagement actions are included during feasibility studies for local projects such as heat networks, LHEES roll out, new energy infrastructure. 3. Grant availability - consider an application process for groups within region.	1. Continuous and expansion of engagement as opportunities develop. 2. Feedback through stakeholder engagement process.	1. Continuous and expansion of engagement as opportunities develop. 2. Feedback through stakeholder engagement process.	1. Continuous and expansion of engagement as opportunities develop. 2. Feedback through stakeholder engagement process.
5	**Public buildings (including council non-domestic properties and NHS buildings)**	11	1. Identify funding and conduct energy audits to 50% of Council non- domestic properties to recognised standard such as BSEN 16247. Include for Building Assessment Reports for suitability to connect to heat networks. 2. Review carbon liabilities and develop decarbonisation plans for Council stock. 3. Commit to undertake all activities where a payback is financially viable. 4. Repeat every 5 years.	1. Review existing energy audits and conduct energy audits to remaining 50% of Council non- domestic properties to recognised standard such as BSEN 16247. Include for building assessment reports for suitability to connect to heat networks. 2. Connect to heat networks where available. 3. Heat pump roll out for end-of-life boilers.	1. Review energy audits. 2. Commit to undertake all remaining interventions where financially viable. 3. Connect to heat networks where available.	1. Review energy audits. 2. Connect to heat networks where available.
6	**Social housing (including council housing and housing association properties)**	14	Scottish Government requirement for all social housing to have an Energy Performance Certificate rating of B or better by 2032. 1. Measure compliance with and implement requirements of the new Social Housing Net Zero Standard (SHNZS) where feasible. 2. Implement LHEES delivery plan actions. 3. Develop and implement retrofit strategy based on CoRE research. 4. Undertake area-based consultation. 5. Engage with housing association partners in development of retrofit strategy.	1. Implement LHEES delivery plan actions. 2. Implement retrofit strategy.	1. Implement LHEES delivery plan actions. 2. Implement retrofit strategy.	1. Implement LHEES delivery plan actions. 2. Implement retrofit strategy.

7	**Privately owned housing (owner occupied and rented)**	16	Scottish Government requirement for all privately owned housing to have an Energy Performance Certificate rating of C or better by 2040 where it is technically and financially feasible: 1. Ensure masterplan objectives are reviewed to incorporate new legislation developments. 2. Engage with Scottish Government to ensure that regional objectives are included in national roll out and legislation. 3.Include sector in stakeholder engagement. 4.Continue to investigate and signpost residents to local and national energy funding and support i.e. Home Energy Scotland, ECO4 and Council initiatives.	1. Roll out stakeholder engagement. 2. Sign post to legislation.	1. Roll out stakeholder engagement. 2. Sign post to legislation.	1. Roll out stakeholder engagement. 2. Sign post to legislation.
8	**Private Sector Non-domestic properties, Commercial and industrial premisses**	16	1.Support Net Zero business forums, with ambition to develop a sector led Net Zero delivery strategy. 2. Collate data on effective interventions and good practice through stakeholder engagement and signpost to wider market through ARES portal. 3. Support business through signposting to funding and loan opportunities 4. Sign post to information on connection opportunities to heat networks, EV infrastructure and grid improvements	1. Implement P1. 2.Consider if carbon reporting by businesses in region can support development of a non-domestic net zero strategy.	1. Implement P1.	1. Implement P1.
9	**Heat pumps**	11	1. Roll out as part of LHEES plan where financially viable. Ensure that fabric measures are considered. 2. Review options with supply/build capacity to ensure industry can deliver, link to Training & Skills. 3.Ensure heat pump options are assessed as part of non-domestic property energy audits, with recommendation on when to replace. (age, impact, linked to other works) 4.Focus priority for heat pump installation with highest impact - (by fuel replacement types, coal, oil, electricity, biomass & other fossil fuels, mains gas.	1. Roll out as part of LHEES plan where financially viable.	1. Roll out as part of LHEES plan where financially viable.	1. Roll out as part of LHEES plan where financially viable.

10	**Heat Networks**	13	1. Undertake feasibility studies for potential heat networks at **Kilmarnock 3**, **Cumnock Ayr Road, Ayr 3,** and **Irvine**. Include exploration of options to utilise waste heat; local disused mines as heat stores/ heat pump sources; opportunities to maximise the use of Ayrshire's potential wind, hydro, wastewater, and coastal energy sources. 2. Investigate the potential for one pilot project. (small scale, high impact) 3. Ensure consultation with the public and local businesses in the development of a heat network roll out plan, including consideration of opportunities. 4. Work with supply chain, Scottish and National Governments and public and private partners to develop a delivery mechanism.	1. Undertake feasibility studies for all remaining heat network sites noted in masterplan. 2. Roll out heat networks on an impact and viability basis.	1. Roll out heat network on an impact and viability basis	1. Roll out heat network on an impact and viability basis
11	**EV charge points**	8	The ambition is for an additional 1200 publicly available chargers to be installed by 2030, and a further 1400 by 2045. To this aim the councils will: 1. Engage with supply chain partners to develop a delivery plan target of 200 additional public EV Charge points per year where funding allows, initially investigating potential at all public car parks and assessing how rural provision is developed in parallel with need. 2. Assess if installations can be provided at all public buildings where car parking for staff is provided. The initial focus will be on sites where significant grid infrastructure upgrading is not required. 3.Identify sites where significant grid infrastructure upgrading is required and engage with DNO's on upgrading plans. 4. Undertake early engagement with DNO's to assess grid capacity for cluster sites.	1. Work with supply chain partners to target the delivery of 200 additional public EV Charge points per year where funding allows. 2. Focus on sites where significant grid infrastructure upgrading is required, this will include sites where clusters of opportunities have been identified by the AEM such as Kilmarnock Town and Kilmarnock South substations, Near Ayr train and bus stations, Newton-on-Ayr Train station, Ailsa Hospital Ayr, Holmston Roundabout, New Cumnock train station. Additionally other transport hub locations identified following the recommendation below to gather data on where these are required should be considered where electrical infrastructure upgrades are also required in these locations. 3. Ensure that 100% provision is delivered to all new build activities.	1. Review EV provision and use. 2. Ensure availability at all hard to access sites. 3. Potential replacement programme for existing EV ChargePoint's, replace with increased capacity where grid capacity allows. 4. Consider storage capacity for hard to access sites	1. Review EV provision and use. 2. Complete EV charge point installations ensuring overall access within region.
12	**Energy infrastructure**	15	1. Appoint lead to work with DNO's to fully understand Grid restrictions and grid infrastructure upgrade plans. 2. Develop a regional map for publication showing developers where grid access is available and to what capacity. (building upon DNO maps)	1. Update map as grid capacity is improved, update to show extent of work required to improve capacity. 2. Link to hydrogen feasibility study.	1. Update map as grid capacity is improved, update to show extent of work required to improve capacity.	1. Update map as grid capacity is improved, update to show extent of work required to improve capacity.

13	**Energy generation**	12	1. Undertake feasibility studies on expansion of renewable generation - link to grid access restrictions. 2. Support expansion where grid allows windfarms/solar/large scale heat pump where grid access is required. 3. Undertake feasibility on energy storage opportunities including "as heat" in disused mines and connected to the substations at; New Cumnock/Dalmellington, Coylton, both Kilmarnock town and south, Ayr Holmston roundabout, Hunterston, Mark Hill, and Auchenwynd. 4. Build upon works already undertaken to understand and visualise wind energy opportunities and data to incorporate grid restraints and upgrade proposals to stimulate development	1. Support roll out of additional energy generation linked to infrastructure development. 2. Support pilot energy storage project,	1. Support roll out of additional energy generation linked to infrastructure development 2. Support energy storage roll out.	1. Support roll out of additional energy generation linked to infrastructure development 2. Support energy storage roll out.
14	**Grid Capacity**	13	1. Convene a working group with DNO's to fully understand: • Restrictions and opportunities within Council areas in terms of grid availability. • Understand grid upgrade plans. 2. Assess grid capacity against Energy Masterplan ambitions. 3. Set out net zero opportunities in line with energy infrastructure availability. 4. Prioritise net zero projects where grid capacity allows.	1. Proactively work with developers to ensure infrastructure availability is utilised.		
15	**Hydrogen**	17	1. Work with government and development partners to understand the scope for a hydrogen feasibility study within the region, set out objectives and timeline for delivery. Liaise with delivery partners on potential for investment. Work with research partners to understand appropriate technologies against supply and demand restrictions. 2.Hydrogen generation areas to consider are those that can be connected into the following substations: Coylton transmission, Kilmarnock South Transmission, Ayr transmission (Holmston roundabout), New Cumnock transmission and distribution, Auchenwynd transmission, and Hunterston.	1. Undertake feasibility studies to determine which site(s) are to be developed for hydrogen generation considering power availability and distribution and use of the hydrogen generated including pilot piped distribution networks near to the following substations: Coylton transmission, Kilmarnock South Transmission, Ayr transmission (Holmston roundabout), New Cumnock transmission and distribution, Auchenwynd transmission, and Hunterston. 2. Work with development partners within each site to support a demand assessment through engagement with potential users.	1.Undertake hydrogen pilot project within the region where viable technology, delivery partners and funding allows.	1. Roll out projects within the region where viable technology, delivery partners and funding allows.

16	**Transport**	11	1. Continue data collection to inform the development of transport hubs utilising the stakeholder engagement strategy. 2. Undertake public consultation exercise to understand transport needs and barriers. 3. Engage with the Scottish government and transport partners on EV bus roll out with the ambition of having all bus routes with capacity to utilise EV's. (ensure link to Council EV strategies and wider national transport strategies) 4. Undertake assessment for transport hubs within region including assessment of new Park & Ride facilities with significant EV provision. 5.Undertake feasibility studies for grid infrastructure requirements to facilitate significant EV charger provision within **Ayr, Kilmarnock, New Cumnock, Newton on Ayr and Holmston roundabout.** 6. Ensure that all contracts for EV charges include for maintenance, upgrading and end of life replacement.	1. Ensure that 100% provision of EV chargers is delivered to all new build activities funded by the council. 2. All council fleet to be EV where technically feasible. 3. Ensure that new build developments have considered EV charge points. 4. Assess if Hydrogen is an option for public transport and HGV fleets. 5. Review EV charge point distribution	1. Review EV charge point distribution.	1.Review EV charge point distribution
17	**Skills transition**	9	1. Undertake an assessment to understand the current availability and level within the region to meet net zero ambitions. This should include existing skills base for insulation and fabric improvements; grid infrastructure improvements, associated civil engineering works and energy generation technologies; low and zero carbon technologies installation and availability of technologies; transport infrastructure improvements. 2. Work with training and skills partners to ensure that the appropriate course availability to support delivery of: • EV charger installation & Maintenance including associated infrastructure in Civils works and Electrical installations. • EV maintenance • Solar panel installation and maintenance • Heat pump installation and maintenance • Energy Assessment and design of appropriate interventions • Retrofit interventions Installation • Heat network design • Heat network installation and maintenance • Electrical infrastructure design, installation & • Maintenance • Hydrogen infrastructure, design installation and maintenance. • Wind energy design installation and maintenance • Battery installation and maintenance for heat and electrical storage	1. Review and update skills opportunities.	1. Review and update skills opportunities. 2. Include Carbon Capture and Storage.	1. Review and update skills opportunities.

18	**Skills transition**	6	1. Note requirement for skill /workforce transfer from existing technologies to new/increased technologies and ensure appropriate trade led transition courses in: • Combustion engine to EV motors • Fossil fuel boilers to Heat pumps	1. Review and update skill opportunities.	1. Review and update skill opportunities.	1. Review and update skill opportunities.

The recommend actions align well with the route map in Figure 10-1 and a coordinated delivery will set Ayrshire on a viable and just transition to net zero.

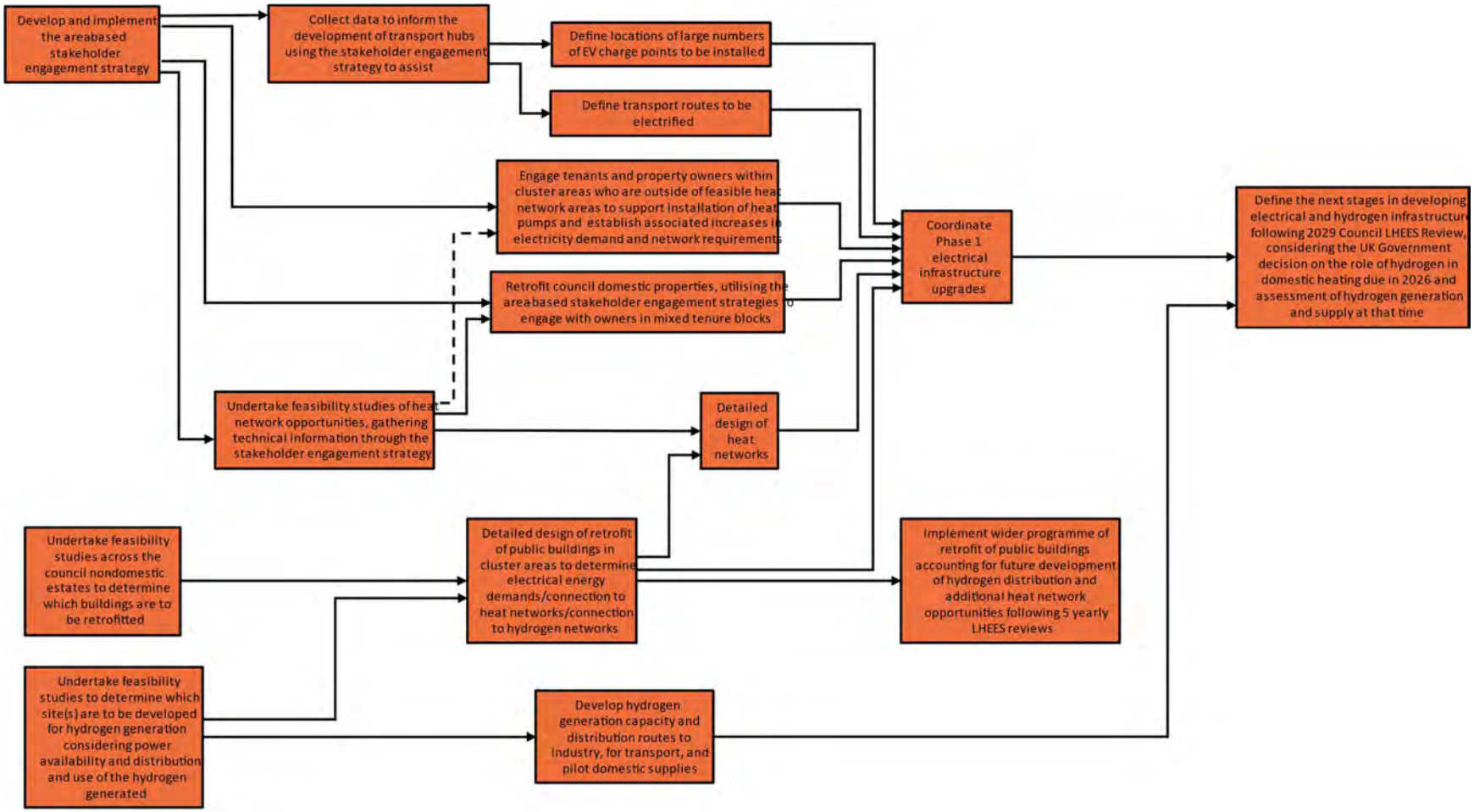


Figure 10-1 - Block Diagram showing how the AEM recommendations approach interact as a route map


THOU BAND STYLE STRONG ARM OF A WALLACE RAISED TO STEM TIDE TIME OR



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Agenda Item No. 7(c)

South Ayrshire Council

Report by Depute Chief Executive and Director of Housing, Operations and Development to Cabinet of 23 September 2025

Subject: Disabled Parking Bay Audit

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1. Purpose

1.1 The purpose of this report is to set out the findings of an audit conducted across South Ayrshire Council's property estate to establish compliance with disabled parking regulations and the required interventions to ensure disabled bays comply with standards and can be regulated.

2. Recommendation

2.1 It is recommended that the Cabinet:

2.1.1 notes the audit results of disabled parking bays across the Council's estate;

2.1.2 approves the Head of Roads' proposals to engage private owners to establish if they wish the Council to operate their disabled parking bays;

2.1.3 notes the Head of Roads' proposals for adding all identified unregulated disabled bays to a Traffic Regulation Order (TRO), along with the associated timescales for the implementation of the TRO; and

2.1.4 notes the estimated expenditure required to undertake the work to install new or upgrade existing bays at Council premises.

3. Background

3.1 At its meeting of 12 December 2024, the Council acknowledged the fact that a large majority of advisory disabled parking bays at its premises are unenforceable and, therefore, open to misuse. It is a requirement of the Disabled Persons' Parking Places (Scotland) Act 2009 (DPPP) for Local Authorities to arrange for both on and off-street advisory bays to be replaced with enforceable bays and that the process to incorporate off-street disabled parking bays into a Traffic Regulation Order (TRO) is incomplete.

3.2 The Road Traffic Regulation Act 1984 also confers the power on a Local Authority to make arrangements with a private owner for the provision and management of

disabled parking bays within parking places owned or managed by the owner. And where a Local Authority has sought unsuccessfully to make arrangements, it must make further attempts to reach agreements and make TROs every two years.

3.3 Council agreed that provision will be made within the 2025-26 Revenue Budget to audit advisory disabled parking bays at council premises, including swimming pools, golf courses, schools and other facilities; and to progress a TRO to regularise these bays.

3.4 Council also agreed that a report will be presented to Cabinet with regard to provisions in the same legislation for the council to offer enforcement services (at cost) for disabled parking in car parks attached to private premises.

3.5 The Scottish Planning Policy issued by the Scottish Government in 2014 sets out minimum parking standards for new developments. The policy states that specific provision should be made for parking for disabled people in addition to general provision. In retail, recreation and leisure developments, the minimum number of car parking spaces for disabled people should be:

3.5.1 3 spaces or 6% (whichever is greater) in car parks with up to 200 spaces; and

3.5.2 4 spaces plus 4% in car parks with more than 200 spaces

Off Street Parking – Council Premises

3.6 An audit of all Council premises to identify what parking facilities are available at each location has been completed. Premises can be split into two distinct categories; public car parks and public buildings which are served by a car park.

3.7 Disabled bays located within the majority of the Council's public car parks are all contained within the Off Street Parking TRO (which is separate from the DPPP TRO) and as such are already regulated, however, the audit has revealed a need for additional bays or upgrades to bays to ensure compliance with the standards.

3.8 The disabled bays located within car parking facilities attached to Council premises are unenforceable and will require to be added to a TRO and it is noted that disabled parking provision at each facility falls into one or more of the following categories:

3.8.1 No marked disabled bays;

3.8.2 Marked disabled bays which have compliant signs and markings;

3.8.3 Marked disabled bays which are non-compliant; and

3.8.4 Insufficient amount of disabled bays.

3.9 The audit findings are listed in the schedules contained at Appendix 1 and summarised in Table 1 below. Across the Council's estate, there are 72 additional bays required to be installed in addition to 80 bays which require to be brought up to the required standard. The associated costs are estimated to be in the region of £76,000.

Table 1 – Audit Summary

Facility	Additional Bays Required	Bays Which Require Upgrades	Total	Cost/Bay	Amount
Public Car Parks	21	7	28	£500	£13,800
Spots Facilities	3	2	5	£500	£2,300
Community Facilities	3	2	5	£500	£2,300
Libraries	0	5	5	£500	£2,500
Museums and Archives	11	22	33	£500	£16,500
Schools	36	42	78	£500	£38,770
	72	80	152		**£76,170**

Off Street Parking – Private Premises

3.10 Following the introduction of DPPP, in 2009/10 SAC Roads Officers co-ordinated efforts to contact private car park owners to determine whether they wished to have the Council enforce their disabled bays, by inviting them to complete a questionnaire. They were also advised that for bays to be enforceable they had to comply with the Traffic Signs Regulations and General Directions, which is the Statutory Instrument governing all road traffic signs and road markings, and that they would be responsible for the costs to bring bays up to the required standard.

3.11 An archive search would appear to indicate that no private operators took the Council up on the offer and this is reflected in previous iterations of the DPPP TRO.

3.12 However, it should be noted that a majority of private car park owners such as supermarkets and retail parks employ private companies to manage their car parks and disabled bays are subject to the required monitoring. Most private car park management companies have industry standard accreditation through the British Parking Association which is the UK's leading organisation for the promotion of parking standards, representing around 800 corporate members.

3.13 Therefore, there is a fair degree of monitoring and enforcement applied by private operators to ensure disabled bays are not misused. It is, however, acknowledged that the Council retains a duty to contact private owners on a two-yearly basis to determine if they wish the enforcement of disabled bays to transfer across to the Council.

3.14 To date, the only agreement between the Council and a private owner is with the NHS for enforcement of their disabled bays within their Ayr and Ailsa Hospital sites.

On Street Parking

3.15 All existing on-street disabled parking bays are contained within the DPPP TRO and as such are properly regulated. The disabled bay database is currently under review to determine any bays that require to be added or removed.

4. Proposals

4.1 As explained, there are two TROs which regulate disabled bays in South Ayrshire. The Off-Street Parking TRO regulates the disabled bays located within the Council's public car parks and the DPPP TRO regulates all on-street bays. To

enable the regulation of the bays contained within Council premises car parks, it is proposed to add these to the Off-Street Parking TRO.

4.2 It is further proposed to undertake a fresh engagement exercise with private owners to determine if they wish their disabled bays to be added to the Off-Street Parking TRO and enforced by the Council. Owners will also be asked (on a voluntary basis) to confirm if their premises are subject to separate management arrangements and whether any third party management firms are accredited.

4.3 Once all the relevant information has been collated, the draft TROs will be prepared. It is anticipated that this phase of the process may take 3 – 6 months to complete. Thereafter, the drafts shall be subject to a four week statutory consultation with key stakeholders prior to being advertised for a further four week period during which time, objections may be raised.

4.4 A subsequent report presenting the results of this process and associated recommendations shall be submitted to the Regulatory Panel for approval and should the recommendations be accepted, the draft TROs will then be subject to further legal scrutiny with a proposed implementation date agreed, which takes cognisance of any work required to bring disabled bays up to the required standard in advance of this date. This phase of the process may take a further 6 – 12 months to complete.

5. Legal and Procurement Implications

5.1 In terms of the Council's Scheme of Delegation any proposals arising from the Traffic Regulation Order statutory consultation process shall be referred to the Regulatory Panel within whose remit matters relating to Road Traffic Regulation Legislation rests.

5.2 Any procurement requirements shall be progressed following Council Standing Orders and any other relevant guidelines.

6. Financial Implications

6.1 As outlined in Table 1, there may be a significant cost to implement the proposed new or upgraded disabled bays. Consideration will be given to phasing the works across two or three financial years to minimise the impact and bids will be submitted to the Repairs and Renewals fund at the appropriate time.

6.2 Any private owners who agree to the Council operating their disabled bays will be required to cover any associated costs to bring them up to standard. The Council shall recoup enforcement costs through the retention of all penalty charge notice income.

7. Human Resources Implications

7.1 The required tasks arising from the various work detailed within the report shall be undertaken by ARA. Additional enforcement patrols will be provided, and existing staff rotas are subject to review through an ongoing service review.

8/

8. Risk

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

8.1.1 There are no risks associated with adopting the recommendations.

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

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

9. Integrated Impact Assessment (incorporating Equalities)

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an Integrated 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. The proposals contained within the report specifically relate to improving disabled parking provision and there are no alternative options available.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to Commitment One of the Council Plan: Spaces and Places.

13. Link to Shaping Our Future Council Yes ☐ No ☑

13.1 Not applicable.

14. Results of Consultation

14.1 There has been no public consultation on the contents of this report, however, the promotion of any future Traffic Regulation Orders will be subject to statutory consultation.

14.2 Consultation has taken place with Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, and the contents of this report reflect any feedback provided.

15/

15. Next Steps for Decision Tracking Purposes

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

Implementation	***Due date***	***Managed by***
Engage private owners	1 February 2026	Strategic Manager
Implement the revised DPPP Traffic Regulation Order	1 February 2027	Strategic Manager

Background Papers: **None**

Person to Contact: **Barrie McDonnell, Strategic Manager ARA**
The Opera House, John Finnie Street, Kilmarnock
Phone: 01563 503160
E-mail: barrie.mcdonnell@ayrshireroadsalliance.org

Date: **3 September 2025**

Appendix 1 – Audit Tables

Site Type Desc	Description	Street	Town	Postcode	Tenure Description	Hyperlink	Bay Type	Included in Off Street Order	Compliant Disabled Bays	Comment	Standard	EV	D/B	M/C	Min Required Bays	Deficit	Upgrades
Car Parks	Barns Crescent Car Park	Barns Crescent	Ayr		COUNCIL OWNED	Barns Crescent	Marked	Yes	Yes	Needs relined	110	2	7	1	7	0	
	Blackburn Road Car Park	Esplanade	Ayr		COUNCIL OWNED	Blackburn Road	Marked	Yes	Yes	Needs relined	406		6		20	14	
	Castle Walk Car Park	Castle Walk	Ayr		COUNCIL OWNED	Castle Walk	Unmarked	Yes	Yes	Needs relined	20		2	1	3	1	
	Castlehill Road Car Park	Castlehill Road	Ayr		COUNCIL OWNED	Castlehll Road	Marked	Yes	Yes	Needs relined	175	6	4	1	11	7	
	Charlotte Street Car Park	Charlotte Street	Ayr		COUNCIL OWNED	Charlotte Street	Marked	Yes	No	Needs relined. Also 2 motorhome bays. Scope to add disabled bays	68		0	1	4	4	
	Cromwell Road Car Park	Cromwell Road	Ayr		COUNCIL OWNED	Cromwell Road	Marked	Yes	Yes	Needs relined	152	2	8		9	1	
	Greenan Road Car Park	Greenan Road	Ayr		COUNCIL OWNED	Greenan Road	Marked	Yes	Yes	Needs relined	35		2	2	3	1	
	Kings Court Car Park	Kings Court	Ayr		COUNCIL OWNED	Kings Court	Marked	Yes	Yes	NB Part of CP fenced off due to works	90		4	1	5	1	
	Kyle Street Car Park	Kyle Street	Ayr		COUNCIL OWNED	Kyle Street	Marked	Yes	Yes		42		3		3	0	
	Mill Brae Car Park	Mill Brae	Ayr		COUNCIL OWNED	Mill Brae	Marked	Yes	Yes	Needs relined	105	4	2	3	6	4	
	Mill Wynd Car Park	Mill Wynd	Ayr		COUNCIL OWNED	Mill Wynd	Marked	No	No	Included in ON-STREET Order	25		0		3	3	
	New Road Car Park	New Road	Ayr		COUNCIL OWNED	New Road	Marked	No	No	M?C needs relined+plate+disabled+plate	26	4	2	1	3	1	3
	Queens Terrace Car Park	Queen's Terrace	Ayr		COUNCIL OWNED	Queens Terrace	Marked	Yes	Yes		43		2	2	3	1	
	Shellknowe Car Park	The Vennel	Ballantrae		COUNCIL OWNED	ShellKnowe	Unmarked	Yes	No	Needs new bays marked Gravel or rough surface may prevent bay marking 5 Motorhome b	0	2			3	3	
	Chalmers Arcade CP	Dalrymple Street	Girvan		COUNCIL OWNED	Chalmers Road	Marked	Yes	Yes		58	6	3		3	0	
	Knockcushan Street CP	Knockcushan St	Girvan		COUNCIL OWNED	Knockcushan Street	Marked	No	No	Taken as Quay Zone (Pool). Reline disabled bays. Scope for more disabled bays	49	4	6		3	N/A	6
	Promenade Car Park	Knockcushan St	Girvan		COUNCIL OWNED	Promenade	Marked	Yes	No	No lines. Good surface scope for comprehensive lining. Estimate 60 spaces. 15 motorhome marked	0	0	0		3	3	
	Shallochpark Car Park	A77T Shalloch Park Roundab	Girvan		LEASED	Shalloch Park	Marked	Yes	No	Disabled bays need lined and signed	61	0	3		4	1	3
	The Flushes Car Park	Bridge Street	Girvan		COUNCIL OWNED	Flushes	Marked	Yes	No	11 Truck bays. Needsdisabled plate and rear bays marked	99	0	5		6	1	5
	Kirkoswald Car Park	Main Road	Kirkoswald		COUNCIL OWNED	Kirkoswald	Unmarked	No	No	Needs new bays marked	3	2	0		3	3	
	Harbour Road Car Park - Maidens Foreshore	Harbour Road	Maidens		COUNCIL OWNED	Harbour Road	Mixed	Yes	No	All bays badly lined (monoblok delineation) Scope for more disabled. 5 bus bays	62	2	4		4	0	4
	Kirk Wynd Car Park	Inches Close	Maybole		COUNCIL OWNED	Inches Close	Unmarked	Yes	No	Needs new bays marked	20	2	2		3	1	2
	The Croft Car Park	Whitehall	Maybole		COUNCIL OWNED	The Croft	Unmarked	Yes	No	Needs new bays marked scope for disabled. Needs lined	0				3	3	
	Burnside Road Car Park	Burnside Road	Monkton		COUNCIL OWNED	Burnside Rd - Google Maps	Marked	Yes	No	Accessed off Main Street	12	2			3	3	
	Station Road Car Park	Station Road	Mossblown		COUNCIL OWNED	Station Road	Unmarked	No	No	Unmarked	0				3	3	
	Bellevue Road Car Park	Bellevue Road	Prestwick		COUNCIL OWNED	Bellevue Road	Marked	Yes	Yes	Needs lined	72	10	3	1	4	1	
	Grangemuir Road Car Park	Grangemuir Road	Prestwick		COUNCIL OWNED	Grangemuir Road	Unmarked	Yes	No	Needs new bays marked	80		2	1	5	3	
	North Esplanade Car Park	Links Road	Prestwick		COUNCIL OWNED	Links Road	Marked	Yes	No	Disabled and M/C bays need lined	219		8	4	13	5	
	Pleasantfield Road Car Park	Pleasantfield Road	Prestwick		COUNCIL OWNED	Pleasantfield	Marked	Yes	Yes	Residents bays not counted	36		2	1	3	1	
	Station Road Car Park	Station Road	Prestwick		COUNCIL OWNED	Station Road	Marked	Yes	No	M/C bays and disabled bays need lined	79		2	3	5	3	
	Montgomerie Street Car Park	Montgomerie Street	Tarbolton		COUNCIL OWNED	Montgomerie Street	Unmarked	Yes	No	Needs new bays marked no marked bays	12				3	3	
	Beach Road Car Park	Beach Road	Troon		COUNCIL OWNED	Beach Road	Unmarked	Yes	No	Needs new bays marked no bays marked +only dis bay sign	14		1		3	2	1
	North Shore Road Car Park	North Shore Road	Troon		PART OWNED	North Shore Road	Unmarked	Yes	No	No Surface D/b sign only + no bays marked	0		1		3	2	1
	South Beach (North) Car Park	South Beach	Troon		COUNCIL OWNED	Ivy Cottage	Marked	Yes	No	All bays need marked	60	2	4		4	0	
	South Beach (South) Car Park	South Beach	Troon		COUNCIL OWNED	South Beach Road	Unmarked	Yes	No	Needs new bays marked D/bay needs lined. Signs ok	53		5		3	N/A	5
	Titchfield Road Car Park	Titchfield Road	Troon		COUNCIL OWNED	Titchfield Road	Marked	Yes	No	D/bay sign only No bays marked	40		1	1	3	2	
																80	**30**

Site Type Desc	Description	Street	Town	Postcode	Tenure Description	Hyperlink	Bay Type	Included in Off Street Order	Compliant Disabled Bays	Comment	Standard	EV	D/B	M/C	Min Required Bays	Deficit	Upgrades
Sports Facilities	Belleisle and Seafield Golf	Doonfoot Road	Ayr	KA7 4DU	COUNCIL OWNED	Belleisle Park	Marked	No	Yes	Includes eight disabled bays and two EV bays.	73	2	8		7	N/A	
	Dalmilling Golf	Westwood Avenue	Ayr	KA8 0QY	COUNCIL OWNED	Dalmilling	Mixed	No	No	Scope for dis	44		0		6	6	
	Riverside Sports Arena	University Avenue	Ayr		COUNCIL OWNED	Riverside Sports Arena	Marked	No	Yes		114	4	6		9	3	
	Citadel Leisure Centre	South Harbour Street	Ayr	KA7 1JB	COUNCIL OWNED	Citadel Leisure Centre	Marked	No	Yes	Includes eleven disabled bays	121		11		9	N/A	
	Coylton Activity Centre	Hole Road	Coylton	KA6 6JL	COUNCIL OWNED	Coylton Activity Centre	Mixed	No	Yes	Has marked bays, two marked disabled bays, two EV and some unmarked space.	24	2	2		5	3	
	Dundonald Activity Centre	Castle Drive	Dundonald	KA2 9EP	COUNCIL OWNED	Dundonald Activity Centre	Marked	No	No	Includes one disabled bay and two EV bays. Disabled no lines or plate. Scope for more disabled	27	2	1		5	4	1
	Prestwick Swimming Pool	Bellevue Road	Prestwick	KA9 1NW	COUNCIL OWNED	Prestwick Swimming Pool	Marked	No	No	No access to assess - building site.							
	Troon Golf - Clubhouse	Harling Drive	Troon	KA10 6NF	COUNCIL OWNED	Troon St Meddans	Marked	No	No	No plate at disabled bays	151		6		10	4	6
	Troon Swimming Pool	Barassie Street	Troon	KA10 6LU	COUNCIL OWNED	Troon Swimming Pool	Marked	No	Yes	Disabled needs lined	55	2	5		6	1	
																21	**7**

Site Type Desc	Description	Street	Town	Postcode	Tenure Description	Hyperlink	Bay Type	Included in Off Street Order	Compliant Disabled Bays	Comment	Standard	EV	D/B	M/C	Min Required Bays	Deficit	Upgrades
Community Facilities	Masonhill Crematorium	C74 From B742 North East O	Ayr	KA6 6EN	COUNCIL OWNED	Masonhill Crematorium	Marked	No	Yes	EV bays not marked	210	4	11		13	2	
	Domain Youth Centre	Glenmuir Place	Ayr	KA8 9RP	COUNCIL OWNED	Domain	Mixed	No	No	Scope for 1 dis.	5		0		N/A	1	
	Ballantrae Community Centre	Main Street	Ballantrae	KA26 0NB	LEASED	Community Centre	Unmarked	No	No	No scope for disabled.	0		0		N/A		
	Crosshill Community Centre	Kirkmichael Road	Crosshill	KA19 7RJ	COUNCIL OWNED	Community Centre	Mixed	No	No	Marked bays are two disabled bays. Needs marked	0		2		N/A		
	Montgomerie Hall	Main Street	Dundonald	KA2 9HG	COUNCIL OWNED	Montgomerie Hall	Unmarked	No	No	No scope for diabled bays	3		1		N/A		
	Maybole Town Hall	High Street	Maybole	KA19 7AB	COUNCIL OWNED	Maybole Town Hal	Mixed	No	No	Marked bays are two disabled bays. Needs lined and plates	0		2		N/A		2
	Prestwick Community Centre	Caerlaverock Road	Prestwick	KA9 1HP	COUNCIL OWNED	Community Centre	Marked	No	No	Includes four disabled bays	42		4		3	N/A	
																3	2

Site Type Desc	Description	Street	Town	Postcode	Tenure Description	Hyperlink	Bay Type	Included in Off Street Order	Compliant Disabled Bays	Comment	Standard	EV	D/B	M/C	Min Required Bays	Deficit	Upgrades
Libraries	Ballantrae Library	Main Street	Ballantrae	KA26 0NB		Ballantrae Library	Unmarked	No	No	Has space that will accept cars rather than car park. Sits beside community centre. All unmarked. No scope for disabled	0		0		N/A		
	Symington Library	Brewlands Road	Symington	KA1 5QZ	COUNCIL OWNED	Symington Library	Unmarked	No	No	Parking shared with primary school. D/bay no sign. No marked bays. Possible 20	0		1				3
	Troon Library	South Beach	Troon	KA10 6EF	COUNCIL OWNED	Troon Library	Mixed	No	No	Marked bays are two disabled bays. No bays marked - sign only.			2				2
																	5

Site Type Desc	Description	Street	Town	Postcode	Tenure Description	Hyperlink	Bay Type	Included in Off Street Order	Compliant Disabled Bays	Comment	Standard	EV	D/B	M/C	Min Required Bays	Deficit	Upgrades
Museums / Archives	Ayr Through The Ages - The Heritage Hub	High Street	Ayr	KA7 1LU	COUNCIL OWNED	Ayr Town Hall	Mixed	No	Yes	PRIVATE - One marked disabled bay Nedds relined	16		1		N/A		
	County Buildings	Wellington Square	Ayr	KA7 1DR	COUNCIL OWNED	County Buildings	Marked	No	No	PRIVATE Elec not marked	28	2	0		N/A	2	
	Macadam House	Charlotte Street	Ayr	KA7 1EA	COUNCIL OWNED	Macadam Ho.	Unmarked	No	No	No public car park	0				N/A		
	North Ayr Information and Advice Hub	Mainholm Road	Ayr	KA8 0QG	COUNCIL OWNED	Information & Advice Hub	Mixed	No	No	Marked bays are two disabled bays - signs required	4		2		N/A		2
	Whitletts Area Centre	Whitletts Road	Ayr	KA8 0JZ	COUNCIL OWNED	Whitletts Activity Centre	Marked	No	No	Has two disabled bays - no signs	37		2		3	1	2
	Wills Road Family Centre	Wills Road	Ayr	KA8 9NL	COUNCIL OWNED	Family Centre	Unmarked	No	No	Bays not marked.	0				3		3
	Belleisle Park	Doonfoot Road	Ayr		COUNCIL OWNED	Belleisle Park	Marked	No		Includes eight disabled bays and two EV bays. No markings. Disabled bays possible. No signs	0		8		N/A		8
	Rozelle Park (inc Rozelle House)	Monument Road	Ayr		COUNCIL OWNED	Rozelle Park	Unmarked	No	No	Gravel surface. No markings. No plates on dis. Scope for more dis	0		2		3	1	2
	Overmills Day Centre	Westwood Avenue	Ayr	KA8 0QZ	COUNCIL OWNED	Overmills Daycare centre	Mixed	No	No	Multi agency use car park. Total is for the whole of parking provision on site.	48		3		3		3
	The CERIC Building (Kyle Support Service)	Whitletts Road	Ayr	KA8 0JB	COUNCIL OWNED	CERIC	Mixed	No	No	Within St. John's Primary. Not marked. Scope for dis.	20		0		3	3	
	Girvan Town House - 25 Knockcushan Street	Knockcushan Street	Girvan	KA26 9AG	COUNCIL OWNED	Town House	Marked	No	No		29	4	3		2	1	2
	Girvan Adult Training Centre (Nursery Court Day Centre)	Troweir Road	Girvan	KA26 9HE	LEASED TO COUNCIL	Nursery Court Day Service	Unmarked	No	Yes	Car parking within complex as a whole	0		2		3	3	
																11	22

Site Type Desc	Description	Street	Town	Postcode	Tenure Description	Hyperlink	Bay Type	Included in Off Street Order	Compliant Disabled Bays	Comment	Standard	EV	D/B	M/C	Min Required Bays	Deficit	Upgrades
	Maybole Community Campus	Kirkoswald Road	Maybole	KA19 8BP	COUNCIL OWNED	Community Campus	Marked	No	Yes	Paent and child 30. Scope for more disabled.	157	0	8	0	9	N/A	
	Tarbolton Community Campus - Library	Tarbolton	South Ayrshire	KA5 5QA	COUNCIL OWNED	Tarbolton Library	Marked	No	Yes	Mostly marked. Unmarked annex on approach. Two marked disablede bays.	44	2	2	0	3	1	
	Ayr Academy (New)	University Avenue	Ayr	KA8 0SX	COUNCIL OWNED		Marked	No	Yes	Ev bay not marked. Poss ad dis	131	2	5	0	8	3	
	Belmont Academy (PPP)	Nursery Road	Ayr	KA7 3SN	COUNCIL OWNED		Marked	No	Yes	Ev not marked	116	2	8	0	7	N/A	
	Kyle Academy (Part PPP)	Overmills Road	Ayr	KA7 3LR	COUNCIL OWNED		Marked	No	Yes	V. Poor lines. EV bays not marked.	79	2	3	1	5	2	
	Queen Margaret Academy	Dalmellington Road	Ayr	KA7 3TL	COUNCIL OWNED		Marked	No	Yes		99	2	5	0	6	1	
	Alloway Primary School (PPP) & Early Years Centre	Doonholm Road	Ayr	KA7 4QQ	COUNCIL OWNED		Marked	No	No		39	0	3	0	3	0	3
	Ayr Grammar (New)	Fort Street	Ayr	KA7 1HX	COUNCIL OWNED		Marked	No	Yes	Ev bay, but no actual charger. Poss add dis	29	1	2	0	3	1	2
	Braehead Primary School & Early Years Centre	Gould Street	Ayr	KA8 9PJ	COUNCIL OWNED		Marked	No	No	Poss add dis	44	0	2	0	3	1	2
	Dalmilling Primary School	Harthall	Ayr	KA8 0PD	COUNCIL OWNED		Marked	No	No	Poorly lined	30	0	3	0	3	0	3
	Doonfoot Primary School & Early Years Centre	Abbots Way	Ayr	KA7 4HJ	COUNCIL OWNED		Marked	No	No		65	0	3	0	4	1	3
	Forehill Primary School & Early Years Centre	Cessnock Place	Ayr	KA7 3HR	COUNCIL OWNED		Marked	No	No	Needs relined. EYC 23 normal, +2 dis. Primary 41 +3 dis	64	0	5	0	4	N/A	4
	Heathfield Primary School & Early Years Centre	Heathfield Road	Ayr	KA8 9DR	COUNCIL OWNED		Marked	No	No	Poss add dis	52	0	2	0	3	1	2
	Holmston Primary School	Holmston Road	Ayr	KA7 3BB	COUNCIL OWNED		Marked	No	No	Poss add dis	18	0	0	0	3	3	
	Kincaidston Primary School & Early Years Centre	Cranesbill Court	Ayr	KA7 3YN	COUNCIL OWNED		Marked	No	No		45	0	2	0	3	1	2
	Newton Primary School & Early Years Centre	Russell Drive	Ayr	KA8 8JL	COUNCIL OWNED		Marked	No	No	Poss add dis	37	0	0	0	3	3	
	St John's Primary School	Whitletts Road	Ayr	KA8 0JB	COUNCIL OWNED		Marked	No	No	Poss add dis	19	0	0	0	3	3	
Schools	Coylton Primary School & Early Years Centre	Joppa	Coylton	KA6 6JP	COUNCIL OWNED		Marked	No	No	Need relined. Poss add dis	18	0	0	0	3	3	
	Dundonald Primary School & Early Years Centre	Castle Drive	Dundonald	KA2 9EP	COUNCIL OWNED		Marked	No	No	Shared carpark with the activity center.	27	2	1	0	3	2	1
	Monkton Primary School (PPP) & Early Years Centre	Station Road	Monkton	KA9 2RH	COUNCIL OWNED		Marked	No	Yes		15		2		3	1	
	Annbank Primary School, Early Years Centre & John Rodie Library	Annbank Road	Mossblown	KA6 5DZ	COUNCIL OWNED		Marked	No	No	Front car park needs relined. Poss add dis	36	0	2	0	3	1	2
	Prestwick Academy (PPP)	New Dykes Road	Prestwick	KA9 2LB	COUNCIL OWNED		Marked	No	Yes		109	2	6	0	7	1	
	Kingcase Primary School & Early Years Centre	Adamton Road South	Prestwick	KA9 2DG	COUNCIL OWNED		Marked	No	No		27	0	2	0	3	1	2
	Prestwick North Education Campus	Sherwood Road	Prestwick	KA9 1EY	COUNCIL OWNED		Marked	No	No		69	2	4	0	4	0	4
	Symington Primary School & Early Years Centre	Brewlands Road	Symington	KA1 5QZ	COUNCIL OWNED		Marked	No	No	Same as library - shared.	-	-	-	-	N/A		
	Marr College	Dundonald Road	Troon	KA10 7AB	COUNCIL OWNED		Marked	No	No		122	2	6	0	7	1	6
	Troon Primary School & Early Years Centre	Barassie Street	Troon	KA10 6LX	COUNCIL OWNED		Marked	No	No	Needs relined.	34	0	2	0	3	1	2
	Barassie Primary School (PPP) & Early Years Centre	Burnfoot Avenue	Troon	KA10 6RQ	COUNCIL OWNED		Marked	No	Yes	Poss add dis	18	0	4	0	3	N/A	
	Muirhead Primary School & Early Years Centre	Buchan Road	Troon	KA10 7BT	COUNCIL OWNED		Marked	No	No		31	0	0	0	3	3	
	St Patrick's Primary School	Academy Street	Troon	KA10 6HR	COUNCIL OWNED		Marked	No	No		17	0	2	0	3	1	2
	Struthers Primary School	Staffin Road	Troon	KA10 7JB	COUNCIL OWNED		Marked	No	No		32	0	2	0	3	1	2
																36	42

Agenda Item No. 8(a)

South Ayrshire Council

Report by Chief Governance Officer to Cabinet of 23 September 2025

Subject: Strategic Risk Management

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1. Purpose

1.1 The purpose of this report is to update Members on the reviewed Strategic Risk Register (Appendix 1) in line with the agreed reporting framework.

2. Recommendation

2.1 It is recommended that the Cabinet :

2.1.1 considers the reviewed Strategic Risk Register (Appendix 1) updated by Chief Officers; and

2.1.2 notes the 16 key risks and endorses the work currently being undertaken or proposed by risk owners to mitigate these risks.

3. Background

3.1 The Strategic Risk Register is reported in accordance with the framework within the Corporate Risk Management Strategy.

3.2 The Strategic Risk Register was reported to the Audit and Governance Panel of 3 September 2025 for scrutiny and referred to Cabinet for endorsement.

3.3 Risk Management is also undertaken at Directorate level, within the Health and Social Care Partnership and by leads undertaking complex projects.

4. Proposals

4.1 The Strategic Risk Register has been reviewed by Chief Officers / Risk Owners and updates provided on progress against implementation of proposed risk mitigations. Risks are referenced against the themes of Governance, Protection and Resources. 16 Strategic Risks are being managed and these are listed as follows:

	Risk	***Risk Rating***	***Theme***
1.	Decision Making and Governance	8	Governance
2.	External Factors including Contingency Planning	10	Governance
3.	Strategic Planning	8	Governance

	Risk	*Risk Rating*	*Theme*
4.	Integrity	8	Governance
5.	Internal Audit Actions	6	Governance
6.	Transformation	9	Governance
7.	Child and Adult Protection	10	Protection
8.	Public and Employee Protection	10	Protection
9.	Sustainable Development and Climate Change	12	Protection
10.	Financial Inclusion	12	Protection
11.	Ash Tree Die Back	10	Protection
12.	Prevent – Counter-terrorism	10	Protection
13.	Financial Constraints	16	Resources
14.	Employee Absence	9	Resources
15.	ICT – Digital Resilience, Protection and Capability	8	Resources
16.	Management of Assets	6	Resources

4.2 Full detail of strategic risk management arrangements is provided within the register (Appendix 1). Ownership is assigned to ensure there is clear accountability and responsibility in terms of risk management. The cause, potential effect, risk score and current mitigations are also recorded.

4.3 Unless considered 'ongoing' throughout the life of the risk register, proposed risk mitigations have a target completion date, and their progress is outlined by use of a percentage completion bar in the report. A status icon is also included which indicates whether or not the specific initiative is on target.

4.4 Members are requested to note that the Health and Social Care Partnership (HSCP) provide information on the risk management of Child and Adult Protection within the Council's Strategic Risk Register. HSCP also develop and report on wider Partnership risk issues within their own bespoke Strategic Risk Register which is presented to the HSCP Performance and Audit Panel on a 6 monthly basis for scrutiny. A link to the most recent HSCP risk register and related reports is provided on page 10 of Appendix 1.

4.5 Members are also requested to note that Chief Officers regularly consider new or emerging risks and there is a process whereby significant operational risks, managed at directorate level, can be elevated to strategic level as required.

4.6 It is anticipated that Members will consider the strategic risk management arrangements outlined within this report and be assured that there is a robust system in place for identifying and managing those threats which could have a significant impact on the successful delivery of the Council's objectives.

5. Legal and Procurement Implications

5.1 The recommendations in this report are consistent with legal requirements.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 There are no cost implications associated with the recommendations in this report.

7. Human Resources Implications

7.1 There are no human resource implications associated with the recommendations in this report.

8. Risk

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

8.1.1 Risks have been identified and assessed in line with the Council's Risk Management process. This report seeks to confirm that risk mitigation at Strategic level is ongoing and that risks are being managed in line with an agreed approach and methodology.

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

8.2.1 Rejecting the recommendations may give rise to external criticism, breach of statute or legal challenge.

9. Integrated Impact Assessment (including Equalities)

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

10. Sustainable Development Implications

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

11. Options Appraisal

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

12. Link to Council Plan

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

13. Link to Shaping Our Future Council **Yes ☐ No ☑**

13.1 Not applicable.

14/

14. Results of Consultation

14.1 Consultation has taken place with Councillor Brian Connolly, Portfolio Holder for Corporate and Strategic, and the contents of this report reflect any feedback provided.

15. Next Steps for Decision Tracking

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

Implementation	Due date	Managed by
Adopt recommended approach to Strategic Risk Management	30 September 2025	Risk and Safety Co-ordinator

Background Papers **Report to Audit and Governance Panel of 3 September 2025 – Strategic Risk Management**

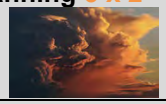
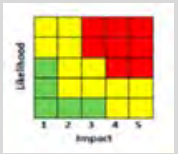
Person to Contact **Stephanie Rodger, Acting Risk and Safety Service Lead**
River Terrace
Phone 01292 613068
E-mail stephanie.rodger@south-ayrshire.gov.uk

Date: 3 September 2025

SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)

Appendix 1

The following risks of strategic significance have been identified by Chief Officers in line with the themes of Governance, Protection and Resources.

Governance	Protection	Resources
1.Decision Making and Governance 4 x 2 = 8 	**7. Adult and Child Protection** 5 x 2 = 10 	**13. Financial Resilience** 4 x 4 = 16 
2.External Factors including Contingency Planning 5 x 2 = 10 	**8. Public and Employee Protection** 5 x 2 = 10 	**14. Employee Absence** 3 x 3 = 9 
3. Strategic Planning 4 x 2 = 8 	**9. Sustainable Development and Climate Change** 4 x 3 = 12 	**15. ICT – Digital Resilience, Protection & Capability** 4 x 2 = 8 
4.Integrity 4 x 2 = 8 	**10. Financial Inclusion** 4 x 3 = 12 	**16. Management of Assets** 3 x 2 = 6 
5. Internal Audit Actions 3 x 2 = 6 	**6. Transformation** 3 x 3 = 9 	**11. Ash Tree Die Back** 5 x 2 = 10 
		12. Prevent (Counter-terrorism) 5 x 2 = 10 
		 

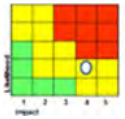
Input is provided by Risk Owners identified at Strategic level to ensure clear responsibility in terms of their management. Detail is provided on risk mitigations – both current and proposed. Target dates are recorded in respect of the achievement of the proposed mitigations, unless agreed as 'ongoing'. The successful mitigation of these risks will support the delivery of the Council Plan.

Page break

SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



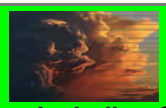
Risk 1 **Risk Title – Decision Making and Governance** **Risk Theme - Governance**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Chief Governance Officer	There is a risk that key decisions are taken on behalf of the Council which may contradict agreed Council Plan objectives or increase risk exposure to the organisation.	Updates to Government legislation and advice. Changes to political structure. Levels of scrutiny on information made available or provided.	Lack of compliance. Failure to meet statutory requirements. Poor best value audit. Financial Impact Reputational damage.	 **4 x 2 = 8**	1. Members are supported by a range of training programmes to ensure effective Panel participation and good decision making. 2. Service Leads ensure there is full consultation with PFH's on Panel reports. 3. Webcasting/live broadcasting allows both hybrid meetings and public access. External public website has an area dedicated to this where meetings are live streamed, the future meeting schedule is visible and recordings of the meeting archive can be viewed. 4.Reports outline key headings on legal, procurement, financial, HR, risk, equalities and sustainable development implications of decision making. 5. The Council Plan is complete and approved, as are the associated Service Plans across all Directorates. (Cross reference - Risk 3 - Strategic Planning).

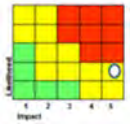
Proposed Mitigations (with dates)	Status	Progress Bar
1.Members are supported to deliver good decision making through training and briefings. Officers in conjunction with Members felt that Members would benefit from further training on scrutiny and two training sessions were delivered on scrutiny of business cases by the Improvement Service. Both new and more experienced Members of the Service and Performance and Audit and Governance Panels felt this improved their understanding of scrutiny. A & G Panel also undertook a self-assessment and officers are implementing the recommendations identified by the Panel. Specific recommendations were previously made for one-to-one meetings with Members to assess training needs and produce an individualised plan. These take place by request from Members utilising the Improvement Service's Political Skills Self- Assessment tool and this allows Members to consider particular areas that they would benefit from training on. Further steps are being taken by the leads of Democratic Governance and Organisational Development to analyse this process and to fine tune the personal development process for Members. Members' briefings are available online and group officers encourage Members to access these, as well as maintaining records on uptake for future audit purposes.		

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 2 | **Risk Title – External Factors including Contingency Planning** | **Risk Theme - Governance**

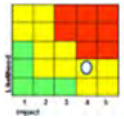
Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Chief Governance Officer	There is a risk that a range of external factors out with the Council's control such as pandemic, Brexit, Ukraine, cost of living crisis, inflation, industrial action, disruptive weather or other, may adversely impact on ability to fulfil Council objectives and deliver critical services.	Adverse incidents or Civil Emergencies. Factors imposed upon the Council such as legislative change, Government policy change, cost-of-living crisis, implications of Brexit, Ukraine, political change nationally or locally. Unanticipated updates to Government legislation and advice.	Requirement to re-allocate resources, failure to deliver services to an acceptable level or drive desired improvements. Restrictions on budget, reputational damage.	 **5 x 2 = 10**	1. Continued Horizon scanning to anticipate and respond to risks – four main civil contingencies risks identified for Ayrshire. 2. Watching brief and continual discussion on funding requirements for any unanticipated emergencies. 3. Dissemination of information to Officers and Members around CoSLA and Chartered Institute of Public Finance and Accounting (CIPFA) briefings. 4. The Ayrshire Civil Contingencies Team (ACCT) supports the Ayrshire Local Resilience Partnership (ALRP). Chief Executive attends Strategic ALRP. 5. The level of interaction between Health / Councils and partners has increased and allows for more efficient collaboration in emergency planning. The HSCP Risk and Resilience Forum is well established. 6. 24/7 on call service in place via Civil Contingencies for response and assistance in coordinating the Council emergency input to major incidents. 7. Staffing and resourcing arrangements are in place to support those individuals and families arriving in South Ayrshire from Ukraine. 8. *Cross reference to mitigations at Risk 10 – Financial Inclusion.*

Proposed Mitigations (with dates)	Status	Progress Bar
1. Practitioner Ayrshire Local Resilience Partnership (ALRP) and Strategic Ayrshire Local Resilience Partnership meet with required frequency to co-ordinate individual responses from all agencies to major incidents or adverse events. Ayrshire wide Tactical Groups are established where circumstances dictate. Additionally, the Ayrshire ALRP identifies and manages 4 concurrent civil contingencies risks to support an Ayrshire response. These are 1. Pandemic or Emerging Infectious Diseases, 2. Marauding Terrorist Attack, 3. Disruptive Weather and 4. National Electricity Transmission System (NETS) Failure (Power Resilience/Black Start) *(ongoing)*		*Ongoing*
2. Risk and Safety Team and the Ayrshire Civil Contingencies Team continue to support SAC civil contingency and business continuity arrangements. SAC Civil Contingencies Response Plan is reviewed every three years and Council Incident Officer training has been rolled out to key Chief Officers, operational Service Leads and Coordinators. Civil Contingencies exercises to test plans continue to be developed and rolled out (ongoing). Council Managers undertake a rolling review of Service Business Continuity Plans on a 6 monthly basis.		*Ongoing*
(New) 3. To further implement and embed the Business Continuity process in the Council, a review of the BC Strategy is currently underway. A formal BC testing exercise programme has been developed (for both Corporate and Service Led testing) and will be rolled out. A review of the current scrutiny and reporting arrangements will be undertaken. (Dec 2025)		30% *New*
4. The Council is anticipating new legislation (Martyn's Law) governing public safety at events. A business case has been prepared outlining the preliminary indicative resourcing required to demonstrate compliance. Future work in this regard will also allow for the establishment of a bespoke South Ayrshire Council Safety Advisory Group. A part-time seconded officer has been appointed since January 2025 and is currently investigating best practice across Ayrshire and the wider Scotland Local Authorities to develop a robust process to ensure that all events taking place in South Ayrshire are considered in advance of a decision to refer to the Safety Advisory Group (target date TBC)		40%

SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 3 | **Risk Title – Strategic Planning** | **Risk Theme - Governance**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Service Lead Performance, Community Planning and Sustainability	1. There is a risk that the Council fails to fulfil agreed strategic objectives in light of the cost-of-living crisis, staffing, budgetary or external pressures and therefore current service, financial and resource planning is not aligned. 2.There is an associated risk that corporate and service targets and performance measures may be adversely impacted. 3. There is a risk that the Council fails to meet the Accounts Commission Statutory Performance Information Direction (SPI).	Recent pressures may have contributed to delays in Corporate and Directorate Planning processes.	Failure to deliver on Corporate and Directorate Plans or achieve priority outcomes. Failure to meet expectations of the public, partners, service users, local businesses. Reputational damage	 **4 x 2 = 8**	1.Existing Council Plan with clearly defined priorities is in place, as are the individual Service Plans. Governance is included and underpinned by the enhanced requirement for performance measures and targets. 2.Plans have been developed by each Council Service Lead to take account of future operational delivery models. These include workforce planning considerations. 3.Delivering Good Governance framework and reporting in place. Last update provided to Audit and Governance Panel on the 25th June regarding the 2024/2025 assessment. 4. Robust financial governance, linked to the Council Plan and priorities, is in place. 5.The Future Operating Model has been implemented and the Council is now operating its new ways of working. 6. Council Plan actions progress Year 2 (Q2 and Q4) were reported to the Service and Partnerships Performance Panel during 2024/2025 as part of the Council Plan 23-28 Performance Management Framework. New Council Plan and Service Improvement actions have been developed by all services as part of the 24/25 performance reporting. Performance against the Council Plan and other KPIs are also subject of an annual report to Council. Performance against Council Plan and other KPIs were the subject of a 2023/2024 Annual Performance Report which was approved by South Ayrshire Council on the 12th December 2024. Work on the 2024/2025 Annual Performance Report has begun and will be presented to Full Council in December 2025. 8. Service Lead LGBF data packs were produced in March 2024. The LBGF data packs have been reviewed and have been updated in line with the new SPI Direction which has been produced. These data packs will be reported to Service and Partnerships Performance Panel in August and September for scrutiny.

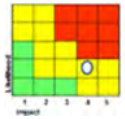
Proposed Mitigations (with dates)	Status	Progress Bar
1. Quarterly budget monitoring continues and is reported by Financial Services in order to measure impact.		*Ongoing*
2. Ensure that the Council's public performance reporting webpage is continually reviewed with relevant performance reports added		*Ongoing*
3. Service Planning session took place with service leads in Feb 24 and May 25 and new service planning guidance was made available to support planning and improvement. Service planning sessions were delivered, and new Council Plan and Service Improvement plan actions have been uploaded to Pentana. Work is currently underway with Services to Review their current Service Improvement Plans and self-evaluation templates to finalise 2025/2026 Service Improvement Plans.		60% *New*

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 4 | **Risk Title – Integrity** | **Risk Theme - Governance**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Chief Governance Officer	1. There is a risk that the integrity of the Council is breached through a range of failures such as Information / Asset Security, Cyber Crime, non-compliance with the General Data Protection Regulations (GDPR), CCTV Governance, Procurement Fraud, Contractual Failures, Vetting or Financial Irregularities. 2. There is a risk of failure to maintain sources of assurance and levels of scrutiny.	Existing Council Policy or systems may be ineffective or inconsistently implemented. Lack of ownership, training or communication. Difficulty to respond timeously to FOI and GDPR requests. Additional levels of Cybercrime and Fraud because of external global events.	Reputational damage, financial loss, fines, prosecution, civil liability.	 **4 x 2 = 8**	1. Current policies / encryption / firewalls, specifically mandatory online Data Protection training, robust processes for reporting and dealing with data breaches. 2. Adherence to the Records Management Plan that has been agreed with the Keeper and is being implemented. 3. Standing Orders relating to Contracts and to Meetings, Scheme of Delegation, Financial Regulations, Council Procurement Policy. 4. SAC Code of Conduct, range of HR, H&S, Fleet policies, employee vetting processes. 5. Fraud Officers, Fidelity Guarantee Insurance Policy and National Fraud Initiative. 6. Internal Audit activity. 7. Establishment of Integrity Group / management of Integrity Group Risks. 8. Additional Communications with Staff and Public with advice re Cyber Crime and Fraud. 9. CCTV governance is set out in established policy. Duty Holders in relevant premises are responsible for compliance with GDPR as it relates to CCTV.

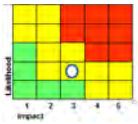
Proposed Mitigations (with dates)	Status	Progress Bar
1. The actions referred to above are progressed by an Integrity Group, which monitors existing risks and identifies any new and emerging risks for SAC. The Group monitors and develops appropriate mitigations. The Chief Executive chairs the group and officers responsible for each key heading report on the risks. Various Service Leads attend and report on their operational areas as they relate to integrity. (ongoing).		*Ongoing*
2. The reporting process of the risks from Integrity Group to Members has been reviewed. Reporting mechanisms include regular briefings from relevant Chief Officers or Service Leads on pertinent integrity matters to assist in Member awareness and further support good decision making. This is considered to be an ongoing mitigation through the life of the integrity group. (ongoing)		*Ongoing*

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 5 | **Risk Title – Internal Audit Actions** | **Risk Theme - Governance**

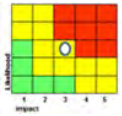
Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Chief Internal Auditor and Service Leads	There is a risk that actions identified by Internal Audit are not progressed within agreed timeframes and improvements to the control environment not achieved.	Staffing resources. Competing Service priorities. Delays in implementation of corporate or service specific systems.	Service Governance arrangements are compromised. Depending on the significance of the outstanding action the Council may be exposed to risks relating to statutory compliance, public or employee safety, financial loss, reputational damage, legal challenge.	 **3 x 2 = 6**	1. The Audit Plan is formulated on an annual basis. There is also a mid-year review and approval is sought from Audit and Governance Panel for any changes. 2. Follow up Audits are undertaken for all 'red' reports as well as a sample of 'amber' reports, where resources permit. These include testing to confirm the service has evidence to support the completion of internal audit actions. 3. Progress against actions is included in Internal Audit update reports the Audit and Governance Panel. 4. Senior Management require to confirm they are willing to accept the risk in areas where audit recommendations are not accepted. The Audit and Governance Panel are advised of this through the quarterly progress reports. 5. Service Leads are required to attend Audit and Governance Panel to explain any 'red' reports, any overdue or outstanding actions from these and further explanation of requests for more than 2 extensions to due dates. They may be required to bring a formal report to Panel if deemed appropriate. 6. Through the dissemination of Audit reports, Service Leads are reminded to ensure relevant risk registers are updated to reflect risks highlighted in the Audit reports where required. Managers are required to record progress against implementation of all actions in Ideagen (Pentana) and this is the information that is included within the Internal Audit update reports to the AGP.

Proposed Mitigations (with dates)	Status	Progress Bar
Current mitigations in place are deemed sufficient to manage the risk to an acceptable level, therefore, no further action required at this stage. Continue to monitor and review.		*Ongoing*

SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 6 | **Title – Transformation** | **Risk Theme - Governance**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – CLT Responsible – Director Communities & Transformation Risk Owners – Director of Communities and Transformation, Assistant Director – Transformation, Service Lead - Transformation	There is a risk that the Council will fail to deliver its vision for transformation 'Shaping Our Future Council' set out in the four priority transformation areas (our workforce; our assets; our technology; our delivery model). There is a risk the Council will fail to deliver the projects and programmes defined in the Transformation Portfolio. There is a risk that staff will not engage with the Councils transformation requirements or develop 'change fatigue'	Lack of understanding from elected members and officers of the scope and breadth of change required to meet 'Shaping Our Future Council' aspirations. Officers are not empowered to drive forward the required changes across the Council and services. Services do not have capacity/ capability required to support and deliver the transformation agenda. Staff and services are misinformed/ uninformed on the Councils transformation agenda and delivery activity.	The long-term financial sustainability of the Council cannot be achieved. Transformation cannot be executed in a planned and managed way that delivers the best outcomes for the Council, staff, customers and stakeholders. Instead of a joined up, strategic approach to transformation - 'salami slicing', service closure or cessation is adopted to meet financial pressures. Transformation and change projects and programmes cannot be delivered due to lack of support from required Council services to take activity forward. Transformation fails due to lack of elected member or staff buy in.	 **3 x 3 = 9**	1. Transformation Portfolio approved by Transformation Board (August 2024). 2. Transformation Reporting and Scrutiny Schedule is in place with 6-monthly reporting schedule to SPP. 3. Scheme of Delegation reviewed to reflect requirements to drive forward Transformation activity at officer level and necessary authority required for approvals. 4. Transformation Network has been launched. 5. Tier 1 Project Briefs presented to Transformation board. 6. Transformation Communications Plan has been finalised and rolled out. 7. The Council's Corporate Leadership Team undertook a benchmarking and self-evaluation exercise of its adoption of the five Audit Scotland transformation principles. An update was provided to AGP in January 2025. Remedial activity is ongoing. 8. A report from Audit Scotland under a thematic review of Transformation was received in Spring 2025 and an update provided to AGP in March 2025. Actions to address the recommendations are now being taken forward. 9. There are specific examples of staff/ service buy-in or engagement not meeting expectations. Issues continue to be discussed openly at the Transformation Board and escalated to the Chief Executive where appropriate. 10. Full review of the Strategic Change Programme and Lessons Learned complete. Remedial activity, as agreed with CLT, progressing.

Proposed Mitigations (with dates)	Status	% Progress
1. Business Cases presented to Transformation Board including investment requirements and proposed benefits. (ongoing - various)		*Ongoing*
2. Portfolio issue escalation to Chief Executive. (ongoing - Director Communities and Transformation)		*Ongoing*

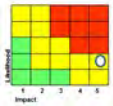
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Risk 6 (Continued….)	 Title – Transformation	Risk Theme - Governance
3. Remedial actions identified via CLT self-evaluation exercise and legacy Strategic Change Programme review. Owners identified and timescales for completion assigned (Ongoing and by June 2025) – Corporate Leadership Team	✓	100% *Increased from 60%*
4. Remedial actions identified in Audit Scotland report. (Ongoing and by September 2025)	▶	75% *Increased from 50%*
5. Transformation Partner procured to carry out an opportunities assessment. First phase of the work is complete and a report is being concluded with recommendations for future delivery. Timescale – TBC	TBC	TBC

SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 7 | **Risk Title - Adult and Child Protection** | **Risk Theme – Protection**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible - CLT Risk Owner – Director of Health and Social Care and Chief Social Work Officer (CSWO).	1.There are increased levels of hidden harm in our community as a result of a range of external factors leading to more complex family and adult needs. 2. There is a risk of failure to provide adequate protection and the necessary level of support to vulnerable adults and children. 3. There are additional risks facing the SAHSCP and these are being managed, monitored and reviewed via the HSCP Performance and Audit Panel and other governance groups.	Deprivation, cost of living crisis, changing demo-graphic and challenges in the care sector.	Potential harm to clients and vulnerable service users. Potential for litigation, financial loss or reputational damage.	 **5 x 2 = 10**	1.Chief Officer Group (Public Protection) are convened quarterly. 2. Chief Officer Group meet to receive updates from established publish protection groups: • Child Protection • Adult Protection • Alcohol and Drug Partnership • Multiagency Public Protection Arrangements • Multi Agency Risk Assessment Conference • Prevent 3.Esaclation process is clearly established to deal with emergent or urgent risks. 4.HSCP Directorate Management Team meets regularly to provide leadership and oversight. 5. Established governance in place via Clinical and Care Governance, Social Work Governance, Health and Care Governance and Adult Governance Groups. 6.APC and CPC meet regularly and have robust subgroup structures to monitor and progress improvement actions inspection and national and local reviews. 7.The Community Services Collaborative Group supports in house and commissioned services and provides assurance on a range of issues to key local and national stakeholders. 8. Audit and scrutiny process and procedures in key areas such as Case File Audit, Child Protection Initial Referral, Adult Support and Protection referrals, Child Concerns and Adult Concerns. 9.CSWO engages with operational staff in relation to complex cases in both adult and children's services where there are complex risk factors 10. Child Protection Lead Officer and Adult Support and Protection Lead Officer available to all operational workforce to provide guidance and support when required. 11. Increase in multiagency resource in public protection with establishment within NHS Ayrshire and Arran of Public Protection Health Team, Public Protection Evaluation Group, Police Scotland with increased focus on improvement arising from Inspection and emergent issues.

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Risk 7 (Continued…) **Risk Title - Adult and Child Protection** **Risk Theme – Protection**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
					12. HSCP strategic and operational risk registers are complete and approved by HSCP Performance and Audit Committee. 13. New Adult Services structure fully implemented including the establishment of Connect online, in person and via telephony to ensure people can get the right support at the right time. 14. Signs of safety approach is fully embedded and operational within Childrens and Families with good assurance around the impact on the safety and wellbeing of our young people. 15. The ADP has developed a strategy and resource relation to risk around drug related deaths. Regular meetings have been established and we are working with Public Health Scotland and other agencies to share information / analyse trends and provide information to public and employees in regard to safety and harm reduction. 16. The ADP has opened Compass a multiagency one stop shop for those experiencing issues with substances to receive support and assistance to safeguard them and promote recovery. 17. Both Adult Services and Childrens and Families Justice services operate an out of hours cover of senior managers working in Partnership with Ayrshire Out of Hours Service and Ayrshire Urgent Care Service. 18 Process for Learning Reviews / Large Scale Investigations is in place with reporting to the relevant governance groups. 19. SAHSCP established lead on the Ayrshire Civil Contingencies Panel.

Proposed Mitigations (with dates)	Status	Progress Bar
1. In line with the current work of the Care Inspectorate relating to the role of Chief Officers Group reflection and review of current COG, structure and reporting.		10%

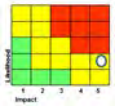
Further explanation on progress to date in terms of implementation of the above mitigations can be found by cross-referencing to the Health and Social Care Strategic Risk Register Performance and Audit Committee - 18th February 2025 - Health and Social Care Partnership. Additional information is also provided within this document on a range of other risks being managed by the Partnership including; Climate Change & Sustainability, Communication and Reputation, External Factors including Contingency Planning, Financial Position, Good Governance, Strategic Planning and Business Resilience, ICT, Population, Premises, Provider Organisations,Service Quality, Workforce Protection and Workforce Capacity and Capability.

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 8 | **Risk Title - Public and Employee Protection** | **Risk Theme – Protection**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owners – Service Lead – Risk and Safety and Service Lead – Asset Management	1. There is a risk of failure to provide the agreed standards of protection to the Public and Council Employees in line Health and Safety Executive and Scottish Fire and Rescue Service legislation and guidance. 2. There is a risk that health & safety risk assessments in some areas may not currently identify adequate mitigations to safeguard employees / service users from hazards such as Violence and Aggression. 3. There is a risk that proposals by Scottish Fire and Rescue Service to reduce response to fire alarms will impact people safety and property protection.	Staffing resourcing pressures. Budget constraints across Services. Ambiguity around responsibilities or inconsistent application of policy	Accident, incident, injury or ill health to employees /service users. Prosecution and Civil litigation. Damage to Council's reputation. Financial impact of claims, increased premiums, or fines.	 **5 x 2 = 10**	1. Existing H&S Policies and procedures. H&S Guidance prepared and issued. Range of resources, information, links and training on H&S CORE page and Learn Pro platform. Sample H&S Risk Assessments developed for Service use. 2. Central H&S team undertake H&S Audits and Fire Risk Assessments (FRAs) over a 1,2 and 3-year rolling programme. Risk Assessment self-evaluation process rolled out. 3. The PDR process allows for identification of key H&S training requirements for all Council employees. 4. Risk Assessment Training & Support, plus Council Standard and a range of courses on Management of Actual or Potential Aggression, Dealing with Difficult Behaviour, De-escalation etc. 5. V&A measures across services including a range of security systems, Campus Police Officers, '2 to attend' protocols, panic buttons in offices, modifications to office design. 6. Review of causes of 'Unwanted Fire Alarm Signals' (UFAS) complete – processes in place to tackle via FRA programme. 7. Revised guidance has been issued along with new online training modules to reflect the changes implemented by SFRS on 1 July 2023. Asset Management team has rolled out bespoke fire panel training to all Council Duty Holders. Change in practice has now been implemented in order to mitigate false alarms including checking double knock systems are working.

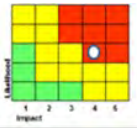
Proposed Mitigations (with dates)	Status	Progress Bar
1. Review and refresh a range of health and safety policies, guidance, sample risk assessments and work procedures. Development of new online health and safety training modules for managers / employees. (December 2025)		65% *No change*
2. Asset Management team continue to review and action, based on risk priority, compliance and/or property related issues raised through Fire Risk Assessments, Health and Safety Audits and Vacant Property Inspections. These include the statutory HSB Engineering Inspections (ongoing).		*Ongoing*
3. All duty holders / building managers monitoring and updating outstanding H&S actions via Pentana (ongoing)		*Ongoing*
4. Continue to utilise self-evaluation method to ensure all Services have identified significant hazards and fully developed their H&S risk assessments – (Internal Audit Action). (Ongoing)		*Ongoing*

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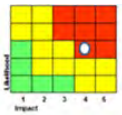
Risk 9 | **Risk Title - Sustainable Development and Climate Change** | **Risk Theme - Protection**

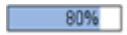
Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owners; Service Leads – Performance, Community Planning and Sustainability, Asset Management (buildings) and Neighbourhood Services (for Fleet)	There is a risk of failure to meet climate change duties, reduce emissions and support the community to adapt and mitigate risks in relation to climate change. Risk of failure to ensure a just transition and a green recovery.	Services do not necessarily recognise the role they need to play, lack of input and accountability by services leaving key areas inadequately addressed. Decisions and infrastructure while meeting short term goals are currently not fit for the future. Actions in place are currently not fully coordinated across services.	Reduction in emissions not achieved to 1.5 degrees scenario therefore accelerating the pace of climate change. United Nations Sustainable Development Goals not adequately addressed. South Ayrshire may not be resilient. Effect may be further detriment to those already disadvantaged, increasing inequalities and exacerbating deprivation. Communities may be unprepared for a low carbon future.	 **4 x 3 = 12**	1. Council approved Sustainable Development and Climate Change Strategy 2. Baseline data on Sustainable Development and Climate Change now assembled to allow future progress to be measured. 3. Proposals endorsed by the MOWG agreed at Cabinet and assigned for implementation. 4. Carbon budgeting in place. 5. Pan Ayrshire Energy Masterplan has recently been produced with 22 actions

Proposed Mitigations (with dates)	Status	Progress Bar
1. Fully implement Climate Change Strategy (target date 2024, at which point strategy will be reviewed). Review to be pursued to ensure delivery of strategy outcomes in a changed landscape with increased national targets and new duties and supporting the new Local Outcome Improvement Plan (LOIP) which was approved in April 2024. In addition, there has been a new Scottish Government template released in draft form for all Scottish Local Authority Climate Change Strategies. The Co-ordinator will meet with key Service Leads spring time to agree their new targets and actions in relation to the template (along with a wider consultation process) which will form the basis of the refreshed strategy which will be published during 2025 (revised to Dec 2025).		55% *Increased from 50%*
2. Review the means of 'cross cutting' the Strategy by embedding within Council policy making, as well as service planning. This is now going forward as part of the integrated impact assessment led by Performance, Policy and Community Planning with further climate literacy and service planning work required and likely to be included in the refreshed strategy. (Revised to Dec 2024). Full roll-out of the Integrated Impact Assessment (IIA) (following a test phase) was approved by Cabinet on the 25th September 2025 and is now being used across the Council. Briefing sessions were provided for staff. All completed IIAs and Summary Reports (along with guidance documents) can be accessed on a sharepoint site.		60% *Increased from 50%*
3.Investigation of scope 3 accounting methodologies for Council procurement emissions to develop existing carbon budgeting process. A final decision on this has been deferred pending the outcome of national research. Consultation has now been undertaken by Scottish Government on scope 3 reporting. We aim to build the outcomes into our forward pathway to be set out in refreshed strategy. (Revised to December 2025)		30% *No change*
4. A Net Zero Estate Strategy review was completed in November 2021. Following this a Net Zero Board group was established in 2022 to drive forward this agenda. The Board has 6 agreed workstreams (noted in Cabinet log) and progress is being measured against each of these in order that the Council can meet both its own and SG's commitment to 'net zero' in 2045 (ongoing to 2045)		*Ongoing*
5.Adopt fleet decarbonisation strategy in line with targets and duties alongside ULEV (Ultra Low Emission Vehicles) infrastructure for both fleet (SAC) and public charging (ARA). Current position on small SAC vehicles reflects a position where 60 of 80 are now electric. NS continue to implement charging points for staff access and are investigating a charging 'hub' at a location within the vicinity of County Buildings. Ongoing progress is captured as part of Service Plan Improvement Action for NS and forms part of Service Plan Performance Reports to Council.		70% *No change*
6. Local Heating Energy Efficiency Strategy (LHEES) strategy has been approved in Sept 2024 by South Ayrshire Council. Post funded by Scottish Government for 5 years (up to 2028) to support this strategy. Action plan has been completed and approved by Council in April 2025.		20% *Increased from 10%*

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Risk 10 | **Risk Title – Financial Inclusion** | **Risk Theme – Protection**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible - CLT Risk Owner - Assistant Director of Communities and Service Lead Thriving Communities	There is a significant risk that the cost-of-living crisis, rising inflation and the current economic climate is having a detrimental impact on the local community, both public and employees.	Rising energy and food costs. Economic uncertainty. War in Ukraine.	Specific low-income groups are hardest hit. Current crisis is bringing unaccustomed hardships to groups who have previously managed financially. Impact on lowest paid Council staff.	 **4 x 3 = 12**	**Measures in place at National level;** Withdrawal of the National Insurance increase. **Measures in place at Scottish Government level**; Increasing the Scottish Child Payment to £25 per week from 14 November 2022 Winter Heating Payments. Rent Freeze Bill - 'Protecting Tenants during Cost-of-Living Crisis Bill' temporary powers to protect tenants and landlords. Bridging Payments. Best Start Grants. 'One stop shop' website to help those struggling financially. National media campaign. Funding for Scottish Welfare Fund (Crisis Grants & Community Care Grants) and Discretionary Housing Payments **Measures in place at local level;** The Community Planning Partnership has a Financial Inclusion Strategic Delivery Group (SDP) who provide direction, identify any gaps in support and direct resources to areas of most need and demand. They consider themes linked to food, energy, money and community wellbeing. A range of Council services provide support to people most affected by the cost of living crisis. These include Thriving Communities, Housing Services, the Information and Advice Hub and Revenues and Benefits. Cabinet approved a report on 23 May 2023 Financial Inclusion - Cost of Living Crisis which outlined trends identified and the provision of current help available across all Council Services to support residents. There was also a Cabinet paper in January Food Pantries and then again in May Food Pantries that provided information on the food pantries and projects that SAC has funded. A Member Officer Working Group for the Cost-of-Living Crisis has been established to consider the activities being undertaken by the Council to mitigate the impact of the cost-of-living crisis.

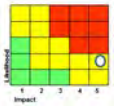
Proposed Mitigations (with dates)	Status	Progress Bar
On 23 May 2023, Cabinet approved the development of a Strategy and Action Plan to address the agenda on Financial Inclusion - Cost of Living Crisis. This work is aligned to the Member / Officer Working Group and reports to Cabinet £1.055m was identified to support Financial Inclusion projects. Service Leads have completed requests for funding and a cabinet paper has agreed key projects in support of financial inclusion across SAC and partners. The financial inclusion projects that were funded continue to support a range of interventions and services and including Education, Information and Advice hub and Housing. Progress of these projects is being monitored and will be reviewed by the Service and Partnership and Performance Panel and CPP Financial Inclusion and Growth SDP. Concerns have been raised about the short term and temporary nature of these projects due to the funding that is available. Officers are exploring external funding opportunities and new ways of working that will support and mitigate some of the risks beyond the funding. SAC committed an additional £125,000 per annum for two years to support financial inclusion work. Projects are being progressed by Services. Funding for 2026/27 will support the continuation of Information and Advice Hub service.		

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Risk 11 | **Risk Title - Ash Tree Dieback** | **Risk Theme - Protection**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Assistant Director – Housing and Operations	There is a risk of injury / damage to SAC residents and infrastructure as a result of Ash Dieback – a disease proliferating through SAC woodland. Disease has been identified and is spreading.	Principle cause is the spread of Ash Dieback throughout South Ayrshire /Scotland. Neighbourhood Services is currently not resourced to manage the extent of Ash Die Back.	Potential for fatality / injury to residents / employees. Potential for damage to property, listed structures, headstones, power / phone lines. Potential of falling Ash trees/limbs on roads/pavements/ footpaths within public open space and schools and associated obstruction to roads. Increased liability to Council in respect of above potential incidents. Financial pressure in terms of significant increased expenditure to mitigate risk including costs for replanting, cost of recruiting skilled operatives. Availability of skilled operatives likely to be restricted by market demand - this is a national problem. Potential for increased flooding risks for changes in waterways eg. banking failures due to tree failure. Loss of Ecosystems- air quality, biodiversity loss, increases in noise levels adjacent to roads, loss of visual screens. Increased liability and insurance premiums for residents due to property risks. Risk to European protected species (roosts/ food source). Loss of biodiversity of species dependant on Ash.	 **5 x 2 = 10**	1.Survey of trees within lands managed by Neighbourhood Services has commenced. 2.Communication with ARA has taken place and regular meetings have been set up. 3.An Ash Dieback Plan has been developed and approved by Cabinet. This includes an inspection programme and cost projections for full implementation. 4.Year 1 delivery of plan almost complete. Yearly target exceeded. 5. SAC is collaborating with recognised arboricultural bodies on managing this disease. A communication plan is being developed to reflect the SAC Ash Dieback plan. Proposed text is with the Tree Council and the Forestry Commission for review and will form the basis of standard text to be used by a number of authorities. Awaiting feedback on this. Communications team involved.

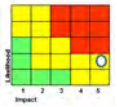
Proposed Mitigations (with dates)	Status	Progress Bar
1.Funding for Year 2 of Ash Dieback Plan approved by Cabinet in January 2024, commenced in April 2024. Work is ongoing. A second survey has been completed and, at this moment in time, we have felled or managed 19% of the trees identified. With regards to year 3, there is concern around future funding in order to implement the ash tree dieback plan. Update Report is going to Cabinet in Feb 2025 in which information of works completed and expenditure is detailed. Funding for the new financial year is being requested to continue delivery. To date we have removed 601 Cat 4 trees; 760 Cat 3; 274 Cat 2 and 58 Cat 1. Second survey shows that 757 trees have progressed from Cat 1 to Cat 2; 114 from Cat 1 to 3. In Cat 2 ,337 progressed to Cat 3 and 155 to Cat 4. In Cat 3 247 have progressed to Cat 4. As of Mid Feb we are 95% complete for year 2.	✔	100% *Increased from 95%*
(New) 2. At Cabinet of 18th February 2025 Council agreed to provide funding for year 3 of Ash Dieback Plan. Work on year 3 commenced 1st April and progressing, there have been delays as teams still clearing up timber after storm Eowyn.	▶	15% *Increased from 0%*

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 12 | **Risk Title – Prevent (Counter-terrorism)** | **Risk Theme - Protection**

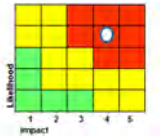
Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Mark Inglis, Prevent Single Point of Contact (SPOC)	There is a risk that of terrorist attack or event, with the potential of causing mass casualties and/or fatalities.	The unfettered development of radical groups, and local networks who are enabled to organise and coordinate significant fear and alarm in South Ayrshire for Political or Religious reasons.	Potential of causing mass casualties and/or fatalities. Terrorist attack which could cause significant infrastructure damage, to buildings, transport networks (including Prestwick Airport, Ferry Terminal and Train travel) and power and energy supply. Resulting in civil disobedience and reaction towards minority people groups who are misunderstood to hold similar radicalised and terrorist views, such as Islamic Fundamentalist and the impact upon law abiding Muslims in South Ayrshire.	 **5 x 2 = 10**	1. The use of the National Prevent strategy in South Ayrshire, together with Partners, specifically Police Scotland and their Prevent Specialist team. 2. The understanding of risk groups nationally will come from the Local Contest Delivery strategy, published by Scot Gov. every three years. 3. South West issues will be identified through Contest boards or Prevent data based on our region. 4. Local issues which become apparent will be passed to the SPOC to inform the Prevent Risk Assessment and appropriate mitigations on emergent risks will be enacted as and when required

Proposed Mitigations (with dates)	Status	Progress Bar
1. The implementation of the Prevent strategy in South Ayrshire	▶	100%
2. Raise awareness across all South Ayrshire Directorates, through the completion of the COAST Prevent Module, (likely to be revised to the New Home Office, Prevent duty training - GOV.UK.)	▲	50%
3. Policies and procedures, for staff, commissioned services and use of SAC buildings and property to align with Prevent. This will ensure that:- • Staff understand how to raise a Prevent concern and that SAC Prevent PMAP process supports the prevention of vulnerable (or non vulnerable) individuals being drawn into Radicalisation and Terrorist activity • all SAC commissioned services understand the Prevent duty and have clear awareness raising approaches in place and know how to raise a concern into the SAC Prevent PMAP process. • SAC have clear policies and procedures in place to address radicalisation with staff groups and know how to raise a concern • SAC has a clear policy and procedure in place for letting and use of all Council properties and buildings, that non are used for the purpose of radicalisation or terrorist propagation and recruitment.	▲	20%
4. Annual Audit and report to COG for Governance of Prevent and its application in SAC.	▶	70%
(New) 5. The establishment of a South Ayrshire Prevent Oversite Group which ensures that emergent risks are understood and that there is a whole Council ownership and response to the Prevent Duty and to ensure actions and mitigations are monitored and reviewed on a Quarterly basis.	▶	10%

SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 13 | **Risk Title – Financial Resilience** | **Risk Theme – Resources**

Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Chief Financial Officer	1. There is a risk that current, planned or expected levels of service cannot be delivered.	UK and Scottish Government reductions in real term funding over a number of years. Impact of inflation on Council cost base.	Failure to deliver key services or meet change in service demands.	 **4 x 4 = 16**	1. Annual 2025/26 budget prepared and approved in February 2025 2. Council agreed a £4m contribution to uncommitted reserves at part of the 2025/26 budget thereby increase uncommitted reserves to circa 3% which is above the desired minimum level of 2% and improves the overall financial resilience of the Council. 3. £5m Transformation Fund established in February 2024 as part of the budget setting process. With a Transformation team being set up within the newly established Communities and Transformation Directorate in March 2024 to oversee change activity throughout the Council. 4. Maintain pressure on Scottish Government to agree settlements which reflect Local Authority needs through participation in CoSLA groups. 5. Updated five-year Medium Term Financial Plan approved by Council in December 2024 (next update due December 2025) 6. Annual Treasury Management Strategy prepared and approved by Council March 2025. Details credit and counterparty risk. Next update due in March 2026. 7. Treasury Management Practices (TMP's) updated annually to reflect Treasury risk such as credit and counterparty risk management, liquidity risk management, interest rate risk management and exchange rate risk management.

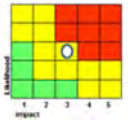
Proposed Mitigations (with dates)	Status	Progress Bar
1. Lobby Scottish Government through discussions via CoSLA, Directors of Finance and Solace to ensure required funding continues to be made available to Local Government (ongoing).		*Ongoing*
2. Rolling annual update of new five-year Medium Term Financial Plan to be implemented (next update due December 2025)		*Ongoing*
3. Assess the impact/outcomes from the new deal between Local Government and the Scottish Government signed in June 2023 (Verity House Agreement) and the associated new Fiscal Framework is being developed. (Ongoing) – Limited progress has been achieved between SG & Cosla to date but discussions are ongoing		30% *No change*

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



Risk 14	Risk Title – Employee Absence	Risk Theme - Resources

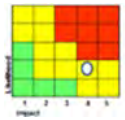
Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible – CLT Risk Owner – Chief HR Officer	1. There is a risk that employee absence levels fall below the standards which can be sustained by the organisation. 2. There is a risk that the cost of staff absence significantly increases the financial risk and budgetary constraints already impacting on the achievement of Council objectives. In 2023/24, the average number of days lost per employee due to absence was 9.01 days. In 2024/25, this figure has increased to 9.62 days per employee. However, despite this increase, the cost of absence has decreased by 5% for Local Government Employees (LGE) and 16% for Teachers. Notably, the Council ranked first for both LGE and Teachers when compared to its Local Government Benchmarking Framework family group. The Annual Absence report is currently being prepared and will be considered by SP&P in September. 3. There is a risk that the impact of employee absence creates an unsustainable burden and significant extra pressure on colleagues at all levels who are required to assume additional workloads as a result. 4. There is a risk that employee absence has an adverse effect on workforce planning arrangements.	Key reasons reported for employee absence; Psychological Musculoskeletal Hospitalisation Impact of employee 'culture' Further statistical information via report to SP&P	Additional risk to Service Users, gaps in Service delivery, slippage on achievement of targets. Additional cost of temporary, agency, supply staff or other additional unbudgeted spend. Adverse impact on health of 'attending' employees.	 **3 x 3 = 9**	**1. Maximising Attendance Framework** – A structured approach to improving employee attendance and well-being. **2. Occupational Health Services** – The Council has recently appointed a new Occupational Health provider, receiving positive feedback from both employees and line managers. **3. Employee Assistance Programme (EAP)** – A comprehensive support service offering 24/7, year-round, in-the-moment telephone support for employees, including access to professional counselling services. Cognitive Behavioural Therapy (CBT) remains available through Occupational Health. **4. Physiotherapy Services** – Supporting employees with musculoskeletal health and rehabilitation. 5. **Employee Self-Referral to 'Access to Work'** – A fully funded initiative providing non-medical interventions, support, and signposting to assist employees in maintaining workplace well-being. **6. Flexible Working and Family-Friendly Policies** – A range of HR policies designed to promote work-life balance and accommodate employees' needs. **7. Mentally Healthy Workplace Training** – Online training available to both managers and employees to support mental health awareness and resilience in the workplace. **8. Be Well Live Well** programme – providing a range of employee events to support health and wellbeing has been developed. A dedicated LWBW page is available on the Core, providing employees with access to further information and resources. 9. The **Mental Health First Aid training** has been successfully rolled out, with additional sessions to be provided as needed. A lifestyle screening health check pilot was also implemented and received positive feedback. Officers are currently coordinating future screening dates.

Proposed Mitigations (with dates)	Status	Progress Bar
1. A draft Supporting Employee Wellbeing Policy has been developed and is scheduled to undergo formal consultation prior to seeking the necessary approvals. Progress in this area has been delayed due to the prioritisation of other policies by the administration, which have recently been approved by Council. Work on the Supporting Employee Wellbeing Policy will now resume, with full project completion anticipated by January 2026.		70%
2. The wellbeing initiatives currently being led by HR and the Trauma-Informed Officer will be integrated into the next iteration of the Council's Workforce Plan for the period 2026–2030.		70%

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Risk 15 | **Risk Title – ICT Digital Resilience, Protection and Capability** | **Risk Theme - Resources**

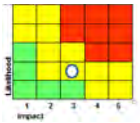
Ownership	Potential Risk	Cause	Potential Effect	Risk Score	Current Mitigations
Accountable – ELT Responsible - CLT Risk Owner/s – Service Leads - ICT	There is a risk that major or widespread ICT failure will adversely affect delivery of Council services. ICT failure risks include non-compliance, failure of business systems, cyber-attack, and failure of ICT equipment.	Lack of corporate ICT planning in a robust and consistent manner. Cyber intrusion. Outdated / obsolete equipment and systems. The Business Continuity Plans of some Services may lack effective arrangements for ICT loss.	Inability to provide key services and recover quickly. Reputational damage, financial loss, litigation.	 **4 x 2 = 8**	1. Resilient infrastructure in place with a fault tolerant primary data centre and many services migrated to a could hosting environment (Microsoft Azure). 2. External contracts established with service providers for technical support and expertise across critical technologies. 3. A bespoke ICT Risk Register in place, which is subject to review as part of standard operating practice. 4. The Integrity Group meets regularly to consider cyber security issues and develop further mitigations as required. 5. Compliance standards established as part of technology and process governance framework. 6. Service BC plans include some level of 'manual work around' for resilience in respect of ICT failure. Updates to all BC plans are required on a regular basis. 7. Rolling replacement plans are now in place, as part of the ICT Capital Programme, for technology towers. 8. Remediation security works are scheduled into business as usual activities, which are a considerable resource/staffing demand.

Proposed Mitigations (with dates)	Status	Progress Bar
1. Live services are provided by McCall's Avenue Data Centre, which has enterprise facilities management services, or via cloud hosting environments. Work is complete in terms of live services being moved from County Buildings to McCall's Avenue, with low volume items remaining which have longer term timelines. (completed Dec 2024)	✔	*Completed*
2. A significant number of services are now live in Microsoft Azure and phase 2 migrations were completed in Dec 2024. Remaining on premises services will require to be redesigned and are subject to work with specific services. Phase 3 is looking at how best to complete this transition. The expectation is that the small number of remaining servers will be hosted in the current on premises data centre until they are replaced. Investigations are currently underway to determine a timescale for this work.	▶	90%
3. PSN Accreditation achieved for 2024 and works is ongoing. Submission will be made in September 2025. This remains a recurring annual activity and includes an ICT Health check and associated remediation, which is a resource intensive activity each year. It is planned that further accreditations will be considered in 2025, and this may include Cyber Essentials. (ongoing).	▶	*Ongoing*
4. In light of the new hybrid hosting model, with services migrated to a cloud data centre, work is required with all services to redefine the ICT element of their Business Continuity Plans. Scenario based planning exercises will require to take place in 2025 with services to take cognisance of increasing cyber threats from various threat actors including organised criminal gangs and state sponsored groups. (target date December 2025).	▶	10% *Increased from 0%*
5. A full Cyber roadmap will be planned, which will be a multi-year programme to augment/increase the digital security which is currently in place. This will be developed as part of the ICT Capital Programme and progressed via existing governance arrangements. Preparations are currently underway. (December 2025)	▶	15% *Inceased from 10%*
6. Approval has been granted to move forward with a change of M365 licensing in order that the Council can make use of the increased security that Microsoft offers. The initial focus will be on telephony which must be replaced by October 2025 as Skype for Business is being retired and a new solution must be in place. Network and data security projects will be developed to ensure we are taking best advantage of the new licenses. Power BI is included within the higher-level licensing and would allow an enterprise approach to analytics and reporting.	▶	20% *New*

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)



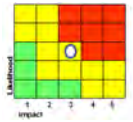
Risk 16	Risk Title – Management of Assets			Risk Theme – Resources	
Ownership	**Potential Risk**	**Cause**	**Potential Effect**	**Risk Score**	**Current Mitigations**
Accountable – ELT Responsible – CLT Risk Owner – Service Leads – Asset Management, Professional Design Services and Housing	1. Delivery of the agenda linked to Transforming the Estate may be impacted by a range of factors which could delay any resulting financial gains. 2. There is a risk of delay to projects within the General Services capital programme due to inflation of construction costs which could impact on deliverability of the programme. 3. There is a risk that Council property insurance valuations are out of date – last property valuation exercise was undertaken in 2015.	Decisions re asset rationalisation, delays on asset disposal, staff placing logistics. Inflation Cost of Living Crisis Lack of capacity and funding.	Impact on efficient recovery of Council services. Failure to deliver Asset Management Plan. Project delay or additional costs. Adverse incidents and compliance failure. Damage to Council's reputation. In the event of a loss, where properties are underinsured, insurers will apply average clause – this would result in financial loss to the Council. When insurance valuation exercise is undertaken, and if there is a significant increase in values, then service will incur a significant additional insurance premium. Such mid-term policy adjustments are costs which require to be met by service.	 **3 x 2 = 6**	1. The Transforming the Estate project is underway and has superseded the former Asset Management Plan. 2. Professional Design Services continue to monitor construction costs and contractor's ability to progress and deliver works. 3. Quarterly Capital Monitoring Reports are taken to Cabinet, updating on the progress of the General Services and Housing Capital Programmes. For 2024/25, the most recently approved reports were the P12 year-end outturn General Services and Housing reports which were approved by Cabinet on the 17th June, 2025. Reports will continue to be taken to Cabinet quarterly during 2025/26, the first of which will go to Cabinet on the 26th August, 2025 reporting on P3 to 20th June. 2025.

Proposed Mitigations (with dates)	**Status**	**Progress Bar**
1. The proposed approach to the rationalisation of Council assets was approved by Cabinet on 23 May 2023 in a strategy 'Transforming the Estate'. It has been agreed to note the strategic recommendations following conclusion of an external consultant's review and undertake further work to review the proposals for each asset type and validate cashable benefits and costs for the Council. Substantial progress across each of the strategic themes has been made since May 2023. A report on progress and delivery has been approved by Service and Performance Panel in May 2025.		75% *Increased from 50%*
2. A revised and updated 12 Year Capital Plan is taken to full Council each year, with the next being taken in February, 2026, which will cover the period 2026/27 to 2037/38. In addition, a Capital Review paper is planned to be taken to Council on the 18th September, 2025 which will review the General Services programme. Quarterly Capital Monitoring Reports will be taken to Cabinet in August and November 2025 and February and June 2025, updating on the progress of the General Services and Housing Capital Programmes. These reports will include any issues that required to be highlighted and any adjustments requested in light of this.		25% *New*
3. *Non-Residential Property Re-Valuation' Update*: Asset Management Service lead is sourcing a budget from various budget schemes and will go out to Tender (September 2025)		25% *Increase from 0%*
4. *'Residential Property Re-Valuation'* Update: Housing and Asset Management to confirm processes for instigating revaluation and resourcing. Conditions surveys received and further discussions with Housing regarding properties to be taken back into the HRA. (September 2025)		25% *Increase from 0%*

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SOUTH AYRSHIRE COUNCIL - STRATEGIC RISK REGISTER (DRAFT – July 2025)

Guidance - Recording Risks

Risk No. x			Risk Title - xxxxx	Risk Theme – Resources / Protection / Governance	
Ownership	**Potential Risk**	**Cause**	**Potential Effect**	**Risk Score**	**Current Mitigations**
Who is accountable and responsible for managing the risk?	What could go wrong? **S**	What may have caused this risk? **A**	Possible outcomes or adverse effects? **M**	 3 x 3 = 9 **P**	What is already in place to manage the risk? **L** **E**

Proposed Mitigations (with dates)	Status	Progress Bar
1. What is planned to mitigate the risk further? (and when it is due to be completed) <enter date>		33% *Increased from…?*

A status icon (Figure 3) is displayed along with a calculation from Risk Owners on percentage completion of the mitigating actions.
This information is closely scrutinised by Chief Officers via CLT and Elected Members through the Audit and Governance Panel and Cabinet and this assists in determining decisions on reducing or increasing risk ratings utilising the matrix at Figure 1.
New risk identification is considered against a broad range of risk types and these are represented at Figure 2.
Risk types are cross-cutting and not considered in isolation.

Further explanation of SAC Council Risk Management Methodology is available within the Corporate Risk Management Strategy RM Strategy

Fig 1

Risk Themes					
Governance		**Protection**		**Resources**	
Risk Rating					
Impact		**x**	**Likelihood**		
1	Minor		**1**	Unlikely	
2	Moderate		**2**	Possible	
3	Major		**3**	Likely	
4	Critical		**4**	Very Likely	
5	Catastrophic		**5**	Almost Certain	

Fig 2



Fig 3	Status
	Completed
	On Target
	Not on target – some concerns
	Not on target – major concerns
	Not yet started

Agenda Item No. 9(a)

South Ayrshire Council

Report by Director of Health and Social Care Partnership to Cabinet of 23 September 2025.

Subject: Age Well: Dementia Strategy 2024-2034

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1. Purpose

1.1 The purpose of this report is to present the renewed South Ayrshire Age Well: Dementia Strategy 2024-34.

2. Recommendation

2.1 It is recommended that the Cabinet endorses the contents of the refreshed Age Well Dementia Strategy 2024-34 which was approved by the IJB in December 2024.

3. Background

3.1 In 2023 the Scottish Government published a new strategy, Dementia in Scotland – Everyone's Story. This was a timely publication given SA HSCP's intention to refresh the local strategy in line with the national strategic direction.

3.2 The delivery plan for the Dementia Strategy; Dementia in Scotland – Everyone's Story was published on 19 February 2024. This national strategy document prompted a local review of our approach to the support of people with dementia and their families. Significant engagement with key stakeholders was undertaken as part of the development of a South Ayrshire strategy.

3.3 The resultant Age Well Dementia Strategy was approved by the IJB on 11 December 2024.

3.4 An Equality Impact Assessment has been undertaken as part of the strategy development process. This has been revisited at regular intervals during the strategy development process to ensure a fully inclusive approach.

3.5 The report below outlines our engagement approach taken to inform the South Ayrshire Age Well: Dementia Strategy, summarises the content and outlines some proposed next steps. The appendices to the report are listed below.

- Appendix 1 – South Ayrshire Age Well: Dementia Strategy 2024-34
- Appendix 2 – South Ayrshire Age Well: Dementia Strategy 2024-34 Engagement Report
- Appendix 3 – Glossary
- Appendix 4 – Equality Impact Assessment

3.6 The Strategy details:

- Strategic themes set in line with the national picture,
- The policy context in which the Strategy is set,
- The tiered approach we have taken to developing the plan
- collaboratively,
- The pathway for diagnosis in South Ayrshire,
- The vision for Dementia services,
- Where we are now and looking forward, and
- The Delivery Plan.

Engagement and Development of the Strategy

3.7 To develop the Strategy an oversight group was established and met regularly. The oversight group included a range of stakeholders to ensure the Strategy was robust and included all relevant views.

3.8 In preparing the Strategy a vast engagement exercise was carried out. Various methods of engagement were used such as focus groups, an online survey and information sessions. Staff engagement took place for a period of round 7 weeks – from 21 March to 7 May 2024. Wider community engagement took place over a period of 6 weeks - from the 29th of August until the 11th of October. Over the engagement period we have engaged with over 300 people from ages 5 to 103 across all 6 localities in South Ayrshire.

3.9 The key themes that emerged from the engagement exercise were:

- Communication;
- Diagnosis and post diagnostic support;
- Support for carers; and
- Reducing stigma.

3.10 The findings from the engagement exercise informed the Delivery Group in developing the Delivery Plan. A wide range of stakeholders were invited to the Delivery Group to promote inclusivity and partnership working across services and sectors.

4. Proposals

4.1 The Cabinet is invited to endorse the Age Well: Dementia strategy 2024-34 Refresh.

5. Legal and Procurement Implications

5.1 There are no procurement implications arising from this report.

6. Financial Implications

6.1 There are no financial implications to agreeing this report.

7. Human Resources Implications

7.1 There are no HR implications to agreeing this report.

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. Integrated Impact Assessment (incorporating Equalities)

9.1 The proposals in this report have been assessed through the Integrated Impact Assessment Scoping process.

10. Sustainable Development Implications

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - This report does not require a Strategic Environmental Assessment.

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 South Ayrshire Local Outcomes Improvement Plan 2024-29.

13. Link to Shaping Our Future Council **Yes** ☐ **No** ☑

13.1 Not applicable.

14. Results of Consultation

14.1 A full consultation exercise has been carried out consulting with staff, service users, carers, elected members and the wider public and its contents reflect what we heard from this feedback.

14.2 Consultation has taken place with Councillor Hugh Hunter, Portfolio Holder for Health and Social Care, and the contents of this report reflect any feedback provided.

14.3 Consultation has taken place with the IJB, and the contents of this report reflect any feedback provided.

15/

15. Next Steps for Decision Tracking Purposes

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

Implementation	Due date	Managed by
Following agreement the new Age Well: Dementia strategy 2024-2034 will be published	23 September 2025	Director of Health and Social Care Partnership

Background Papers **None**

Person to Contact **Kevin Milton, Senior Manager Mental Health and Addiction Services**
Email Kevin.Milton@aapct.scot.nhs.uk

Date: 11 September 2025

south ayrshire
health & social care
partnership

Age Well

Dementia Strategy

2024-34



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Looking Forward 11
How We Will Know We Have Made a Difference 11
Delivery Plan 12

Foreword

I am pleased to introduce the new Dementia Strategy for South Ayrshire. We recognise the importance of having a comprehensive and compassionate approach to supporting people living with dementia and their carers.

The South Ayrshire Dementia Strategy 2024-34 has been developed in collaboration with people living with dementia, their carers, staff, partners, and other stakeholders to allow us to shape a local response to the new national dementia strategy **Dementia in Scotland: Everyone's Story** which was published in May 2023. This strategy reflects a shared vision, co-produced with our stakeholders to enhance the quality of life for people with dementia and their carers at every stage as we support our communities to start well, live well and age well.

There is a lot of positive work already underway in South Ayrshire to support those living with dementia and their carers and so this provides us with a solid foundation on which to improve going forward.

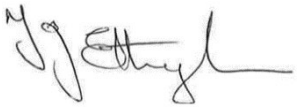
There are clear ambitions set out within the Strategy. We know that creating positive outcomes for people living with dementia is inter-dependent with the work of many services within health and social care.

A key ambition for the new local strategy is to further embed multi-disciplinary working to support the delivery of integrated services for people living with dementia. We also value the vital role that unpaid carers play for people with dementia and we will ensure that this strategy as well as our new Carers Strategy (to be launched in 2025) addresses these needs.

As we launch the South Ayrshire Dementia Strategy, we are committed to making meaningful progress across key areas over the coming years. We acknowledge that the work ahead will require sustained effort, collaboration, and innovation.

Finally, I would like to thank each and every person who has been involved in developing this strategy. I look forward to working with you all to realise the ambitions we have set out.

Tim Eltringham



Director of Health and Social Care

November 2024



Purpose

South Ayrshire's Health and Social Care Partnership (HSCP) is committed to ensuring people living with dementia and their carers receive the support they need to live well and age well. This strategy is a body of work that has been designed collaboratively with our staff, partners and communities to celebrate the excellent work already happening in South Ayrshire as well as identifying areas for improvement and how to best address these.

Through the vast range of engagement activities that have taken place we have heard that strategic documents are often perceived to be lengthy and inaccessible. We have listened to what you have told us and so this Dementia Strategy is intended to be a resource for anyone who wants to understand the commitment from the HSCP to improve dementia support in South Ayrshire.

The strategic themes identified in this document have been developed in line with the national picture. The national strategy, Dementia in Scotland: Everyone's Story, which was published in May 2023 set outs a vision that is owned by all of us working together to deliver a better experience for people living with dementia, their families and carers. It builds on several years of globally recognised public policy on dementia in Scotland and commits to ongoing reflection and learning, greater inclusion and delivery from the start.

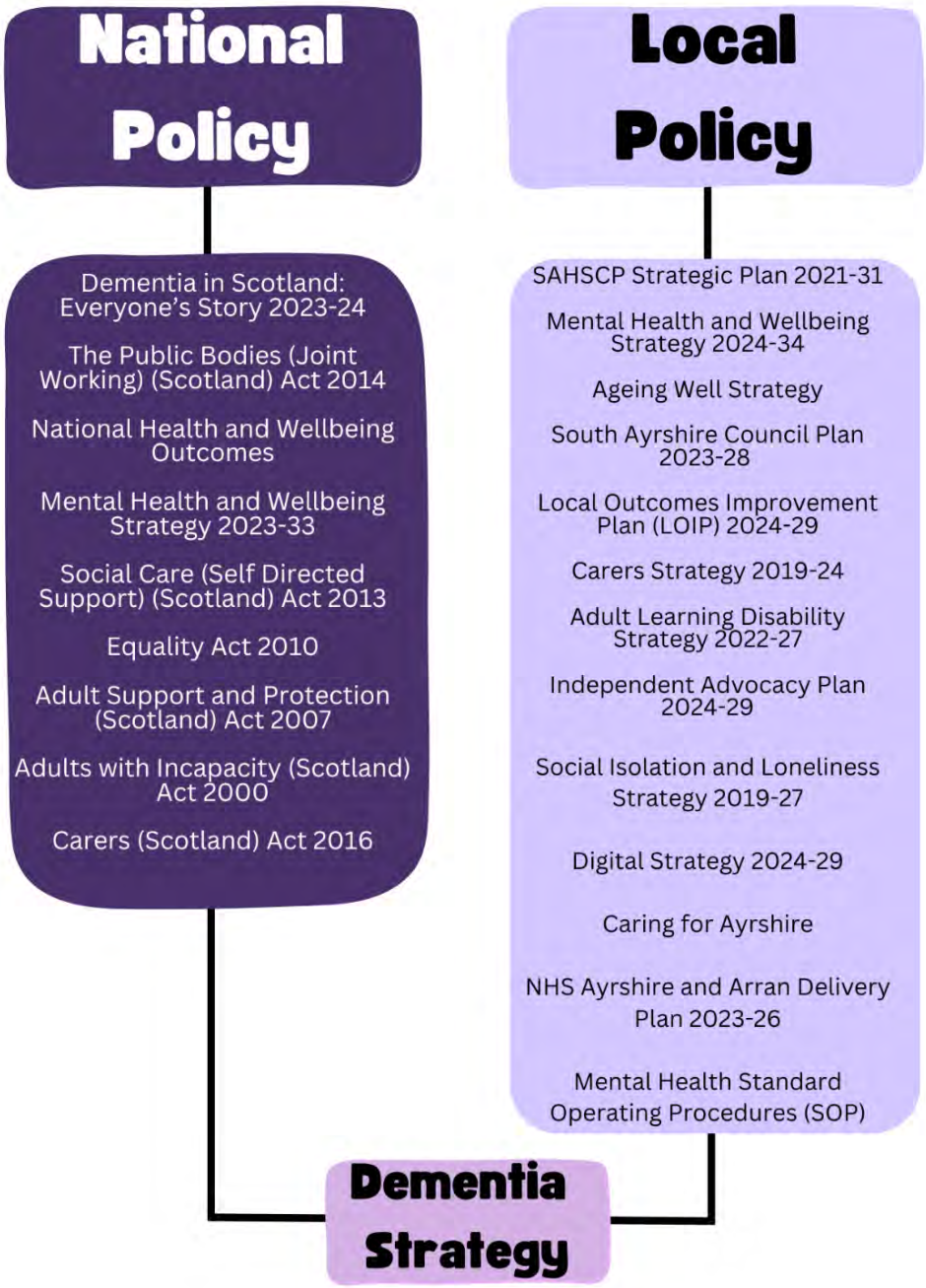
In the national strategy the Scottish Government have highlighted eight priority areas to focus on over the coming 10 years. Whilst engaging with our stakeholders we asked people to vote for the three priorities that mattered most to them. Through this exercise we were able to see which were the most important priority areas for people in South Ayrshire are:



This strategy will follow the Scottish Government strategy timeline with a lifespan of 10 years from 2024-2034. Throughout these 10 years we will develop 2-year delivery plans which go alongside our 10-year goals to drive improvement. This allows the HSCP to embed the national picture into local practice.

Policy Context

We know that there is a wide policy landscape at both national and local level which will influence this new dementia strategy for South Ayrshire. The national and local policy context which has been considered in the development of this strategy are set out below:



Dementia – A Tiered Approach

The term 'dementia' describes a set of symptoms, caused by damage in the brain, that may include memory loss and difficulties with thinking, problem-solving, vision (although eyes might still be healthy), and language. These changes are often small to start with, but for someone with dementia they become severe enough to affect daily life, for example people may start to find it difficult to carry out everyday tasks such as paying bills, finding their way around and remembering appointments. A person with dementia may also experience changes in their mood or behaviour. More information around Dementia can be found on the **NHS Inform website.**



Dementia is not a normal part of ageing and not everyone will develop dementia in their lifetime, it can also sometimes affect younger adults. Previously, presentation of dementia below the age of 65 was considered to be 'early onset' dementia, but a focus on person-centred care has made this age distinction less relevant.

We recognise that people need different services as their dementia journey progresses. To make accessing the right services at the right time easier for everyone we have developed a tiered approach to services. These tiers are:

Tier 1 – This tier consists of self-help and self-care community services and supports.

Tier 2/3 – This tier is made up of primary and secondary care services, for example: your GP, Mental Health Practitioners, Community Link Practitioners, Social Work, Older Adults Community Mental Health Team, Older Adult Liaison Team, Allied Health Professionals and Psychological Services.

Tier 4 – In this tier supports provide specialised care through inpatient stays within hospital and residential care and nursing homes.

At a national and local level, we adopt a whole system approach to supporting people living with dementia and their carers. What this means is that we will ensure the overall system is working and that all the parts that make up this system are able to plan, communicate, and work together to enable better outcomes. The tiered approach to dementia services is a vital enabler to achieving this whole system approach.

It is important when we are delivering any type of service that we take a trauma informed approach. South Ayrshire's HSCP is proud to be a trauma informed organisation. We have already developed a trauma informed training programme to support our services to be a trauma responsive, however, we will continue to develop our practice and approaches within the services we deliver. The delivery plan will reflect a trauma informed approach as this forms part of the whole system approach to getting our dementia services right.



Dementia Pathway

Diagnosis - What is the process?



EARLY IDENTIFICATION AND REFERRAL

1

Individual, family member and/or Health Professional recognises that there is a problem, with initial symptoms of memory loss / changes in behaviour patterns or other mental health issues, such as depression. The individual is then referred to their GP or a Mental Health Practitioner(MHP) for initial assessment. Following the assessment the GP or MHP can:

- Make a differential diagnosis(Dementia, Depression, Delirium, Mild Cognative Impairment).
- Put a referral in to the Community Mental Health Team Elderly (CMHTE).
- Put a referral in for a CT scan.



SCREENING AND ALLOCATION

2

A referral is received by the CMHTE and is screened, allocated and prioritised as appropriate:

Urgent Referrals: are acted upon within 7 days. If there are significant concerns re risk to self/others and this is discussed with the CMHTE prior to receipt of referral, same/next day contact will be made.

Routine Referrals: Any referrals allocated to a named professional will aim to be seen within 4 weeks. Any referrals allocated to the Consultant Led Clinic will be seen within 18 weeks.



ASSESSMENT

3

Named professional process :

- An initial assessment interview is undertaken with the individual and family member as appropriate and 'The Ayrshire Risk Assessment' is completed. A memory clinic assessment is commenced within 72 hours of the initial interview and completed within 2 working days.
- If the clinical picture is indicative of dementia a referral is made to Consultant led clinic for further assessment.

Consultant Psychiatrist/Medical Staff process:

- A clinical assessment is undertaken with the individual and family member.
- A referral for a CT scan (or other) is made as appropriate.
- A further clinic consultation is arranged on receipt of the CT scan results.
- If diagnostic uncertainty, referral to psychological services for neuropsychological assessment can be made



DIAGNOSIS

4

If dementia is diagnosed this diagnosis is confirmed by a Consultant Psychiatrist or Medical Staff. The Consultant Psychiatrist, Medical Staff or Named Professional then discuss the diagnosis with the individual and family member as appropriate.

The GP is then informed of the assessment outcome. A Medical Practitioner will also advise at this stage if the individual needs to notify the DVLA if appropriate.



POST DIAGNOSTIC SUPPORT

5

Post Diagnostic Support(PDS) is offered to those diagnosed. Within the PDS pack information will be provided around carers assessments and support.

If PDS is accepted then PDS is provided in line with the local PDS operating procedures. The individuals care pathway will move to step 6.

If PDS is declined and the individual does not require ongoing monitoring by the CMHTE then the individual is discharged to the GP.

If PDS is declined but the individual requires ongoing monitoring by the CMHTE then the individuals care pathway will move to step 6.



CARE PLANNING AND REVIEW

6

Within 4 weeks:

A care plan is put in place for the individual and a family member will be offered a copy of this. Medication will be monitored as appropriate. The individual will be made aware of their right to an Advanced Statement/Named Person.

Within 4 months:

The care plan will be reviewed by the key worker, patient and family/carers. The GP will receive an update of the agreed plan.

Thereafter 12 monthly:

The care plan is reviewed. If the individual is stable in their care needs then they are discharged from the Consultant but will be reviewed annually by the Community Psychiatric Nurse.

The GP will receive an update of the agreed plan.

Developing the Strategy

In developing this strategy, we met with people living and working in South Ayrshire to gather their views on dementia services and supports. This collaborative approach has allowed us to design this strategy and its accompanying delivery plan together in order to fit the needs of those it directly impacts.



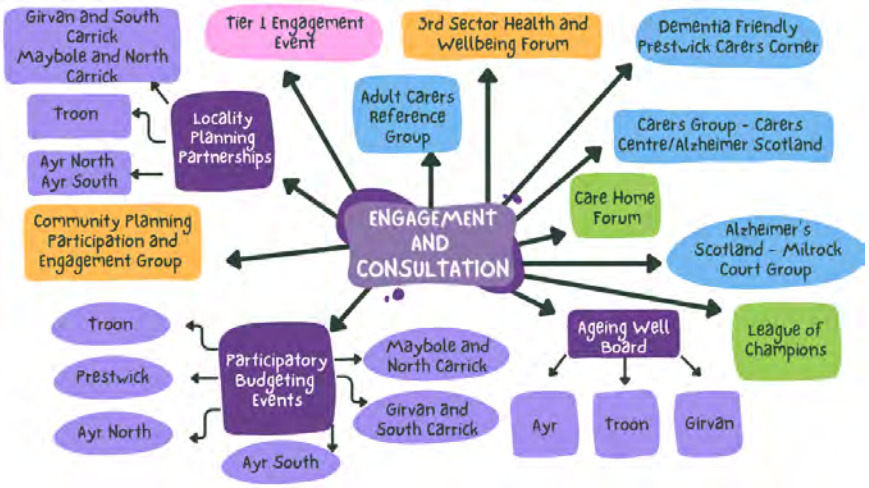
Staff engagement took place between 21 March and 07 May 2024. These early engagement sessions were held in a tiered format to allow us to focus conversation on each area.

Between the period of 29 August – 14 October 2024 we carried out a range of formal engagement with our stakeholders, people who access our services and the wider public to gather the views of the community on what matters to them, to help shape this strategy. We have engaged with over 300 people from ages 5 to 103 across the whole of South Ayrshire throughout this process.

Through the engagement activity you told us that you want:

- Better communication between services and with you.
- A joined-up approach to services.
- Training and education on dementia for all, particularly for carers.
- A central point of information/contact.
- More support for adult and young carers.
- To reduce stigma through education.
- Timely diagnosis and post diagnostic support.

What our engagement activity highlights is the number of community groups, supports and information that is available across South Ayrshire that people are not aware of. We want to support the joining up and advertisement of these supports as these will play a key role in developing resilient communities that we support. You can find out the full details of the engagement carried out in our Engagement Report.

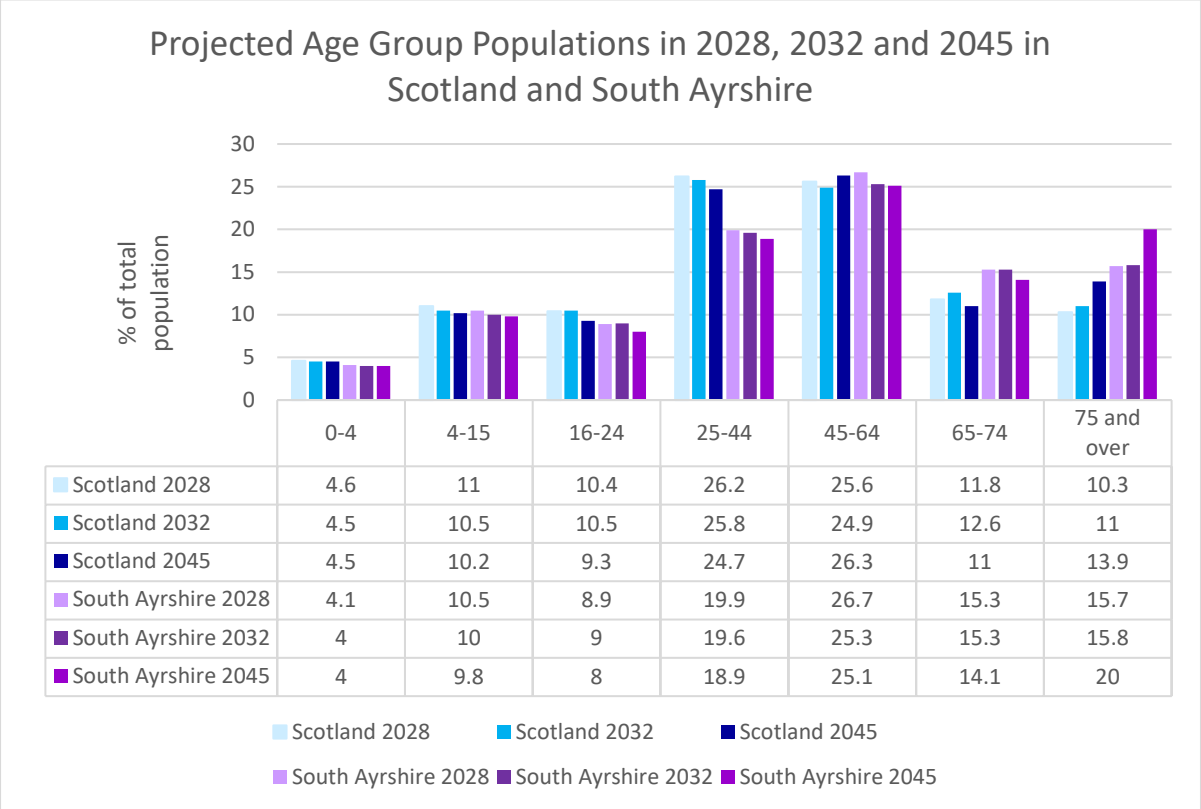


Our Vision

Through this Dementia Strategy we are building a picture that is much wider than just service led support. We value all stakeholders and aim to work collaboratively to ensure we are:

Empowering our communities to start well, live well and age well.

We know that South Ayrshire's ageing population poses a unique challenge to service provision. As the population continues to increase so too does the number of people living with health conditions. This is why this strategy, alongside our other linked strategic documents is crucial to ensuring we are supporting people in the right place at the right time.



	0-4	4-15	16-24	25-44	45-64	65-74	75 and over
Scotland 2028	4.6	11	10.4	26.2	25.6	11.8	10.3
Scotland 2032	4.5	10.5	10.5	25.8	24.9	12.6	11
Scotland 2045	4.5	10.2	9.3	24.7	26.3	11	13.9
South Ayrshire 2028	4.1	10.5	8.9	19.9	26.7	15.3	15.7
South Ayrshire 2032	4	10	9	19.6	25.3	15.3	15.8
South Ayrshire 2045	4	9.8	8	18.9	25.1	14.1	20

In South Ayrshire 254 people were diagnosed with Dementia between April 2023 and March 2024. This is approximately one diagnosis every working day. South Ayrshire also account for 45% of young onset Dementia in Ayrshire and Arran (diagnosed 64 years and under). From this number 81% of people diagnosed take up post diagnostic support.

We continue to build on the relationship between the Partnership and the community to empower people in South Ayrshire. We will embed our Wellbeing Pledge into our dementia strategy. This Pledge is an agreement between the Partnership and Community to work together to create a resilient South Ayrshire.



Where We Are Now

CARE HOME LIASON TEAM (CHLT)

The CHLT is crucial to the support model in South Ayrshire. The team provides education, guidance and assistance relating to clinical care of individuals in care homes. There are also staff in the team who provide review, treatment and intensive support for residents and staff. This support is tailored to individuals needs. Psychological approaches to stress and distress training is provided by this team

COGNATIVE STIMULATION THERAPY (CST) GROUPS

These groups are an option in the PDS offer. They offer 14 weeks of intervention then 28 weeks maintenance. These are held in Ayr/Prestwick, Troon and Girvan with plans to commence a group in Maybole. There has also been faciliation of CST in two care homes, providing staff with training to continue these groups independently.

GIRVAN MEMORY CAFE

We have a well established memory cafe in partnership with Alzheimer Scotland. This provides additional support to those living with Dementia as well as being a hub for carers peer support.

ADVANCED NURSE PRACTITIONER

This role is embedded in the Community Mental Health Team Elderly to provide clinical support to services.

STAFF RETENTION

We now have high staff retention indicating a positive working environment, high job satisfaction and providing the people of South Ayrshire continuity of care.

Looking Forward

We will:

- Establish a Dementia Strategy Delivery Group to manage the Delivery Plan.
- Identify baseline data to measure improvement.
- Identify risks to achieving the Delivery Plan and propose mitigation measures.
- Put in place robust monitoring and reporting arrangements.
- Report on a six monthly basis against the agreed actions in the Delivery Plan.
- Review the Delivery Plan bi-annually.



How We Will Know We Have Made a Difference

We will measure our performance and delivery of the Delivery Plan both quantitively and qualitatively. We will report progress 6 monthly into the Partnership's Performance and Audit Committee. This information will be publicly available to all stakeholders through the **South Ayrshire Health and Social Care Partnership website**.

We would like to give a special thank you to everyone who engaged with us during the development of this strategy. It is thanks to you that we have been able to develop the below Delivery Plan that sets out meaningful actions based on the information you told us.

Our Delivery Plan is set out below and this details our ambitions for the coming 10 years. It is set within six strategic themes to reflect what you told us throughout the engagement and consultation phase. Every two years we will review and refresh the Delivery Plan to ensure we are delivering each action point in a timely manner and that they continue to reflect the needs of people in South Ayrshire.



Delivery Plan

1. Diagnosis and Post-Diagnostic Support			
No	**Action**	**Lead(s)**	**Timescale**
1.1	We will work collaboratively to review the Diagnosis Pathway and explore possibilities of expanding the role of Mental Health Practitioners to develop a gold standard diagnosis pathway.	Mental Health Services	December 2026
1.2	We will develop a post-diagnostic support model/pathway to better meet the needs of people living with dementia and their carers.	Mental Health Services	December 2026
1.3	We will ensure pathways are in the public domain and easily accessible as we continue to be a transparent Partnership.	Mental Health Services	June 2027
1.4	We will develop a variety of formats for the post-diagnostic support packs. Eg – audio files, video formats to promote inclusivity and embrace diversity in South Ayrshire.	Digital Services	June 2027
1.5	We will develop a post-diagnostic support app which contains information specific to South Ayrshire as well as real life situations/stories carers can relate to, this will better support people living with Dementia and their carers.	Digital Services	December 2026
1.6	We will design a post-diagnosis checklist/ information pack for adult and young carers to equip carers with the information they need to work with us in collaboration.	Mental Health Services	December 2026
1.7	We will review day hospital outreach to explore possibilities of expanding support in South Ayrshire.	Mental Health Services	December 2028
1.8	We will review our Community Mental Health Team and the inclusion Social Work within this team.	Mental Health Services	December 2027

2. Communication			
No	**Action**	**Lead(s)**	**Timescale**
2.1	We will promote a no wrong door approach to ensure you get the right care in the right place at the right time.	HSCP	December 2025
2.2	We will establish weekly drop ins with a Community Links Practitioner in the new Connect South Ayrshire Hub to ensure face to face information sharing is in place.	Mental Health Services	December 2025

2.3	We will implement a feedback loop for individuals when they engage with services as we are a transparent Partnership and listen to you.	HSCP	December 2026

3. Education

No	Action	Lead(s)	Timescale
3.1	We will promote dementia excellence framework training to all stakeholders and wider community to promote being an ambitious and effective Partnership.	HSCP	June 2025
3.2	We will implement mandatory dementia training for all Partnership staff to ensure staff are equipped to provide the right care in the right place.	Mental Health Services	December 2026
3.3	We will link with schools to implement early education around brain health and dementia through the Stars Programme to help build communities where people are safe.	HSCP	December 2029
3.4	We will develop a Carers training programme/pack to ensure carers are prepared to be the best carer they can be.	Mental Health Services	December 2027
3.5	We will promote the work carried out by the Carers Centre by implementing outreach work to improve collaboration between services.	HSCP	December 2025

4. Public Awareness

No	Action	Lead(s)	Timescale
4.1	We will create a public campaign to promote Power of Attorney to build knowledgeable communities.	Digital Services	June 2025
4.2	We will establish a media campaign promoting Dementia supports in South Ayrshire to build resilient communities.	Digital Services	December 2025
4.3	We will link in with Connect South Ayrshire to ensure information is available on the Connect website and in the Hub.	Mental Health Services	June 2025

5. Cross Cutting Actions

No	Action	Lead(s)	Timescale

5.1	We will ensure strategic links are in place across the Partnership to ensure we are working together to deliver services.	Planning and Performance	December 2025
5.2	We will link in with the Carers Strategy development to ensure the voices of Adult and Young Carers are heard.	Planning and Performance	December 2025
5.3	We will develop measures to monitor progress of the strategy.	Planning and Performance	June 2025
5.4	We will establish base line data to measure success and implementation progress.	Mental Health Services	June 2025

6. 10-year ambitions

No	Action	Lead(s)	Timescale
6.1	Take a multi-disciplinary approach to review the respite model for carers.	HSCP	2034
6.2	Provide a single point of contact for people living with dementia and their carers.	Mental Health Services	2034
6.3	Gold standard pathway for diagnosis.	Mental Health Services	2034
6.4	Gold standard pathway for post-diagnostic support.	Mental Health Services	2034
6.5	Complete roll out of carers training.	HSCP	2034
6.6	Increase Multi-Disciplinary working across services.	HSCP	2034

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

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

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

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

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

South Ayrshire Health and Social Care Partnership

Tel: 01292 612419
Email: sahscp@south-ayrshire.gov.uk

south ayrshire
health & social care
partnership

Age Well: South Ayrshire HSCP Dementia Strategy 2024-34

Engagement Report



NHS Ayrshire & Arran

south AYRSHIRE COUNCIL
Comhairle Siorrachd Àir a Deas

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Summary

This report outlines the engagement activity that has taken place throughout the development of the new Dementia Strategy for South Ayrshire. A number of methods of engagement were used such as focus groups, an online survey and information sessions. Staff engagement took place for a period of around seven weeks – from the 21st of March to the 7th of May 2024. A wider programme of community engagement took place over a period of six weeks - from the 29th of August until the 11th of October. Throughout the engagement period we have engaged with over 300 people from ages 5 to 103 across all six localities in South Ayrshire.

Tiered Development Sessions

Early engagement sessions were carried out between February and June 2024 following an agreement to consider services in a tiered approach based on the level of services and support provided.

The tiered approach to services are set out below:

Tier 1 – Self-help, self-care and community supports' (third sector supports).

Tier 2 and 3 – Primary Care and Secondary care support, i.e., GP's, Community Link Practitioners, Older Adults Community Mental Health Team, Social Work, Older Adult Liaison Team, Allied Health Professionals, Older Adult Psychology Specialty.

Tier 4 – Specialised care, i.e., inpatients stay, care and nursing homes.

An initial engagement event was held for tier 2/3 and 4 services on 6th February 2024 which highlighted the need for focus groups sessions at each tier level to better understand the current position of services.

These sessions were held in person and over Microsoft Teams with nine focus groups taking place in total.

Tier 1

A range of services were invited to attend the Tier 1 development sessions. It was agreed that due to the wide range of services on offer that a larger engagement event would be held to get representatives together to share their priorities to inform the Strategy.

Before the engagement event was arranged two sessions had taken place for Tier one services on the 28th of March and the 19th of April. The key themes highlighted from these discussions were:

- A need to focus on the quality and quantity of post-diagnostic supports;

- A focus on fighting stigma by building dementia friendly communities and educating young people at an early age;
- Drive a training agenda to ensure all staff are trained to be dementia friendly; and
- Linking the Dementia Strategy to other strategic work happening in South Ayrshire such as the Ageing Well Strategy.

Tier 2 and 3

Tier 2/3 met on four occasions to discuss the Strategy development.. This group was well attended with a number of staff representing all across all areas. This group focused on a few key areas of improvement:

- Assessments for diagnosis, both the assessment itself and who can carry it out;
- Barriers around CT scans; and
- Importance of power of attorney (POA).

There was consensus amongst the group that steps could be taken to decrease wait times for diagnosis. Some suggestions were having a lower bar for cognitive testing, training Mental Health Practitioners (MHPs) to do memory screens and asking patients small key questions rather than a full assessment to reduce the number of appointments and journeys for a patient. It was suggested that we adopt a six question assessment where questions are flexible and can be dropped into any conversation rather than one single assessment model.

There was an agreement amongst the group that work needs to be done to develop the CT scan pathways. To start this work, it was suggested a mapping exercise should take place to allow us to understand the approach to CT scans across Scotland. The group told us that Community Psychiatric Nurses (CPN) and Physiotherapists could request CT scans in addition to what is already done to link into early intervention and prevention.

The last key area of focus was around POA. The group recognised a need to promote POA through channels such as Community Link Practitioners, promotional items and including information in letters which have a wide distribution list such as council tax letters issued by the Council. This was highlighted several times due to the hospital delays that can occur due to not having a POA in place.

Tier 4

Tier 4 met on 3 occasions to discuss the Strategy development. This group was attended by various staff representing different areas of the tier. This group focused on a few key areas of improvement:

- Communication between staff and teams;

- Training for staff, particularly in care homes; and
- Transitions of care.

Shared language and information was identified to be crucial and an area for real improvement across this Tier. They agreed links could be better and a willingness to share information is somewhat missing at the moment. This would also improve transitions of care particularly between the hospital and care home setting.

Staff in this tier highlighted training as a real area for improvement. Suggestions were made to standardise training across the board with a training calendar in place that can link in staff who may have missed training as well as new staff due to high staff turnovers. A particular training need that has been identified is for psychological approaches to stress and distress in dementia with training packages available but some barriers to initial and sustained engagement identified.

3 People 3 Questions

Over the course of the consultation period, front line staff working with those living with dementia identified two or three people they were working with and asked them three questions to allow us to better understand what is working well within services and how they could be improved. Throughout this exercise we were provided with feedback.

1. Have you had a positive experience in relation to care and treatment? What was that like?

All respondents told us that the care they received from NHS staff had been excellent. They agree that staff are polite and friendly and explain the process to them well. Some participants highlighted continuity of staff being fantastic as they feel they have a genuine relationship with staff and trust them in a time of vulnerability. However, areas for improvement were highlighted within social care due to lengthy waiting times and what feels like poor communication at times.

'All the staff I have dealt with in the team from nurses to doctors have been excellent.'

'Anytime I phone, nurses get back to me quickly.'

'Good NHS input, terrible waiting times for social care.'

'Yes a positive experience. I expected the diagnosis which was explained well.'

2. What matters most to you? What would you like to see in a South Ayrshire Dementia Strategy?

Almost everyone who took part agreed access to social care is the most important thing for them. People told us social care can take some time to be put in place. Support for unpaid carers was also highlighted. One person requested the action of

emailing or phoning family members after every social care visit to be taken into account to help with the existing poor communication.

'Help for my wife who looks after me.'

'Care plans to be put in sooner from a social care point of view.'

'More carers as been waiting on a carer from social work.'

'It's my family who take the strain'

3. Is there anything we can improve to make services in South Ayrshire better?

   The overarching feedback for this was a request for more staff and resources. Respondents told us there needs to be more social care staff to fix waiting times and having more staff would also give staff more time to communicate properly fixing two issues at one time.

'More carers.'

'Access services timeously.'

'While resourcing is a major issue, from the shortage of suitable hospital space for dementia patients to the shortage of Social Care workers, it could be alleviated by Social Care wasting less time and resource on ineffective form-filling with families and spending that time on visits which will lead to a useful action…… Perhaps it would help to coordinate visits to monitor the family with both teams present, and a combined action plan emailed to the family, so everyone knows what to expect and who's doing what.'

Community Planning Participation and Engagement Group

On the 26th of August the Dementia Strategy Engagement Plan was taken to the Community Planning, Participation and Engagement Group. This group is held by VASA and is a multi agency group with membership spanning across the public and third sector. This was an opportunity to share the plan for engagement and link in with various services across South Ayrshire. We presented our plans to seven group members who then shared the survey information to their networks.

Tier 1 Engagement Event



The Tier 1 Engagement event was held at University of the West of Scotland in Ayr on the 29th of August to launch the formal consultation period. The event provided a space for the development of the South Ayrshire Dementia Strategy, South Ayrshire Mental Health and Wellbeing Strategy and the Pan-Ayrshire Suicide Prevention Plan. 48 people attended the event with presentations from 14 services across South Ayrshire.

The morning session supplied a platform for tier 1 services to deliver a short micro presentation detailing the supports they offer and how to access their services. This was followed by a networking session to encourage services to connect and learn more about the current landscape in South Ayrshire.

This was followed by workshops in the afternoon where breakout rooms were available for each area to further engage. The Dementia Workshop was attended by 11 people who were split into two smaller groups to allow each person to share their views on the following questions:

1. What does dementia mean to you?

   The focus of this conversation was reinforcing that life doesn't stop when you have a dementia diagnosis. The group highlighted that there is still life left to live and we need to remember to see people as who they are, not their diagnosis. The group acknowledged that people's dementia can progress differently therefore treatment will be different for everyone. However, they agreed there should be a golden thread to ensure that diagnosis is just the key opening the door to support. They told us looking at dementia this way would also help tackle stigma.

2. What supports do you provide that work well?

   The group agreed that Tier 1 services are lifeline supports for some people and that supports set in the community are the ones that are most effective. Community groups told us they are good at signposting when people can't be supported by their groups and having the knowledge to signpost is crucial as people need the right information at the right time.

3. Taking out financial aid, what challenges need to be addressed?

   The group agreed that respite is a huge challenge that should be addressed. They told us that there is not enough spaces in day care and where day care is available transport can be an issue for people. They also highlighted that residential respite is

difficult to access. This can put stress on carers and make them feel undervalued. They told us respite would be the best way to support unpaid carers as well as education for people to recognise they are an unpaid carer.

They also told us that challenging stigma should be a focus as people fear a dementia diagnosis. We need to reinforce that people are not suffering from but living with dementia.

4. How would addressing these challenges improve the support you provide?

   The group told us that addressing these challenges would give Tier 1 groups a specific place to signpost to instead of signposting to each other. It would also free up time to give the support which carers require.

5. 5. Are there any other areas of good practice you are aware of? How can we build on this/bring it to South Ayrshire?

   The group highlighted various places that have good work such as Dementia Friendly Communities in Japan and the Dutch Meeting Centre model. They told us some work is being done to bring this to South Ayrshire but the resource isn't there to expand.

6. What would the Strategy need to include to improve the services you deliver?

   It was agreed that the resources need to be in the right place to improve the services they deliver. They also told us they need to know where to signpost people and what the appropriate route to support should be. It is thought the introduction of the Connect South Ayrshire model in late 2024 will look to help this issue.

Participatory Budgeting Events

To engage with as many people as possible we linked in with the annual Participatory Budgeting (PB) events held across South Ayrshire to engage with attendees. These events were held across all six localities and provided the opportunity to engage with almost 100 people.

We asked people at the events to take part in two activities. The first being the 'Dementia Priorities' task. People were presented with the National Dementia Priorities for the next 10 years. We asked them to choose what was most important to them/important that we focus on in South Ayrshire. To do this we gave each person three stickers. It was up to each individual where they placed their stickers, they could be spread across different priorities or all on one if that was most important to them.



The next task was the 'wishes task'. Here we provided people with a star and asked them to tell us what their wish was for the Strategy. This could be a drilled down action, a localised idea or a theme they would like us to focus on throughout the development of the delivery plan.

Troon and Villages

The Participatory Budgeting event in Troon took place on the 3rd of September and here we engaged with 24 people.
Troon and Villages selected the following as the most important priorities to them:



- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- Brain Health.

In Troon a total of 22 wishes were received. Of these wishes over half were in relation to improved support for carers with respite and training/education being key. The remainder of the wishes highlighted the importance of early intervention and prevention with getting support in the right place at the right time.









Prestwick and Villages

The Participatory Budgeting event in Prestwick took place on the 3rd of September and here we engaged with 13 people.





Prestwick and Villages selected the following as the most important priorities to them:

- Care Partners/Unpaid Carers;
- Brain Health; and
- Diagnosis and Post-Diagnostic Support.

In Prestwick nine wishes were received from participants. Prestwick PB highlighted the importance of keeping your brain active alongside education around links with dementia and brain health.







Ayr South and Villages

The Participatory Budgeting event in Ayr took place on the 9th of September and here we engaged with 18 people.
Ayr South and Villages selected the following as the most important priorities to them:

- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- Resilient Communities.

In Ayr South a total of 14 wishes were received. Of these wishes half were in relation to improved support for carers with easier access to services. Five of the wishes highlighted the importance of challenging stigma and raising awareness and understanding of dementia.











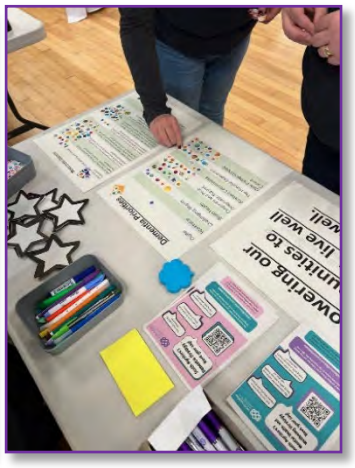
Maybole and North Carrick

The Participatory Budgeting event in Maybole took place on the 12th of September and here we engaged with 20 people.

Maybole and North Carrick selected the following as the most important priorities to them:

- Care Partners/Unpaid Carers;
- Diagnosis and Post-Diagnostic support; and
- The Hospital Experience.





In Maybole a total of 18 wishes were received. Of these wishes half were in relation to improved post diagnostic support. Five of the wishes highlighted the importance of unpaid carers and how we must ensure they receive the right supports.



Girvan and South Carrick

The Participatory Budgeting event in Girvan took place on the 26th of September and here we engaged with 10 people.
Girvan and South Carrick selected the following as the most important priorities to them:





- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- Brain Health.

In Girvan a total of eight wishes were received. Of these wishes over half were in relation to improved post-diagnostic support. The remaining three wishes highlighted the importance of respite and support for carers.



Ayr North

The Participatory Budgeting event in Ayr took place on the 1st of October and here we engaged with 10 people.
Ayr North selected the following as the most important priorities to them:

- Challenging Stigma;
- Care Partners/Unpaid Carers;
- Brain Health; and
- Diagnosis and Post-Diagnostic Support.





In Ayr a total of eight wishes were received. The two areas highlighted in Ayr were improved post-diagnostic support and challenging the stigma, with both topics receiving three stars each.







Locality Planning Partnerships

Over the engagement period we attended nearly all Locality Planning Partnership meetings (LPPs). As Troon and Villages are currently re-establishing their group, we were unable to speak to them as an LPP however members were invited to come along to the Prestwick LPP to share their views. In total we engaged with 79 people over five meetings.

Similarly to the PB events we asked attendees to take part in both the ‘Dementia Priorities’ task and the ‘wishes task’. We also opened the floor for further discussion asking people why they chose the priorities they did and how can we improve dementia services in South Ayrshire.

Girvan and South Carrick

The Girvan and South Carrick LPP meeting took place on the 11th of September and here we engaged with 18 people. Girvan and South Carrick LPP selected the following as the most important priorities to them:

- Care Partners/Unpaid Carers;
- Diagnosis and Post-Diagnostic Support; and
- The Hospital Experience.



In Girvan a total of nine wishes were received. Of these wishes five were in relation to improved information sharing and signposting. Three wishes highlighted the importance of supporting and educating carers.







South Carrick presents geographical challenges due to the rurality of some areas in the locality. This creates barriers to accessing services and this was a key discussion within the LPP meeting. Experiences were shared over lack of formal and community supports for those caring for people living with dementia, particularly in the very rural parts of South Carrick.

'forgotten about down here'

There was good discussion around building community networks to build knowledge and share information. It was highlighted that the advertisement of services is an issue and there were some suggestions to advertise in hairdressers as well as continue to use methods already in use. Due to rurality, there was also suggestions to employ a hub and an approach to services to ensure we can care for people in the right place at the right time.

In terms of diagnosis and post-diagnostic support there was a feeling that diagnosis can often take too long, and a more streamlined approach is needed. It was also agreed amongst the group that support needs to be in place for the carers as well as the person living with dementia, in particular the discussion was focussed on respite provision.

Maybole and North Carrick

The Maybole and North Carrick LPP meeting took place on the 19th of September and here we engaged with 12 people.



Maybole and North Carrick LPP selected the following as the most important priorities to them:

- Care Partners/Unpaid Carers;
- Diagnosis and Post-Diagnostic Support; and
- Challenging Stigma.

The Maybole and North Carrick LPP supplied a total of 11 wishes. Of these wishes the clear theme was improving support for carers. This included education for carers, specialised support and more respite.







The Maybole and North Carrick LPP reflected that early diagnosis is key to ensure post-diagnostic supports can be in place at the right time. The group suggested dementia training for all front facing staff could help identify early signs of dementia to get people diagnosed at the earliest possible stage.

'It's about early intervention rather than locking up the consequences in a home.'

The LPP told us training for carers is equally as important as they need tools to be the best carer they can be. They told us that carers need to know what to expect as the dementia progresses. The group appreciated there is a post-diagnostic support pack in place but a follow up phone call four weeks later would be beneficial to ensure the carer has digested the information properly.

'It's equally important carers get support.'
'The pack can be really overwhelming.'

Ayr South and Villages

The Ayr South and Villages LPP meeting took place on the 24th of September and here we engaged with 13 people.



Ayr South and Villages LPP selected the following as the most important priorities to them:

- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- Brain Health.

The Ayr South and Villages LPP supplied 13 wishes. Of these wishes six were in relation to communication. Participants asked for information to be accessible and in various formats four wishes highlighted the importance of supporting and educating carers.







Ayr South LPP highlighted the disparate community they have and the challenges that brings. They told us that working with communities to build supports tailored to each area would be beneficial as transport can be a barrier to those living in Ayr South and accessing services.

The group highlighted training and communication as an area for improvement. They suggested better use of the Community Link Practitioners to ensure staff and citizens know what support is available and how to access it. The LPP told us it is important to ensure staff are equipped to signpost to the right place to reinforce a 'no wrong door' approach.

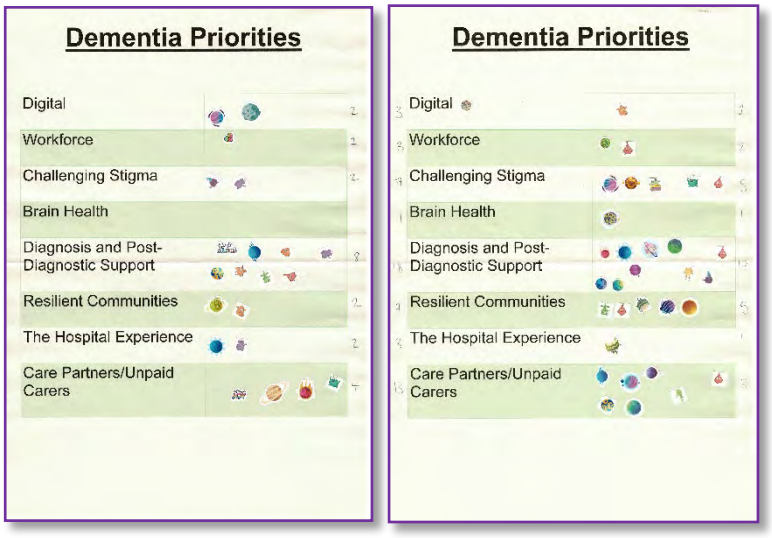
To improve post-diagnostic support the LPP told us we need to make information available in more formats as not everyone wants to read the post-diagnostic support pack. Some suggestions were a blog, an app, a podcast or audio file to go through the support pack as well as real life scenarios and stories to help those living with dementia and their carers.

Ayr North

The Ayr North LPP meeting took place on the 26th of September and here we engaged with 24 people.

Ayr North LPP selected the following as the most important priorities to them:

- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers;
- Challenging Stigma; and
- Resilient Communities.



The Ayr North LPP supplied 15 wishes. Of these wishes six were in relation to diagnosis and post-diagnostic support, requesting a structure to post diagnostic support and support for families at this stage. Five wishes highlighted communication between services as an area that could be improved.



Ayr North LPP agreed community resilience was essential. They agreed that ensuring community groups work together could provide essential support as often all people need is someone to talk to that can relate to their situation. They also told us working together is essential to get support at the right time and a multi-disciplinary approach should be taken.

Prestwick and Villages

The Prestwick and Villages LPP meeting took place on the 30th of September and here we engaged with 12 people.



Prestwick and Villages LPP selected the following as the most important priorities to them:

- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- Challenging Stigma.

The Prestwick and Villages LPP provided 11 wishes. Of these wishes over half were in relation to training and information sharing for staff, carers and people living with dementia. Other wishes highlighted the importance of community resilience.







The group at the Prestwick LPP, like other groups, highlighted respite for carers as an essential. They agreed that support for the person living with dementia is there but the carer can feel missed. Respite alongside training for people caring for those with dementia was discussed at length, the LPP told us that training for people could lead to dementia champions to share knowledge and fight stigma.

'Social interaction is everything for people with dementia.'

The LPP reflected social interaction being crucial to post-diagnostic support. They suggested more groups should be in place to allow people living with dementia and their carers to socialise and share experiences. Ideally, they would like to see this support localised to ensure equal access across South Ayrshire and Prestwick.

Ageing Well Champions Board

Throughout the engagement period we attended each Ageing Well Champions Board.

As with other engagement activity we asked attendees to take part in the 'Dementia Priorities' task. We also opened the floor for further discussion asking people why they chose the priorities they did and how can we improve dementia services in South Ayrshire.

Ayr

The Ayr Ageing Well Champions Board took place on the 16th of September and was attended by 14 people.

The Ayr Ageing Well Board chose the following as the most important priority areas to them:

- Diagnosis and Post-Diagnostic Support;
- Challenging Stigma; and
- Resilient Communities.



The Ayr Board discussed respite extensively, highlighting how important it is for both the person living with dementia and their carers. They told us a change of scenery can be all a person needs to feel refreshed and ready to be the best carer they can be. They thought respite should be enriching and an activity that the person will like before a crisis point is reached. They suggested residential respite could be through linking with local 'bed and breakfasts' to benefit both the people requiring respite and the local economy.

'they're imprisoned in the house, respite needs to be enriching'

Communication was another focal point of the discussion with the Board. They felt if communication was improved the care people receive would improve. The Board suggested a shared online recording system should be considered as this could solve the majority of the communication issues between services.

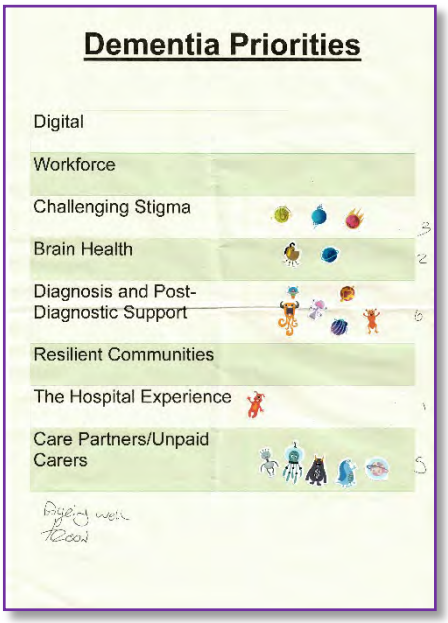
The final key theme discussed was education. The Board said there should be a push to promote Brain Health in schools to try link in to prevent and early intervention work.

Troon

The Troon Ageing Well Champions Board took place on the 18th of September and was attended by eight people.

The Troon Ageing Well Board chose the following as the most important priority areas to them:

- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- Challenging Stigma.



The discussion in Troon was focused on challenging the stigma that surrounds dementia. The group felt we need to think about wording and messaging to help challenge stigma and break down barriers for people living with dementia. Suggestions were made to emphasise public health campaigns and have education/awareness sessions to build knowledge of dementia.

'unless we banish stigma we can't do anything'

Another key area of discussion was communication both between services and people living with dementia and their carers. People were fed up telling the same story to various staff members and organisations and suggested a communication passport would be beneficial to save people retelling their story. They also told us a 'no wrong door' approach should be taken and it is crucial that staff are trained to be aware of services available and where to direct people in need.

Girvan

The Girvan Ageing Well Champions Board took place on the 19th of September and was attended by three people.

The Girvan Ageing Well Board chose the following as the most important priority areas to them:

- Diagnosis and Post-Diagnostic Support;
- Challenging Stigma; and
- Care Partners/Unpaid Carers.



The discussion in Girvan was primarily focused on support for families and carers. The group suggested there should be some form of training for carers to understand how people with dementia can deteriorate as it progresses. They also suggested coping strategies for

carers to help regulate their emotions and how they can cope emotionally whilst caring for someone living with dementia.

The Girvan Board told us communication was important as many groups and services exist but people don't know they are out there. They told us advertisement of services through various communication channels such as radio, Facebook, notice boards, magazines, and posters in places such as libraries, hairdressers, community centres and shops could spread the word of the good work already happening in South Ayrshire. The group highlighted the importance of always speaking to the carers as well as the person living with dementia.

Adult Carers Reference Group

On the 12th of September we attended the Adult Carers Reference Group in the Carers Centre in Ayr. The Reference Group is a space for carers and ex carers to gather to chat to like-minded people and link in with strategic partners to influence work in South Ayrshire.

As with other engagement activity we asked the attendees to take part in the 'Dementia Priorities' task. We also opened the floor for further discussion asking people why they chose the priorities they did and how can we improve dementia services in South Ayrshire.



The Adult Carers Reference Group chose the following as the most important priority areas to them:

- Diagnosis and Post-Diagnostic Support;
- The Hospital Experience;
- Challenging Stigma; and
- Care Partners/Unpaid Carers.

The Reference Group reflected community resilience and community supports are they key to supporting people living with dementia and their carers. The need for face-to-face support was important to them.

'you can have all the leaflets in the world… but if you could just get into a group'

'They decided I would be the carer for me without knowing if I could.'

Communication was the focal point of the discussion with the Reference Group. They felt if communication was improved the general feeling towards professionals would improve. They felt they were often left to get on with things with no real direction or information. It was suggested that communication between professionals and the person living with dementia and their carers needs to be clear, concise and consistent. They thought carers should be educated on what to expect through the dementia journey and how to cope emotionally because if we don't look after the carer they will no longer be able to care to the best of their ability.



Third Sector Health and Wellbeing Forum

On the 17th of September we attended the Third Sector Health and Wellbeing Forum. The Forum is a group that is run by VASA and meets every two months to ensure the Third Sector's voice is heard by strategic partners.

Similar to other engagement activity we asked the 10 attendees to take part in the 'Dementia Priorities' task. We also opened the floor for further discussion, asking people why they chose the priorities they did and how we can improve dementia services in South Ayrshire.



The Third Sector Health and Wellbeing Forum chose the following as the most important priority areas to them:

- Diagnosis and Post-Diagnostic Support;
- Challenging Stigma; and
- Care Partners/Unpaid Carers.

The Third Sector Health and Wellbeing Forum reflected that challenging stigma of dementia is a huge topic that should be focused on. They told us we should continue to make normal environments dementia friendly and encourage people to focus on what they can do rather than what they can no longer do. Dementia friendly cafes have been successful, and the group would like to see more of them in South Ayrshire. Education around dementia was also important to the group as this can further fight the stigma. They suggested adding dementia and stigma to school curriculums to educate young people as early as possible. For the workforce they would like to see stigma workshops on a regular basis to ensure staff are educated to a golden standard.

'Don't forget the person! We need to reinforce that people are not suffering with but they are living with dementia just like you live with any other illness.'

Communication was highlighted as an area for improvement. The group felt like expectations were often not met due to poor communication between services and carers. Ensuring carers know what services to expect could make them feel more at ease and less anxious and reliant on third sector/tier 1 supports. They also highlighted that support staff can often change with no notice and although the group understand staff turnover happens, it would be nice to know when this is happening to prepare for change. They told us in an ideal world there would be a team wrapped around the person living with dementia and their carers with unchanging staff members.

'It all goes back to communication.'

The group then agreed that respite for carers could be improved on as they live their lives around the person living with dementia often with no breaks. This can cause them stress and many carers get to a breaking point before getting the help they need.

Alzheimer Scotland Troon Millrock Group

On the 24th of September we attended the Alzheimer Scotland Millrock and North Shore Stroll Group where we engaged with 18 people. The group meets weekly and provides time to catch up with the option of a stroll along the North Shore. People with dementia as well as their carers are welcome.

As with other engagement activity we asked the group members to take part in the 'Dementia Priorities' task. We also spent time with each table to chat about why they chose the priorities they did and how we improve dementia services in South Ayrshire.



The Millrock Group selected the following as the most important priority areas to them:

- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- Workforce.

The group at Millrock had mixed experiences of support. Some people told us support from health services had been excellent and the CPN was a real lifeline but diagnosis can take a

long time and that can be taxing on the carer. The group also told us the work that Alzheimer Scotland do is amazing. However, they also shared that they find services to be disjointed with a lack of co-ordination between too many agencies. The group also told us they feel that communication between services and carers could be improved as they feel like they are constantly chasing up information.

'It is constant chasing services, this will always be a fight for me.

'Only when you make a scene you get help but then it's too late.'

'I'm scared to kick up a fuss in case I don't get any help.'

The group told us education is needed to help carers understand the dementia journey. They told us it can be stressful not knowing what to expect and if they were better equipped to deal with upcoming challenges their mental health would improve. They felt like this education would also prevent people being passed between services.

'It's a mind field, a real learning curve.'

The most salient issue amongst the members was access to social work. People told us it's a social work lottery as some take different approached. Some members expressed frustration as they feel everything is on the social workers time and they have experienced many social work meetings being cancelled without reason. Other group members told us the wait for a social worker was the most stressful period of their life and wishes the process was slicker.

'Social work is abysmal, I am fed up telling the same story.'

Alzheimer Scotland Drop In at the Carers Centre

On the 26th of September we attended the Alzheimer Scotland monthly drop in at Ayr Carers Centre. Carers had intended to drop in however were unable to due to last minute changes that can occur in the caring role. However, one person did provide feedback through text message. They highlighted the importance of respite for carers as it can often be overwhelming and lonely when caring for a loved one with Dementia.

Dementia Friendly Prestwick - Carers Corner

On the 2nd of October we attended Dementia Friendly Prestwick's Carers Corner. Dementia Friendly Prestwick provides practical, emotional and social support for people who have a diagnosis of early to moderate dementia and also those who have no official diagnosis as well as for their carers or family members.

Similar to other engagement activity we asked the seven attendees to take part in the 'Dementia Priorities' task. We also opened the floor for further discussion asking people why they chose the priorities they did and how can we improve dementia services in South Ayrshire.

The Carers Corner chose the following as the most important priority areas to them:

- Care Partners/Unpaid Carers
- Diagnosis and Post-Diagnostic Support;
- Brain Health; and
- The Hospital Experience.



At Dementia Friendly Prestwick the group reflected on support for carers and what we can do to improve the provision on support across South Ayrshire.

The group shared the pressures of being a carer and that respite is desperately needed. They told us services assume everything is fine for someone with dementia if they have a carer and that is a huge responsibility to carry. Some carers told us they have changed their whole lives to be a carer but really need a break to be the best carers they can be.

'I thought I would get all this support, but I get nothing.'

'The days I have no help are traumatising.'

They also shared their experiences of services. They told us it can be difficult to communicate with services as there is no feedback or information loop. The carers told us they feel like they are constantly chasing up information and sharing the same story over and over. Some shared they have got to the point they no longer have trust in services.

'I couldn't tell you how many times I've went through the same story, it's so stressful.'

'I'm fed up telling the same story, there's no continuity and it's murder.'

The group shared that support groups should be put in place for carers to give them some respite. They told us they feel like they have given up their life as they know it to support loved ones but nobody is supporting them.

'My life is gone as I knew it.'

'My mum has a better social life than me.'

Lastly the group highlighted the importance of socialisation for people with dementia and that this could be intergenerational to stimulate the brain. They told us without the Tier 1/third sector supports like Dementia Friendly Prestwick they would be on their knees and hope to see more groups like Dementia Friendly Prestwick across South Ayrshire.

Care Home Forum

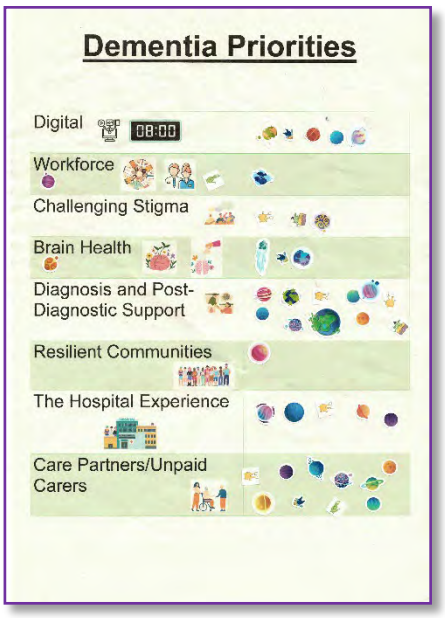
On the 8th of October we attended The Care Home Forum. This forum provides a space for Care Home representatives to link in with other services and understand the service landscape in South Ayrshire.

At the Forum we held a discussion with the 13 attendees to understand what is working well right now and what challenges are faced in terms of care for those with dementia. Care Home managers present fed back that they have good relationships with services and find the Community Mental Health Team Elderly to be excellent. However, they identified systems as an issue as it can be difficult to communicate information to various services. They told us they find multi-disciplinary working crucial and the best supports can be provided through co-location.

Training was an area identified for improvement. Although there has been bursts of training over the years they feel it is not consistent. They suggested a rolling training calendar to account for staff turnover. They suggested refreshing existing training sessions to include reflective work and hoped this would be standardised across South Ayrshire.

League of Champions

On the 11th of October we attended the League of Champions. The League of Champions is a space for adults with learning disabilities to come together to support each other and champion the rights of people living with learning disabilities.



Similar to other engagement activity we asked the 14 attendees to take part in the 'Dementia Priorities' task. Whilst each priority was explained we talked about why each one is so important with the group highlighting the importance of getting the right support at the right time.

The League of Champions chose the following as the most important priority areas to them:

- Diagnosis and Post-Diagnostic Support;
- Care Partners/Unpaid Carers; and
- The Hospital Experience.

Service Engagement

Whilst initial engagement was carried out via focus groups for services during the formal consultation period, the national outcomes were posted in a number of office bases to allow staff within Mental Health Services to tell us what national outcomes were most important to them.

The results of this engagement showed that there are similarities between what services and the wider public choose as their top outcome areas.

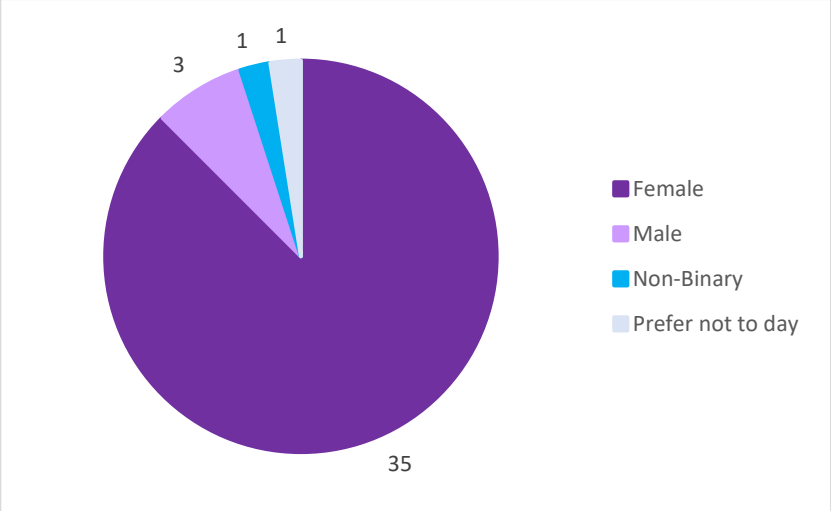


Online Survey

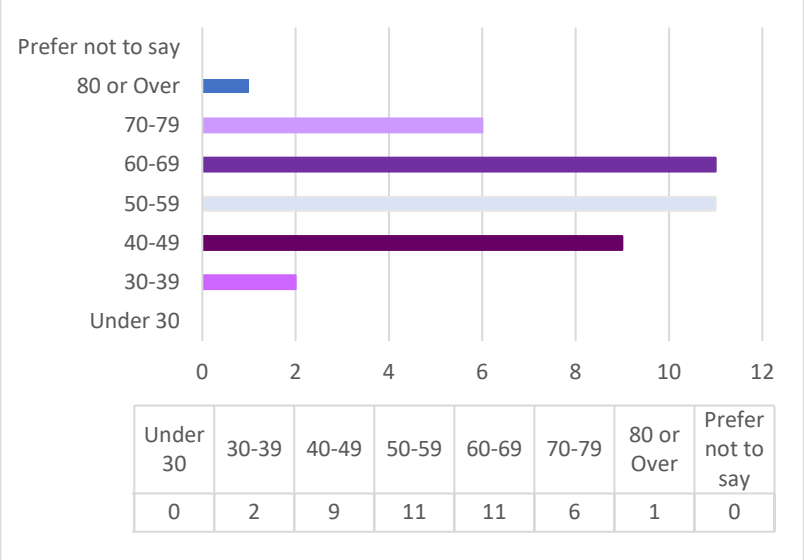
A survey targeted at people living with dementia, carers, staff and people with an interest in dementia was developed to inform the plan. The survey aimed to gain an understanding of how people are finding accessing services, their experiences of these services and how we can improve the provision for those living with dementia in South Ayrshire.

The survey went live on the 29th of August and was available for just over 6 weeks with a closing date of the 11th of October. A total of 40 people responded to the survey.

1. Which of the following best describes your gender identity?



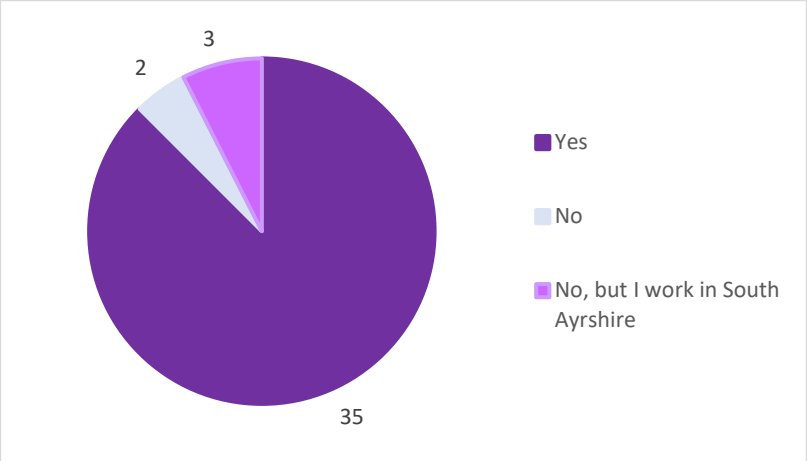
2. Which age group are you in?



Under 30	30-39	40-49	50-59	60-69	70-79	80 or Over	Prefer not to say
0	2	9	11	11	6	1	0

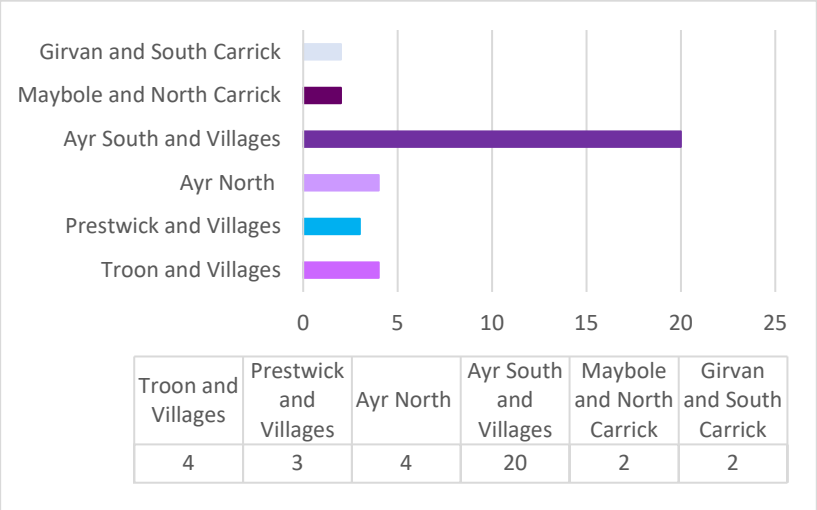
Over 50% of respondents were aged 50-69. Just 5% of respondents were under 40.

3. Do you Live in South Ayrshire?



95% of respondents either live or work in South Ayrshire.

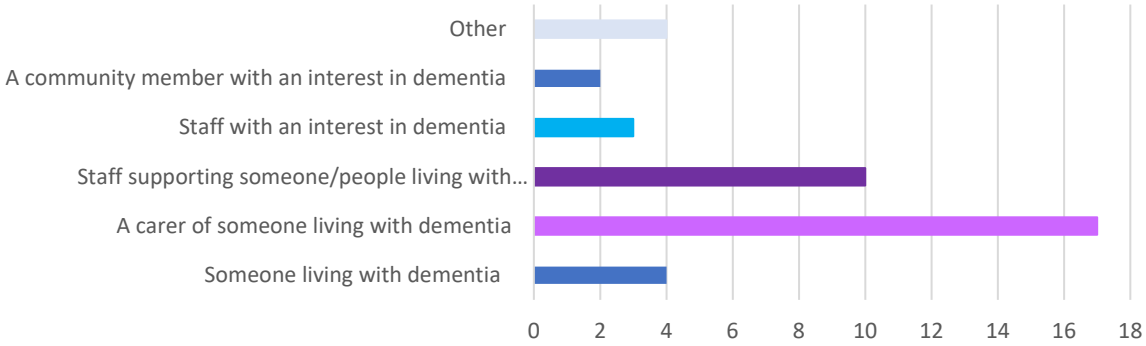
4. Which area of South Ayrshire do you or the person you care for live in?



Troon and Villages	Prestwick and Villages	Ayr North	Ayr South and Villages	Maybole and North Carrick	Girvan and South Carrick
4	3	4	20	2	2

Half of respondents live in Ayr South and Villages.

5. What is your experience of dementia?



Someone living with dementia	A carer of someone living with dementia	Staff supporting someone/people living with dementia	Staff with an interest in dementia	A community member with an interest in dementia	Other
4	17	10	3	2	4

Almost half of respondents are carers for someone living with dementia. 3 of the 4 'Other responses' told us they are a relation to someone living with dementia.

6. We want to support people living with dementia to access services and supports in the right place at the right time. Can you tell us about your experiences of accessing services?



Respondents had mixed experiences of accessing services and supports in South Ayrshire. Some people told us that social work staff, CPNs, the Elderly Community Mental Health Team and Tier 1 services were excellent, but others struggled to get access to services and when they did they felt let down by them. People also told us that post-diagnostic support was excellent to begin with but after one year this seems to have disappeared.

'We were immediately given a social worker and a CPN which was amazing and both were wonderful…..And finally, our NHS & council Occupational Therapists and our NHS physio were amazing and all communicated well with each other as well as with us. We felt known & understood by all.'

'I was lucky and knew who to contact.'

'So far I have found the services and support relatively easy.'

'Difficult and takes time.'

'No support, coping at home at the moment.'

'Very poor, very little services available, lots of pressure put on myself and my family to provide the support to my mum. Social work input very little had a real can't be bothered attitude. Felt like we were left to deal with things on our own.'

7. Can you tell us about your experiences of dementia services in South Ayrshire? What works well?



Respondents told us staff are excellent, pleasant, friendly and helpful. People told us staff have helped them get the supports they need and some people found this a quick and easy process. However, this is not the case for everyone as other respondents told us support is difficult to access.

'Our social worker and CPN were absolutely superb, and the community OTs and physios. Ditto the Alzheimer Scotland team. South Ayrshire Carers and Alzheimer Scotland each also gave me a grant for respite activities which had a hugely beneficial impact - but again I found out by chance about these..'

'Short waiting times to access assessment in comparison to other mental health services. Good provision of group support options.'

'Really good early intervention work going on, with Post diagnostic support, Carers centre and VASA are great resources.'

'No one guides you along the way. A path to follow with single depts to deal with that problem you are encountering. We found too many people passing you on to someone else rather than one person guiding you to different dept for your loved ones current needs. We eventually called Alzheimer Scotland who helped with a path to follow. But they had a huge under staffing issue so the lady was overwhelmed with families but was very good at guiding us to the different depts or aids which might help.'

'Nothing seems to work well.'

8. How could we improve dementia services in South Ayrshire?



People told us they would like information to be easily accessed in one central space. Respondents also told us they would like to see more support for carers, particularly improved respite services both day and residential. People told us services could be improved through co production and engaging with those with experience of being a carer.

'Make sure everything is brought together in one place so that everyone has access to all the information and resources, and revisit it with them at reviews to make sure they are aware of the full range of options and organisations. Don't assume that everyone knows what's out there.'

'More interaction with family carers who invariably have more experience of their particular situation.'

'more easily to find information.'

'More coordination - one person to be the contact'

'Listen and get folk with lived experience to tell you what is required.'

'Give more respite support to unpaid carers.'

9. What would you like to see in South Ayrshire's Dementia Strategy?



Some people told us they wouldn't change anything however, most respondents told us they would like to see quicker access to services, clearer information and more availability of respite and other supports for carers. They also told us they would like more follow up appointments to ensure the care required is received.

'More support for carers. More access to day care services. A quicker response from Social Work. Easier access to Community Mental Health Team.'

'Nothing should be left to chance and no one should feel they are coping alone - information for carers and for those with dementia should be gathered together in one place and made easily accessible. Also, unpaid carers need way more support than they currently get - if they go under, the system will fall apart. Maybe at least an annual check-in with their GP to make sure their own health is ok could also be considered. I would also like to see more joined up support for those with Parkinson's who also have dementia. Currently you have to go to separate clinics and can't talk about the other condition whilst there, yet they are intrinsically connected. Crazy!'

'Follow up after diagnosis. Regular house visits. An appointment with a geriatric physician at least once a year.'

'It's running well I would say.'

'A form giving a clear path to services when patient diagnosed.'

10. Last year the Scottish Government launched their Dementia Strategy 'Dementia in Scotland: Everyone's Story'. This was followed by an initial two-year delivery plan that was published earlier this year. Within the delivery plan the following thematic priorities were identified as key deliverables. We would be interested to know how important these outcomes are to you. Please rank the priorities from most important to least important.



11. Is there anything else you would like to tell us?



'We need a one stop information shop to let carers know what's available in the area and update on additions and changes. I'd like easy access to half day and full day care to relieve unpaid carers ..... much less reliance on unpaid carers.'

'Carers going to events with their loved one is no respite. The hurdles are endless. Convincing them it's a good place, getting them ready, getting yourself ready, driving and finding the venue, getting/ enticing them out the car, then the unpredictable aspect of how they will react. Carers need time to themselves. Someone to sit with their loved one to let them walk, shop, swim, go for coffee. That's the only thing I needed.'

'Dementia training for care home staff that is not academic but more practical on how to deal with situations.'

Key Themes

The key themes following a review of our consultation results are detailed below. This will be used to inform the priorities within the delivery plan which will accompany the strategy.



Communication

People have told us they want information from services to be communicated better both between services and to families and carers. People would like information to be available in a variety of ways so that no group is missed. This includes online, leaflets, radio, social media, email and phone calls.

Support For Carers





People have told us that they often feel the carer is overlooked and needs information and access to support services such as community groups and respite. This gives the carer a platform to share experiences and support each other.

Reducing Stigma





People told us that there needs to be education and awareness sessions to the wider public to help tackle stigma. Many people felt that this should start at school age and be available to all staff across the public, private and third sectors.

Diagnosis and Post-Diagnostic Support







People told us post-diagnostic support needs to be at the right time for the person. The time of diagnosis was a salient issue with ealrly diagnosis being important for all groups we spoke to.

Appendix 3

Equality Impact Assessment Scoping

1. Proposal details

Proposal Title	Lead Officer
Age Well: Dementia Strategy 2024 – 2034.	Kevin Milton – Senior Manager Mental Health Hanna Dearie – Planning and Performance Officer

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

Community, Groups of People or Themes	Negative Impacts	Positive impacts
The whole community of South Ayrshire		X
People from different racial groups, ethnic or national origin.		X
Women and/or men (boys and girls)		X
People with disabilities		X
People from particular age groups for example Older people, children and young people		X
Lesbian, gay, bisexual and heterosexual people		X
People who are proposing to undergo, are undergoing or have undergone a process to change sex		X
Pregnant women and new mothers		X
People who are married or in a civil partnership		X
People who share a particular religion or belie		X
Thematic Groups: Health, Human Rights, Rurality and Deprivation.		X

3. Do you have evidence or reason to believe that the proposal will support the HSCP to:

General Duty and other Equality Themes	Level of Negative and/or Positive Impact (high, medium or low)
Eliminate discrimination and harassment faced by particular communities or groups	Positive - High
Promote equality of opportunity between particular communities or groups	Positive - High
Foster good relations between particular communities or groups	Positive - Medium
Promote positive attitudes towards different communities or groups	Positive - High
Increase participation of particular communities or groups in public life	Positive - High
Improve the health and wellbeing of particular communities or groups	Positive - High
Promote the human rights of particular communities or groups	Positive - High
Tackle deprivation faced by particular communities or groups	Positive – Medium

4. Summary Assessment

Is a full Equality Impact Assessment required? (A full EIA must be carried out on all high and medium impact proposals**)**	**YES** [X] **NO** [ ]
Rationale for decision: The Dementia Strategy ……	
Signed :	
Date:	Copy to SAHSCP.Planning@south-ayrshire.gov.uk

Equality Impact Assessment including Fairer Scotland Duty

Section One: Proposal Details

Name of Proposal	South Ayrshire Dementia Strategy 2024 -
Lead Officer (Name/Position)	Kevin Milton – Senior Manager Mental Health Hanna Dearie – Planning and Performance Officer (Policy)
Proposal Development Team (Names/Positions) including Critical friend(s)	Brian Christie – Service Manager Mental Health Rebecca Hunter – Planning and Performance Officer (Policy)

What are the main **aims** of the proposal?	The main aim of the proposal is to provide a strategic framework that outlines support for adults with dementia and their carers. This support will be proved by organisations from across the sectors.
What are the intended **outcomes** of the proposal?	The activities of the partnership will be designed and delivered in ways that ensure people living with dementia and their carers receive the support to live well and age well. We aim to work together to provide the required support to reflect the priorities of South Ayrshire.

Section Two: What are the Likely Impacts of the Proposal?

Will the proposal impact upon the whole population of South Ayrshire *or* groups within the population?	The proposal is aimed primarily at adults in South Ayrshire with dementia. However, aspects of it are designed to combat stigma and to promote equality and to have a positive impact on family members and carers. It will also influence third sector organisations and partnership staff members.

Considering the following Protected Characteristics and themes, what likely impacts, or issues does the proposal have for the group or community?
(List any likely positive and/or negative impacts)

Protected Characteristics	Positive and/or Negative Impacts
Race: Issues relating to people of any racial group, ethnic or national origin, including gypsy travellers and migrant workers	This strategy document will apply equally to people of all racial groups and where information is required to be translated or provided in alternative formats it will be provided upon request.

Sex: Issues specific to women or men	This strategy document will lead to the provision of more efficient and effective services for both men, women and non-binary people through an improved utilisation of resources prioritised in line with the published strategic themes.
Disability: Issues relating to disabled people	People with disabilities or long-term conditions will be supported to live, as far as is reasonably practical, independently and at home or in a homely setting in their community.
Age: Issues relating to a particular age group e.g., older people or children and young people	This strategy will focus planning and service delivery activities that are typically aimed for older people, but it will also address the needs of the wider population. There will be a positive impact on people who care for those with dementia through improved planning and delivery of services.
Religion or Belief: issues relating to a person's religion or belief (including non-belief)	This strategy will be fully inclusive to all: e.g. religions and beliefs (including non-belief). The Dementia Strategy has a right-based approach and fosters support and respect.
Sexual Orientation: Issues relating to a person's sexual orientation i.e., lesbian, gay, bi-sexual, heterosexual	This strategy document will be fully inclusive to all irrespective of a person's sexual orientation.
Marriage and Civil Partnership: Issues relating to people who are married or are in a civil partnership.	This strategy will be fully inclusive to all irrespective of people's marital status.
Gender Reassignment: Issues relating to people who have proposed, started, or completed a process to change his or her sex.	This strategy document will be fully inclusive to all irrespective of a person's gender.
Pregnancy and Maternity: Issues relating to the condition of being pregnant or expecting a baby and the period after the birth.	This Strategy is applicable to individual circumstances related to pregnancy and/or maternity leave.
Multiple / Cross Cutting Equality Issues Issues relating to multiple protected characteristics.	This strategy document will have no negative issues in terms of all of the above protected characteristics and in terms of a number of them is anticipated to have a positive impact leading to positive outcomes.

Equality and Diversity Themes Particularly Relevant to the Health and Social Care Partnership	
Health Issues and impacts affecting people's health.	This Strategy document will have a positive impact on the overall health and wellbeing of people with dementia.
Human Rights: Issues and impacts affecting people's human rights such as being treated with dignity and respect, the right to education, the right to respect for private and family life, and the right to free elections.	The right to be treated with dignity is a principle incorporated in the 2014 Public Bodies (Joint Working) (Scotland) Act. The Strategy focuses on a rights-based approach to being supported with dementia.
Socio-Economic Disadvantage	
Low Income/Income Poverty: Issues: cannot afford to maintain regular payments such as bills, food and clothing.	The Strategy aims to deliver Dementia services to all levels of income. Dementia services are provided regardless of income level.
Low and/or no wealth: Issues: enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future.	The Strategy aims to deliver Dementia services to all levels of income. Dementia services are provided regardless of income level.
Material Deprivation: Issues: being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure/hobbies.	The Strategy aims to deliver Dementia services to all levels of income. Dementia services are provided regardless of income level.
Area Deprivation Issues: where you live (rural areas), where you work (accessibility of transport).	This Strategy is designed to support and provide service across all 6 localities in South Ayrshire.
Deprivation Issues relating to poverty and social exclusion, and the disadvantage that results from it.	The Strategy aims to deliver Dementia services to all levels of income. Dementia services are provided regardless of income level.

Section Three: Evidence Used in Developing the Proposal

Involvement and Consultation In assessing the impact(s) set out above what evidence has been collected from involvement, engagement or consultation? ***Who*** did you involve**, *when*** and ***how*****?**	The feedback from consultation was used to inform the Strategy and the accompanying Delivery Plan. A full report detailing the consultation and engagement work has been produced in line with the Strategy.
Data and Research In assessing the impact set out above what evidence has been collected from research or other data. Please specify *what* research was carried out or data collected, *when* and *how* this was done.	Information on demographic projections was sought from a number of sources including South Ayrshire Council; NHS Ayrshire and Arran and the Scottish Government's Information Services Division.
Partners data and research In assessing the impact set out above what evidence has been provided by partners. Please specify partners	In developing the Strategy a local needs assessment was carried out to identify and analyse the prevalence of Dementia in South Ayrshire and the need for services. Research into strategic considerations and the local and national policy context has also been carried out.
Gaps and Uncertainties Have you identified any gaps or uncertainties in your understanding of the issues or impacts that need to be explored further?	None.

Section Four: Detailed Action Plan to address identified gaps in:

a) evidence and
b) to mitigate negative impacts

No	Action	Lead Officer(s)	Timescale
1			
2			

Note: Please add more rows as required.

Section Five: Performance monitoring and reporting

Considering the proposal as a whole, including its equality and diversity implications:

When is the proposal intended to come into effect?	Following approval by the Integration Joint Board in Winter 2024.
When will the proposal be reviewed?	The plan will be monitored and reported into the performance and audit committee on a six-monthly basis. It will also be formally reviewed at its mid-point.
Which governance group will have oversight of the proposal?	Progress reports will be provided to the HSCP Performance and Audit committee every six months.

Section Six - South Ayrshire Health and Social Care Partnership

Summary Equality Impact Assessment Implications & Mitigating Actions

Name of Proposal:

This proposal will assist or inhibit the Partnership's ability to eliminate discrimination; advance equality of opportunity; and foster good relations as follows:

Eliminate discrimination The Health and Social Care Partnership through its Dementia Strategy will support the elimination of discrimination as it applies equally to people across all protected characteristics and is flexible in its approach.
Advance equality of opportunity The Dementia Strategy will actively promote equality of opportunity as it offers choice and control for people with dementia and carers and will also ensure that frontline staff and appropriate services have Dementia Awareness Training.
Foster good relations The Dementia Strategy will foster good relations across all protected characteristics by working with its stakeholders and partners on an on-going basis to achieve its Strategic Themes.

Summary of Action Plan to Mitigate Negative Impacts	
Actions	**Timescale**
None	

Signed:
Kevin Milton

Date: 25/11/2024

Revision Dates:
06/03/2024 – Initial EQIA completed – Hanna Dearie/Kevin Milton
17/07/2024 – review pre-engagement – Hanna Dearie
04/10/2024 – review following engagement – Hanna Dearie
07/11/2024 – Review – Hanna Dearie
25/11/2024 – Final Review – Kevin Milton

Appendix 4

south ayrshire
health & social care
partnership

Age Well: Dementia Strategy 2024-2034: Glossary



NHS Ayrshire & Arran

south AYRSHIRE COUNCIL
Comhairle Siorrachd Àir a Deas

Dementia glossary

ADHD – Attention Deficit Hyperactive Disorder.

ADP – Alcohol and Drug Partnership.

Advanced Statements - An Advanced Statement is a written statement that outlines how you wish to be cared for and what treatment you would prefer to receive should you ever become mentally unwell.

ANP – Advanced Nurse Practitioners.

Anxiety- A range of mental and physical states, mainly arising from being consciously worried about the future, or afraid of an actual situation. It's a normal human response to lots of situations, but if it's persistent or out of proportion to the situation, it can be a symptom of poor mental health.

ARBD – Alcohol related brain damage.

Assistive technology – A wide range of objects or software that can assist in making day to day tasks easier of safer.

AWI – Adults with Incapacity. The Adults with Incapacity Act (Scotland) 2000 is the legal framework for safeguarding the welfare, finances and property of and adult who lacks capacity.

Care Home / Residential Care – A care home, sometimes referred to as residential care is accommodation that provides 24-hour care to individuals who require around the clock care to support their daily needs. The people who live within residential care require a high level of support that cant be met at home, however do not require 24 hour nursing care.

Carer – A carer is a person who supports someone who may need help. This can be a young or adult unpaid carer (family or friend) or a paid carer (employee). They may provide practical support such as cooking or transport, emotional supports of personal care supports.

CBT – Cognitive behavioural therapy, A type of talking therapy that can help to change negative patterns in how you think, feel, and behave.

CHLT – Care Home Liaison Team.

CHMT/E – Community Mental Health Team / Elderly.

CLP – Community link practitioner.

Collaborating – Working jointly with people.

Communities – a group of people who live in the same place/region, or a group of people with shared views, or a social group with shared characteristics.

Consultation – engaging in work to give and receive advice from people.

CPA – Care Programming Approach.

CPN – Community psychiatric Nurse.

CPP – Community Planning Partnership.

CST – Cognitive Stimulation Therapy.

CTO – Compulsory Treatment Order.

Dementia – Dementia is a group of conditions that may be caused by a range of diseases which affect the brain. The most common types of dementia is Alzheimer's Disease and other common types are vascular dementia, frontotemporal dementia or dementia associated with Parkinson's disease.

Depression - A condition where you have a continuous low mood and/or a loss of interest and enjoyment in your life.

Detention - When someone needs to be detained and treated without their agreement under the Mental Health (care and Treatment) (Scotland) Act 2003, for mental health reasons. Usually happens in emergency situations. This use to be referred to as being sectioned.

Diagnosis When a doctor identifies a condition based on signs, symptoms and test results.

EDC – Emergency Detention Certificate.

Episode - A period during which someone is experiencing poor mental health. Many mental health conditions involve episodes rather than being constant.

GIRFAN – Getting It Right for Ayr North.

GIRFE – Getting it right for Everyone.

Interface – a person or system that interacts with.

LPP – Locality Planning Partnerships.

MAT 7 - medication assisted treatment.

MDT – Multidisciplinary Teams.

Mental Capacity – Mental capacity, or capacity is the legal definition and test of someone's ability to make informed decisions. Someone who has been deemed to lack capacity will have some form of impairment that impacts their ability to make informed decisions and provide consent.

MHO – Mental Health Officer.

MHP – Mental Health Practitioner.

Mindfulness A 'mind-body' practice that helps people manage their thoughts and feelings. It focuses on paying attention to the present moment. Mindfulness forms the basis of some mental health treatments.

NearMe – A secure and convenient way to attend appointments anywhere with a device such as a phone and internet connection.

Nursing Home – A nursing home is facility like a care home that has qualified nurses present 24/7 to provide on going care to people who require 24 hour care.

PB – Participatory Budget, process in which citizens decide which local groups/projects should receive funds to support their initiative.

PDS – Post Diagnosis Support.

PLT – Psychiatric liaison team.

POA – Power of Attorney.

Primary Care – Many times this is the first point of contact for patience's seeking healthcare service, i.e GP's & MHP's.

Psychiatrist A medical doctor who specialises in the diagnosis, treatment and prevention of mental health conditions.

Qualitative – Collecting and analysing nonnumeric data such as language.

Quantitative – Collecting and analysing numeric data.

Resilience – The ability to cope with and recover from setbacks.

Respite – Respite means taking a break from caring while the person who is cared for is looked after by someone else. This can be offered in a range of different ways such as the person who is cared for attending day care, sitting services in the house to allow the carer for go out for a few hours or short breaks in a care home.

RMO – Responsible Medical Officer.

SAHSCP/HSCP – South Ayrshire Health and Social Care Partnership.

SDM – Supportive decision making.

Secondary Care – services that are accessed by referrals from Primary Care Services**.**

Self-help - This can be a 'light-touch' self-guided treatment prescribed by your doctor. Or it can refer to a more general self-guided approach to looking after your mental wellbeing day-to-day.

SSRI - Selective serotonin reuptake inhibitors (Anti-depressants).

Stakeholders - people/businesses that support is needed to provide mental health services.

START - South Ayrshire Treatment and Recovery Team.

STDC – Short Term Detention Certificate.

Stress - How you feel and respond when life puts you under a lot of pressure.

Trauma - An extremely upsetting, stressful or threatening situation.

Treatment - Something that aims to reduce or remove the symptoms of a mental health condition.

VASA – Voluntary Action South Ayrshire.

Agenda Item No. 9(b)

South Ayrshire Council

Report by Director of Health and Social Care Partnership to Cabinet of 23 September 2025.

Subject: Live Well: Mental Health and Wellbeing Strategy 2024-2034

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1. Purpose

1.1 The purpose of this report is to present the renewed South Ayrshire Live Well: Adult Mental Health and Wellbeing Strategy 2024-34.

2. Recommendation

2.1 It is recommended that the Cabinet endorses the contents of the refreshed Live Well: Mental Health and Wellbeing strategy 2024-34 which was approved by the IJB in December 2024.

3. Background

3.1 In 2023 the Scottish Government published a new Mental Health and Wellbeing strategy and an accompanying Delivery Plan. This was a timely publication given SA HSCP's intention to refresh the local strategy in line with the national strategic direction.

3.2 The HSCP embarked on a process of engagement with key stakeholders to develop a refreshed local strategy.

3.3 The resultant Live Well: Mental Health and Wellbeing Strategy was approved by the IJB on 11 December 2024.

3.4 An Equality Impact Assessment has been undertaken as part of the strategy development process. This has been revisited at regular intervals during the strategy development process to ensure a fully inclusive approach.

3.5 The ongoing monitoring and review of the Mental Health and Wellbeing Strategy 2024-34 Delivery Plan will be reported to the Performance and Audit Committee 6 monthly.

3.6 The report below outlines our engagement approach taken to inform the South Ayrshire Adult Mental Health and Wellbeing Strategy, summarises the content and outlines some proposed next steps. The appendices to the report are listed below:

- Appendix 1 – South Ayrshire Mental Health and Wellbeing Strategy 2024-34

- Appendix 2 – South Ayrshire Mental Health and Wellbeing Strategy 2024-34 Engagement Report
- Appendix 3 – Glossary
- Appendix 4 – Equality Impact Assessment

3.7 The Strategy details:

- Strategic themes set in line with the national picture,
- The policy context in which the Strategy is set,
- Understanding Mental Health and Mental Wellbeing
- The tiered approach we have taken to developing the plan collaboratively,
- The vision for Mental Health and Wellbeing services,
- where we are now and looking forward, and
- The Delivery Plan.

Engagement and Development of the Strategy

3.8 To develop the Strategy an oversight group was established and met regularly. The oversight group included a range of stakeholders to ensure the Strategy was robust and included all relevant views.

3.9 In preparing the Strategy a vast engagement exercise was carried out. Various methods of engagement were used such as focus groups, an online survey and information sessions. Staff engagement took place for a period of round 7 weeks – from 21 March to 7 May. Wider community engagement took place over a period of 6 weeks - from 29 August until 11 October. Over the engagement period we have engaged with over 400 people from ages 5 to 103 across all 6 localities in South Ayrshire.

3.10 The key themes that emerged from the engagement exercise were:

- Timely and Effective Services;
- Communication;
- Challenging Stigma; and
- Building Resilient Communities.

3.11 The findings from the engagement exercise informed the Delivery Group in developing the Delivery Plan. A wide range of stakeholders were invited to the Delivery Group to promote inclusivity and partnership working across services and sectors.

3.12 The final Strategy was taken to the IJB on 11 December 2024 to seek approval.

4. Proposals

4.1 The Cabinet is invited to endorse the Mental Health and Wellbeing Strategy 2024-34 Refresh.

5/

5. Legal and Procurement Implications

5.1 There are no procurement implications arising from this report.

6. Financial Implications

6.1 There are no financial implications to agreeing this report.

7. Human Resources Implications

7.1 There are no HR implications to agreeing this report.

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. Integrated Impact Assessment (incorporating Equalities)

9.1 The proposals in this report have been assessed through the Integrated Impact Assessment Scoping process.

10. Sustainable Development Implications

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - This report does not require a Strategic Environmental Assessment.

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 South Ayrshire Local Outcomes Improvement Plan 2024-29.

13. Link to Shaping Our Future Council **Yes** ☐ **No** ☑

13.1 Not applicable.

14. Results of Consultation

14.1 A full consultation exercise has been carried out consulting with staff, service users, carers, elected members and the wider public and its contents reflect what we heard from this feedback.

14.2 Consultation has taken place with Councillor Hugh Hunter, Portfolio Holder for Health and Social Care, and the contents of this report reflect any feedback provided.

14.3 Consultation has taken place with the IJB and the contents of this report reflect any feedback provided.

15. Next Steps for Decision Tracking Purposes

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

Implementation	***Due date***	***Managed by***
Following Agreement the new Age Well: Mental Health and Wellbeing Strategy 2024-2034 will be published	23 September 2025	Director of Health and Social Care Partnership.

Background Papers **None**

Person to Contact **Kevin Milton, Senior Manager Mental Health and Addiction Services**
Email Kevin.Milton@aapct.scot.nhs.uk

Date: 11 September 2025

Live Well

south ayrshire
health & social care
partnership

Appendix 1

Adult Mental Health and Wellbeing Strategy 2024-34

















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Foreword

I am delighted with the progress we have made since our last Mental Health Strategy was published in 2017. The time is now right for a new strategy which sets out the current landscape in South Ayrshire and how we will implement our local response to the new national Mental Health and Wellbeing Strategy, which was published in June 2023.

Mental health and wellbeing is important to us all. We know that we need to work together to ensure South Ayrshire provides a landscape where people are able to access the right support, at the right time and have a community network that is equipped and informed to support everyone equally.

We recognise that funding continues to present a number of challenges, but we are dedicated to taking a collaborative approach to our services to ensure that we work efficiently together to provide an excellent service to those who need it.

We will seek to ensure that the services we deliver reflect our vision and enable those who live in South Ayrshire to start well, live well and age well. The vision we have developed for this strategy is closely linked to our strategic objectives and we will ensure that we continuously work together with our staff and partners to provide the best outcomes for our service users.

We will be open and transparent in the journey to improving mental health and wellbeing, but it is critical that everyone in South Ayrshire works together to challenge stigma and discrimination and support a person-centred approach.

I would like to thank all those who has been involved in the development of this strategy. We have taken a collaborative approach to ensure this has been developed with and for the people of South Ayrshire. I look forward to now working with everyone to achieve the ambitions we have set out.

Tim Eltringham



Director of Health and Social Care

November 2024



Background

In South Ayrshire we are committed to continuously developing how we support our communities. We have developed this strategy as we recognise the need to ensure that we have the right approach to supporting people with their mental health and wellbeing by addressing challenges and finding solutions. Our approach to this is set out in this Strategy.

This Strategy has been developed with staff, stakeholders, and people in the community at every stage. We have reached out to as many people as we could in order to listen and understand what people want to see from this Strategy.

We have listened to what you have told us, and this Strategy has been developed to be a resource to anyone who wants to know what our commitment to mental health and wellbeing looks like in South Ayrshire. We've heard that often these strategic documents are long and inaccessible to many, so we have worked to ensure this document is concise and easy to understand.

At a National level, **Scotland's Mental Health and Wellbeing Strategy** was launched in late 2023 and this set outs the vision for a Scotland that is free from stigma and inequality, where everyone fulfils their right to achieve the best mental health and wellbeing possible.

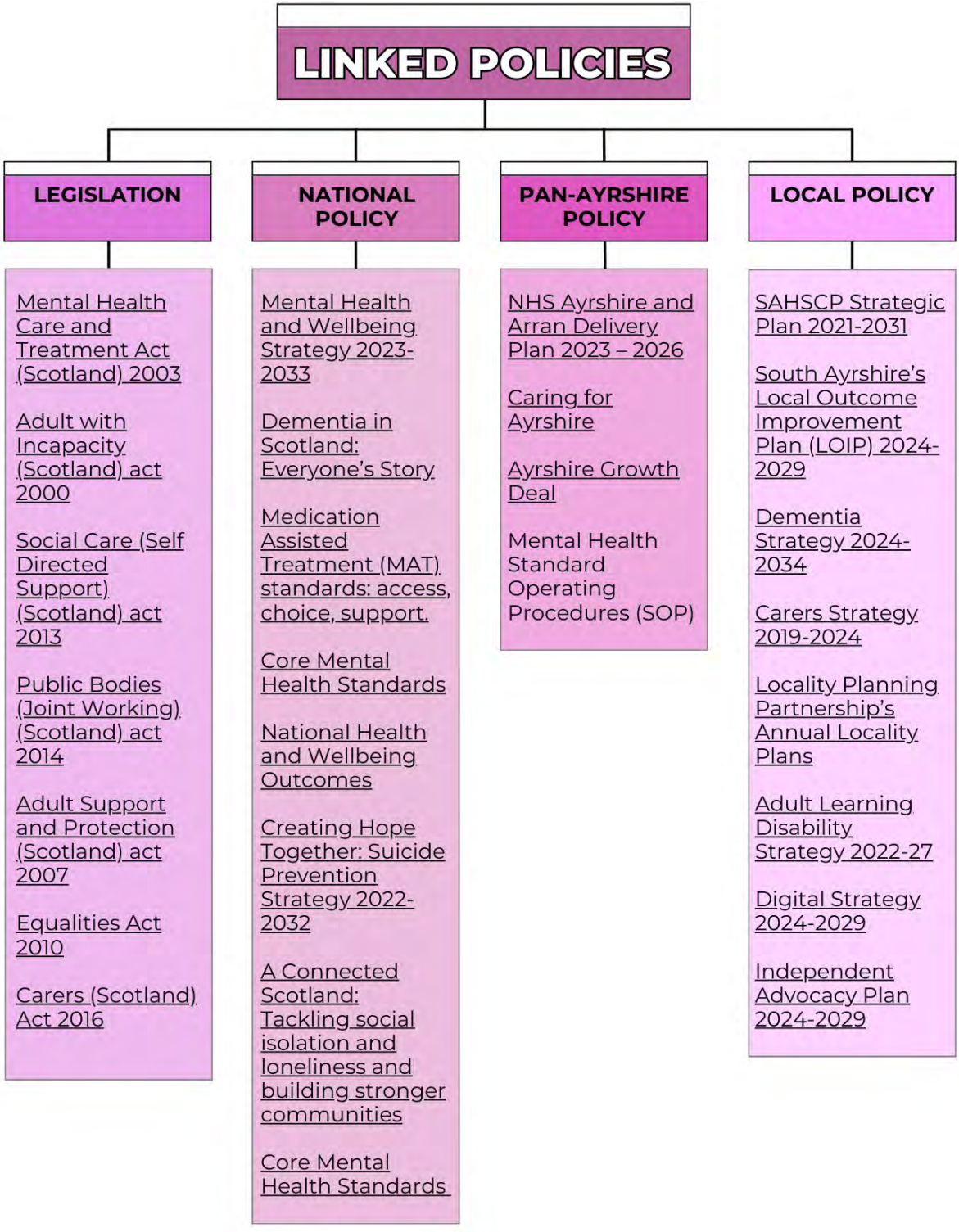
Alongside the Strategy, the Scottish Government have launched nine outcome areas that they will focus on over the next 10 years.

During our engagement, we asked the people of South Ayrshire, our stakeholders and staff their views on these outcome areas and to rank them in order of what matters most to them. In doing this it will help us to target areas locally. You have told us that they are:

1 - Increasing the availability of timely, effective support, care and treatment that promote and support people's mental health and wellbeing, meeting individual needs.
2 - Improving quality of life for people with mental health conditions, free from stigma and discrimination.
3 - Improving overall mental wellbeing and reduced inequalities.
4 - Improving the knowledge and understanding of mental health and wellbeing and how to access appropriate support.
5 - Having better equipped communities to support people's mental health and wellbeing and provide opportunities to connect with others.
6 - Having a diverse, skilled, supported, and sustainable workforce across all sectors.
7 - Having better informed policy, support, care, and treatment, shaped by people with lived experience and practitioners, with a focus on quality and recovery.
8 - Having more effective cross-policy action to address the wide-ranging factors that impact people's mental health and wellbeing.
9 - Better access to and use of evidence and data in policy and practice.

As well as the national strategy that has been published, there are a number of key pieces of legislation that have informed the development of this strategy including other National and Local policies which are interlinked.

We are committed to collaborating with people living and working in South Ayrshire to create a strategy that reflects the needs of the people it serves and sets a number of measurable actions to help us ensure South Ayrshire is the best place to live well.



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Defining Mental Health

"Mental health is a state of mental wellbeing that enables people to cope with the stresses of life, realize their abilities, learn well, and work well, and contribute to their community. It has intrinsic and instrumental value and is integral to our wellbeing."- The World Health Organisation (WHO)



We know that in many people will experience some form of mental health difficulty in their life, such as low mood or anxiety. For others they may have a mental illness, a long-term illness such as schizophrenia or bi-polar disorder, which can impact someone's ability to cope with daily life and requires some form of intervention from health and social care services.

When we discuss mental health and wellbeing and mental illness, we want it to be clear to everyone what we mean.

Mental Health

The phrase mental health is often misused and can sometimes be confused with the term mental illness. Over time, society has used these two phrases to mean the same thing although they are very different. Mental health refers to a person's emotional, psychological, and social wellbeing. Everybody has mental health, the same as everyone has physical health. Your own mental health can change throughout your life and is considered to be on a wellbeing continuum. It is unrealistic to expect to be happy all of the time and most people will face mental health challenges at some point in their life. Mental health is determined by several factors such as:

- Your current circumstances, level of demands and life stressors as well as your resilience to confront these challenges.
- Your physical health conditions.
- Current or historically significant life events.
- Your level and quality of sleep and rest.
- Your relationship with other people.
- Good healthy balanced diet.
- Environmental, social, or cultural influences.
- Your interaction in meaningful and enjoyable activity.
- Your interaction in activities that give you a sense of purpose and achievement.



Mental Illness

A mental illness is considered to be a clinically significant disturbance in a person's cognition, emotional state, or behaviour that is associated with complex mental health challenges that aren't just a part of everyday life. Everybody experiences ups and downs throughout their lives, and it is normal to experience negative emotions at times.

There are many different types of mental health conditions with different signs and symptoms. Mental illness is determined by the level of which someone is experiencing their symptoms and the detrimental impact this is having across areas of that person's life. Poor mental health and struggling to cope is very different from having a mental illness.

Mental illness refers to specific diagnostic conditions and can result in severely impairing a person's judgement and ability to function in their everyday life. Mental illness often requires a specialist level of treatment to support people to live with or in the absence of the condition.

There are a range of different supports available for both mental health and wellbeing and for mental illness. To make accessing the right services at the right time easier for everyone we have developed a tiered approach to services in South Ayrshire. This has formed the basis of our conversations as we developed this strategy. These tiers are:

Tier 1

This is self-help/self-management services that support people's mental health and wellbeing. At this stage you may have low mood, anxiety and need support from community groups, digital supports, helplines, and peer support.

Tier 2

This is where people will need health care support that can't be offered at Tier 1. People may be experiencing prolonged low mood or anxiety and require support through **Primary Care** services, such as your GP, Mental Health Nurse and Community Link Practitioners, Occupational Therapists based in your practice, digital/online therapies.

Tier 3

At this level people would be requiring formal support/interventions and be experiencing a mental illness. People at this tier would be supported within **Secondary Care** level from community mental health services such as: Social Work, Psychological services, Psychiatry, Allied Health Professionals, Pharmacy, Community Mental Health Nurses.

Tier 4

At Tier 4 you would be expected to have a complex mental illness that requires highly specialised formal input and statutory intervention. This includes inpatient psychiatric hospital stays and alternative intensive home support, supports from the Forensic



Neurodevelopment



Whilst neurodevelopmental conditions are not a mental illness, assessing neurodevelopment comes under Mental Health Services.

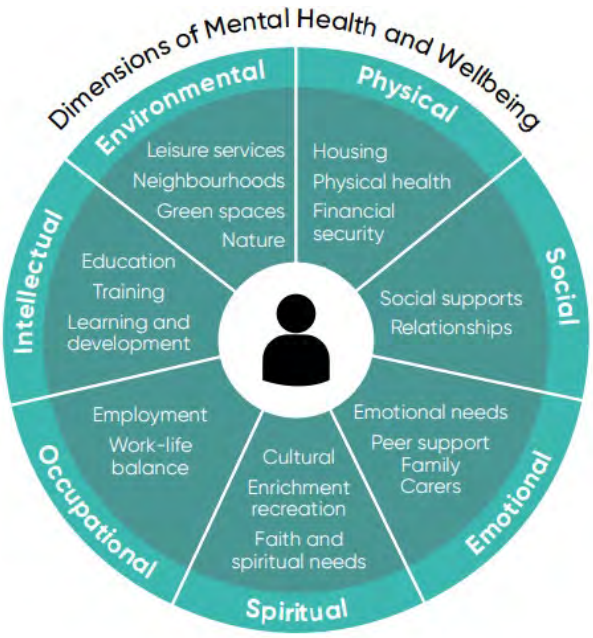
What we mean when we talk about neurodiversity or neurodevelopmental conditions are disorders that impact on how our brains function and our neurological development. These conditions can cause difficulties in social, cognitive, and emotional functions.

The most commonly heard of conditions are autism spectrum disorder (ASD) and attention deficit/hyperactive disorder (ADHD). In recent years there has been more people referred to our services to be assessed for these conditions. The demand for this service has had an impact on what we can deliver in a timely manner for people with the resources we have. Within the Strategy timeline we will commit to address and manage the pressure we have on our service and seek alternative approaches to support people as best as we can.

ASD and ADHD are only two of the many conditions that come under the neurodevelopmental umbrella. For those seeking to learn more, access community supports and education, or form better connections with the neurodevelopmental community, the Neurodevelopmental Empowerment & Strategy Team have a range of online and in person resources that can be **accessed here**.

At a National and Local level, we support a whole systems approach to mental health and wellbeing. What this means is that to ensure the overall mental health system is working, all the parts that make up this system need to plan, communicate, and work together. The tiered approached to mental health services are a vital part of this system and whilst the level of need people require will vary our systems need to be working to ensure everyone has access to the supports they need.

It is important when we are delivering any type of service that we take a trauma informed approach. South Ayrshire's HSCP is proud to be working towards becoming a trauma informed organisation. Our Community Planning Partnership (CPP) and already developed a trauma informed training programme to support our services to be trauma responsive, however we will continue to work with the CPP to develop our practice and approaches within the services we deliver. Actions from this strategy will reflect a trauma informed approach as this forms part of the whole system approach to getting out mental health services right.



If you would like to learn more about trauma informed practice in the workplace, please **click here.**

Our Vision

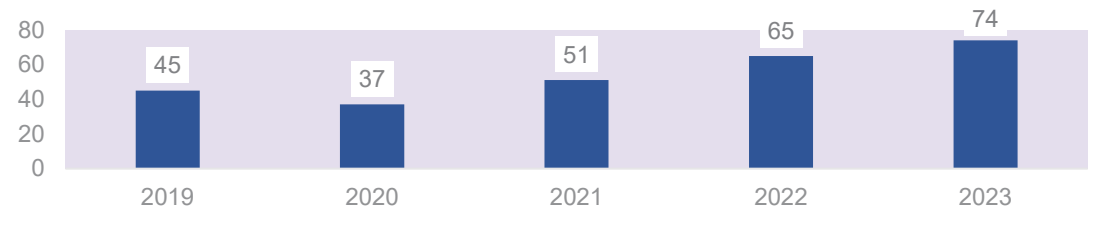
Why is this strategy important? We know the number of people requiring support for their mental health and wellbeing continues to increase. There are currently over 4500 people supported by formal mental health services in South Ayrshire and the number of people who enter our services continues to rise each year.



The people who currently access our mental health services receive a range of supports however, for some people when they become unwell, they require emergency compulsory measures to be put in place to provide their care and treatment. An Emergency Detention Certificate can be put in place when a person needs to be cared for and supported to be safe due to a mental illness, and where a consultant psychiatrist was not present. More on the different types of compulsory measures under the Mental Health Care and Treatment Act can be found **here.**

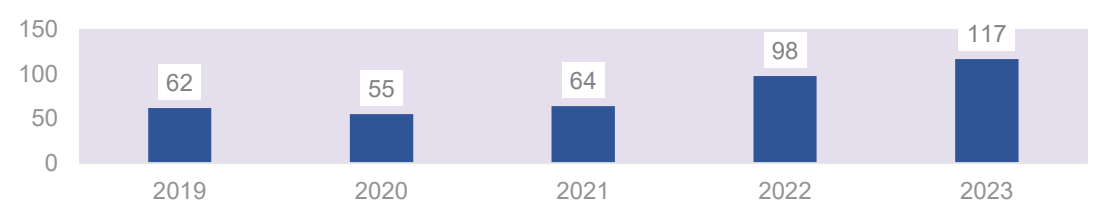
We know that over the last 5 years the number of people in South Ayrshire who have to be supported under compulsory measures has continued to rise.

Between 2019-2023 there has been a 23% increase of people being detained under an Emergency Detention Certificate (EDC).

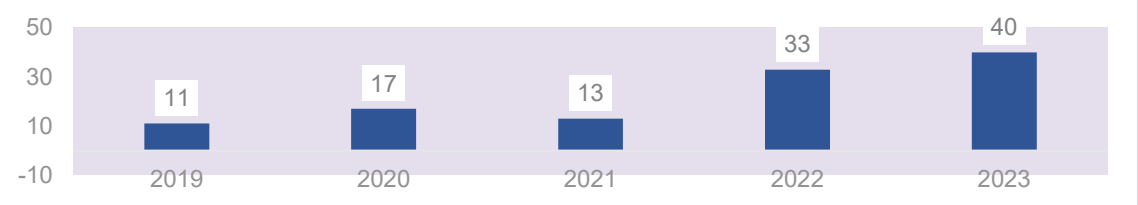


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An 89% increase for those detained under a Short-Term Certificate (STDC).



And 264% increase for those detained under a Compulsory treatment Order (CTO).



As the number of people requiring formal supports with their mental health continues to increase so too does the need to have the right infrastructures and supports in place to support everyone to live well in South Ayrshire. We know the demand for services will continue to increase which impacts the availability of timely supports being put in place for people who need it.

There are a number of steps that can be taken before someone reaches the point of requiring formal input from mental health services. These will support and promote overall better mental health and wellbeing for communities in South Ayrshire, if we are utilising our resources effectively the pressure on services will reduce.

Empowering you – Supporting you

We want to work with the people of South Ayrshire to empower those who can access self-help and self-management approaches offered at a Tier 1 level. For many of us we will have times in our lives where we would benefit from accessing supports for our mental health and wellbeing. We want our communities to be empowered to take action and utilise the vast amount of support there is at a Tier 1 level.



We know that if the community is empowered to access self-help / self-management supports this means that for those who do need to access formal services, the pressure will reduce meaning that those who need this level of support can be seen at the right time.

Building resilient communities



People have told us that they want their communities to be more resilient. To support communities to build and maintain resilience there are things that we all need to do to make sure this is successful.

In South Ayrshire we already have our Wellbeing Pledge in place which sets out what the Health and Social Care Partnership needs to do to get things right for our communities but also what you, and your communities need to do so that we can all work together to support a resilient South Ayrshire.





The Health and Social Care Partnership work closely with the Community Planning Partnership (CPP) to supporting a collaborative approach towards locality planning. The CPP's **Local Outcome Improvement Plan 2023-2029** (LOIP) reflects the work between both partnerships to support locality based working. The work of the LOIP and the HSCP's Locality Planning Partnership (LPP) sees a focus on making a difference to local people's health and wellbeing based on the needs of each of the locality areas. More on the Locality Planning Partnerships can be found **here.**

We know that accessing information for help and supports would allow people to take control of their own needs and access supports. People told us that information about services, support groups and how to access these are not clear and that there needs to be a central hub of information.



In 2024 we began developing '**Connect South Ayrshire**' in partnership with Voluntary Action South Ayrshire (VASA), our third sector interface. South Ayrshire HSCP along with our Community Planning Partners has an ambition to deliver preventative information and advice to enable our communities to start well, live well and age well.

Connect South Ayrshire will include integrated community-based places, a new website and a free telephone number. All of these are working together to provide people with access to a range of information, advice and support that will promote wellbeing and provide access to social opportunities.

Thinking Ahead

In South Ayrshire we are encouraging people to think ahead and take ownership of their own health and care now and in the future.

A Power of Attorney (POA) is a legal document that allows someone to make a legal decision on your behalf if you become unable to do so. A POA will allow you to choose a trusted person to make these decisions. If you don't have a POA in place and lose the ability to make decisions or communicate your wishes this can make planning for your care very difficult for you and your family.

Guardianship may be required when a person has lost capacity to make decisions and has no POA in place. A guardianship order is granted by the Sheriff Court and gives a person or organisation such as social work, the long-term legal authority to act on behalf of someone who has lost capacity. This can be for welfare, finances, or both. It can be a complicated process and you will have to seek legal advice and support to apply for a guardianship order.

As well having a Power of Attorney in place, for people who have a mental illness, they might also have an 'Advanced Statement' in place.



An Advanced Statement is a written statement that outlines how you wish to be cared for and what treatment you would prefer to receive should you ever become mentally unwell.

Statements are written when people are well and whilst they may not always be guaranteed, having your views and wishes stated before becoming unwell means your care and treatment can be more person-centred.

You can have an Advanced Statement in place even if you are under the age of 16, so long as you can understand what you are putting in your statement and be able to understand the effect it could have on any future treatment. More information regarding advanced statements can be found **here.**

Where are we now?



Since the last strategy was launched in 2017 there have been a number of key developments made within Mental Health Services in South Ayrshire.

- We developed what is known as the 'Network Team'. This is a Workforce aligned to Primary Care that provides a triangulated model of care including Assessment, Social Prescribing and Low-Level Psychological Interventions. This service has facilitated early intervention and assisting people to access the right care at the right time.

- Funding was received to support increased delivery of Distress Brief Intervention (DBI). DBI provides an alternative support for individuals in acute distress in relation to their mental wellbeing. This service is provided by Penumbra as a commissioned service.

- Penumbra also created suicide bereavement support, which provides support to families and loved ones who have unfortunately been bereaved through suicide. This was funded by the Scottish Government which has been extended. The service is for anyone who has been impacted by suicide.



- South Ayrshires Suspected Death by Suicide Group was also established in 2023. This group reviews all suicides of South Ayrshire residents that were not known to services. The aim of the group is to learn and look at further ways to prevent suicide in the future.

- A re-design of the Community Mental Health teams took place. Previously Mental Health Support was divided between a Primary Care Mental Health Team and a Community Mental Health Team. These two teams were brought together to ensure holistic and consistent care for those who require it.

- For the first time in six years all established posts within Community Mental Health Team (Nursing) have been recruited to.

- A test of change has been in place since spring 2024 for Advanced Nurse Practitioners to provide clinical health care and treatment, supporting medical staff.

- A specialised Statutory Mental Health Social Work Team (SMHO Team) was established which enables the Mental Health Social Work Team to focus on care management whilst the SMHO Team focus of statutory interventions.



- Health and Homeless Nurses who are Registered Mental Health Nurses have transferred to the Ayr Locality Team to support the Getting It Right for Ayr North (GIRFAN) model, providing additional mental health focus to the already established health and social care services in Ayr North.

Developing the Strategy: Engagement



We have met with people living and working in South Ayrshire to gather their views on mental health and wellbeing so that we can work collaboratively to design this strategy and its accompanying delivery plan.

Between the period of 29th August – 14th October 2024 we carried out a range of formal engagement with our stakeholders, people who access our services and the wider public to gather the views on what matters to them.

We have engaged with a total of 429 people over this period.

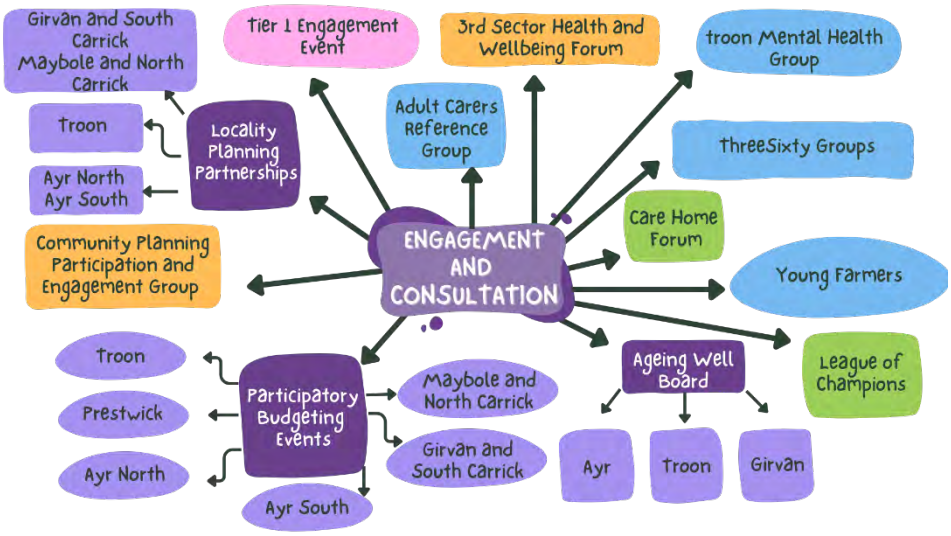
During this engagement you told us that you want:

- Improved communication.
- Services to be more joined up.
- Training and education on mental health for all.
- A central point of information / contact.
- More digital options of support.
- A whole system approach that considers the family / friends networks.
- Services being provided at the time people need them.
- Having support for communities to be more resilient.



Our engagement showed the vast amount of community groups, supports and drop-ins that are available across South Ayrshire that people are not aware of.

We want to support the joining up and promotion of these supports as they will play a key role in developing resilient communities. You can find out more details around the engagement we carried out within our engagement report.

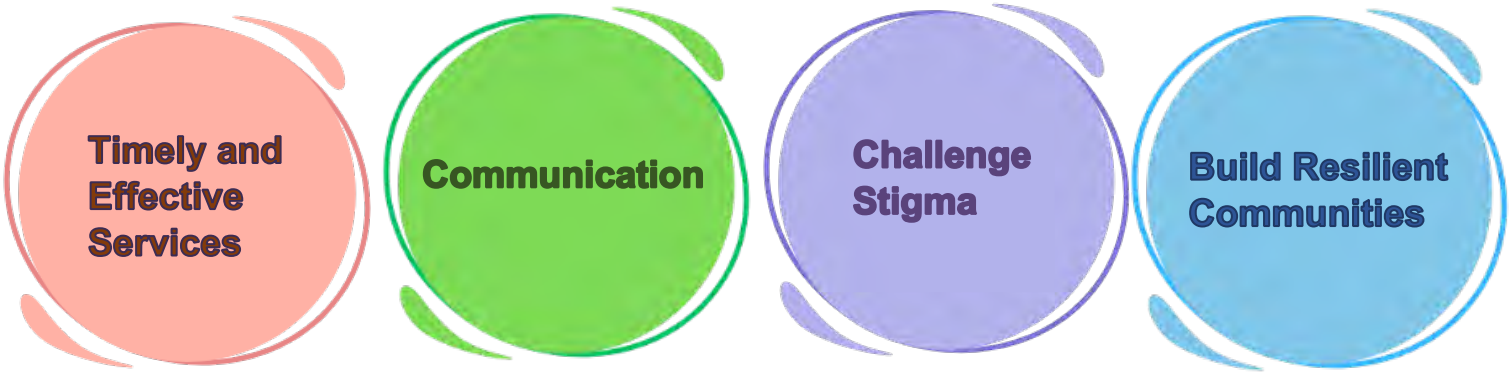


Where do we want to go?



Through the engagement there have been a number of clear themes identified that people want this strategy to address.

We have analysed what people have told us and have created a Delivery Plan with actions we are ambitious to carry out.



The actions that have been created within the Delivery Plan are broken down into short-term, medium-term, and long-term timeframes as some actions we will be able to complete within 2 years and others will take long-term planning to implement. Every two years we will refresh the Delivery Plan to ensure that we are on track with each action point and that they still reflect the wants and needs of the people of South Ayrshire.

We will measure our performance of the delivery plan both quantitively and qualitatively. We will report progress six monthly into the Performance and Audit Committee which is a sub-committee of our Integration Joint Board. This information will be publicly available to all through the **South Ayrshire Health and Social Care Partnership website.**

We would like to give a special thank you to everyone who engaged with us during the development of this Strategy.

It is thanks to everyone who contributed that we have been able to develop the below Delivery Plan that sets out meaningful actions based on the information you told us.



Delivery Plan

Area 1: Timely and Effective Services			
1	**Action**	**Lead area**	**Timeframe**
1.1	We will develop a South Ayrshire mental health and wellbeing app.	Digital Services	December 2026
1.2	We will continue to roll out and develop staff to utilise NearMe video conferencing as an alternative to telephone appointments.	Digital Services	December 2025
1.3	We will work to increase knowledge and understanding between all HSCP services to streamline referrals and promote better joined up working.	Mental Health Services	December 2029
1.4	We will look to increase the types of data we collect to better understand and evidence trends to support how we deliver person-centred services.	Planning and Performance	December 2029
1.5	We will work with Addiction Services and the Alcohol and Drugs Partnership to develop a co-occurring conditions policy.	Mental Health Services	December 2025
1.6	We will review our mental health framework including our commissioned services.	Commissioning	December 2029

Area 2: Communication			
2	**Action**	**Lead area**	**Timeframe**
2.1	We will work collaboratively to have a central hub for mental health and wellbeing information through Connect South Ayrshire	HSCP	December 2025
2.2	We will improve how we communicate our service waiting times to patients.	Mental Health Services	December 2026
2.3	We will develop pathway mapping for each Mental Health Service that we deliver.	Mental Health Services	December 2029
2.4	We will develop and publish proformas on professional roles with Mental Health Services.	Mental Health Services	December 2029
2.5	We will work in connection with Connect South Ayrshire to promote drop-in sessions with Community Link Practitioners within community hubs.	Mental Health Services	December 2025

Area 3: Challenging Stigma

3	Action	Lead area	Timeframe
3.1	We will develop and connect with existing training programmes that all stakeholders and services can access to better inform staff on mental health and wellbeing.	HSCP/VASA	December 2029
3.2	Our third-tier services will develop clear links with HSCP trauma informed work and roll out additional training for staff.	HSCP	December 2026
3.3	We will develop and implement an anti-stigma resources/training for staff to implement to the community.	HSCP	December 2029
3.4	We will use data to measure and report how often we employ people with lived experienced into the workforce.	Planning and Performance	December 2029
3.5	We will work with Health Improvement to support the delivery of their Suicide Action Plan.	HSCP, Health Improvement	December 2026

Area 4: Community Resilience

4	Action	Lead area	Timeframe
4.1	We will promote the usage of Advanced Statements for future planning and to support the inclusion of carers and families	Mental Health Services	December 2025
4.2	We will work with South Ayrshire Carers Gateway to increase community outreach work to support carers	Commissioning	December 2029
4.3	We will work collaboratively with each of the locality areas to support them to build their own networks/responder services	HSCP/ Locality Planning Partnership	December 2029
4.4	We will support our Community Link Practitioners to continue to develop with links and knowledge of community supports	Mental Health Services	December 2026

Long Term Ambitions

5	Action	Lead area	Timeframe
5.1	We will work to increase Multidisciplinary working (MDTs) between Mental Health Services incorporating wider adult services.	Mental Health Services	December 2034

5.2	We will develop gold standard language that is clear to all within and accessing mental health services.	Mental Health Services	December 2034
5.3	We will develop gold standard referral process.	Mental Health Services	December 2034
5.4	We will review the current delivery of neurodevelopmental services and seek to improve how services can be provided more efficiently.	Mental Health Services	December 2034
5.5	We will work with Partners and Childrens services to improve the transition between Childrens Services to Adult Services.	HSCP	December 2034

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

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

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

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

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

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

South Ayrshire Health and Social Care Partnership

Tel: 01292 612419

Email: sahscp@south-ayrshire.gov.uk

south ayrshire
health & social care
partnership

Appendix 2

Live Well: Adult Mental Health and Wellbeing Strategy 2024-34: Engagement Report

NHS Ayrshire & Arran

south AYRSHIRE COUNCIL
Comhairle Siorrachd Àir a Deas

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Summary

This report outlines the engagement activity that has taken place throughout the development of the new Adult Mental Health and Wellbeing Strategy for South Ayrshire. A number of methods of engagement with staff, partners and our communities were used which are described within the report.

Tiered Development Sessions

A period of early engagement was carried out between February - June 2024

An initial engagement event was held on 6th February 2024 which marked the start of the engagement process. This event highlighted the need for a tiered focus groups approach to better understand the current position with services and what works well and what could improve.

The tiered approach to services are set out below:

Tier 1 – Self-help, self-care and community supports' (third sector supports).

Tier 2 and 3 – Primary Care and Secondary care support, i.e., GP's, Community Link Practitioners, Older Adults Community Mental Health Team, Social Work, Older Adult Liaison Team, Allied Health Professionals, Psychological therapy.

Tier 4 – Specialised care, i.e., inpatients stay, care and nursing homes.

The focus group sessions were arranged based on stakeholders from each tiered area. The sessions took the form of a mixture of both in person and on Microsoft Teams. A total of 12 focus groups took place.

Tier 1:

Tier 1 sessions were jointly facilitated with colleagues from Suicide Prevention who are currently working on delivering Suicide Prevention Strategy. Both strategies will link together and within each focus group there were dedicated sessions held for Suicide Prevention and for Mental Health.

Tier 1 sessions were well attended and had representation from the Community Planning Partnership, Trauma Officers, Digital Services, Public Health, VASA, Police and a range of Health colleagues.

Due to the range of services involved in tier 1 it was agreed that an information/engagement day where the services involved could present and share their service information would be beneficial to ensuring that all services are included within the engagement for the strategy. This session was subsequently arranged for August 2024.

The key themes that emerged from the focus group were:

Key points from Tier 1:

- The need for further training/guidance on services and how to refer/signpost.
- A centralised system for accessing information and knowing where to go (such as the new Connect South Ayrshire model).
- Specific engagement and conversation with carers.
- Increased 'Technology Enabled Care' options and digital connectivity.
- Clear and concise language within the strategy.
- Social inclusion.
- Better transport links for people to access groups, appointments and services.

Tier 2

Tier 2 sessions provided an overall positive view of how services are working within Primary Care through a mental health lens. Mental Health Practitioners and Community Link Practitioners are already well established within GP surgeries in South Ayrshire.

Some of the challenges that primary care currently face is the age limiting service (under 65's and over 65's) and the connection/joined up working between services if there is uncertainty as to which service should/could support someone.

Another challenge primary care has found is the inconsistency with referral writing. There is no "gold standard" for referrals and no clarity over what will be accepted or rejected. Services feel there needs to be clear guidance on referrals as information can be miscommunicated.

Lastly, tier 2 services found that communication needs to be improved from tier 3 and 4 services as examples were given that once work has taken place from the likes of Community Mental Health Team it is not communicated back to Primary Care that this support has ended. It is up to the individual to get in touch with primary care services who submitted the initial referral.

Key points from Tier 2:

- Continue to build on the multidisciplinary working within primary care.
- Improve referral standards across services and have guidance in place.
- Improve communication between third sector supports (tier 1) and specialised care (tier 4).

Tier 3

Tier 3 services identified that there are challenges with referrals coming from the primary care sector. The language and referral standards could improve as they found they cannot often identify from the referrals if it is a routine or urgent request being made.

Tier 3 highlighted the need to improve multidisciplinary working. Whilst it takes place within different teams there is not an overall MDT approach and there are still many services that are unaware of the other roles or how to refer into them.

Tier 3 raised the importance of clearly defining the difference between mental health/wellbeing and mental illness and making it clear within the strategy that tier 3 services support those with mental illness. This is in order to manage people's expectations.

Whilst there may be a separate strategy focusing on neurodiversity, tier 3 highlighted that it needs to be addressed within this strategy too and within the partnerships approach to neurodiversity as the demand on services was discussed during several tier 3 sessions.

The tier 3 group also raised that the strategy should include the importance of staff wellbeing within it. Whilst staff wellbeing is an overall priority within the partnership, the Mental Health and Wellbeing Strategy would benefit from addressing the importance of wellbeing within Mental Health Services and having action points within the delivery plan which are linked to this.

Key points from Tier 3:

- Improved language within referrals to tier 3 services.
- Improve multidisciplinary working.
- Clear definitions given over 'mental health' and 'mental illnesses'.
- Information on neurodiversity to be included within the strategy.
- Dedicated section and action points related to staff wellbeing to be included within the strategy.

Tier 4

There was less engagement from the tier 4 compared to the other tiers. There was a specific focus within Perinatal and Forensic services and many of the topics raised in further sessions related to inpatient stays. There was no representation at any tier 4 session from this service.

The tier 4 group identified areas for improvement within the multidisciplinary teams and their joint working. A suggestion was made that teams could work together to upskill each other in the different roles the teams hold to improve understanding, referrals, and reduce

duplication of work. This includes teams learning more about specialised services such as forensics.

Within all tier 4 sessions the challenges around Multidisciplinary teams (MDT's) were frequently discussed. Whilst there are service specific MDT meetings that take place, these don't include other relevant teams. An example was given that within the wards the consultants/ward staff will have MDT meetings however other mental health and non-mental health teams are not invited even though they will have input with these patients once discharged.

As inpatient services were not present, there were many solutions/ideas discussed during these sessions about different approaches to MDTs that could take place. It was a clear request that this is included within the delivery plan.

Key points from Tier 4:

- Better joined up working and upskilling teams
- Future involvement from inpatients
- MDT's within hospital/communities to be arranged.

Recurring themes across the tier groups include:

- Communication between services and to the public
- Language within mental health being clearer.
- Education regarding referrals and links to services
- A stronger MDT approach between hospital and community settings to streamline services.

Formal Consultation

Between the period of 29th August – 14th October 2024 we carried out a range of formal engagement with our stakeholders, people who access our services and the wider public to gather the views of the community on what matters to them to help shape this strategy.

We have engaged with a total of 429 people over this period with 385 being face to face engagement and 44 online via a survey.

Tier 1 Engagement Event.



To launch the consultation period, an engagement event was held at University of the West of Scotland on the 29th of August where all tier 1 services were invited to a networking day. This session was in collaboration with South Ayrshire's Health and Social Care Partnership's Dementia Strategy and Public Health's Suicide Prevention Plan. The morning session focused on micro presentations from each service focusing on what their service offers in the community and how people can access them. This allowed for services to connect with one another and learn about other support networks in their communities. 44 people attended this event.

Workshops were held in the afternoon where we had three breakout rooms to have dedicated focus on the vision for each strategy/plan. The mental health workshop took the form of an interactive session where participants told us what mental health and wellbeing meant to them. Following this we discussed:

- What supports do you provide that work well?
- What challenges need to be addressed?
- How would addressing these challenges improve the support you provide?
- Are there any areas of good practice you are aware of? How can we build on this/bring it to South Ayrshire?
- Do you see a difference/distinction between Mental Health and Mental Health and Wellbeing?
- Where do you think your services fits into this?
- What would the Strategy need to include to improve the services you deliver?

There were key themes that ran through out the questions with the different services that attended. It was key that people felt having face to face contact was vital to supporting those accessing supports for mental health and wellbeing. Participants also highlighted the importance of building trusting relationships, often as the first point of contact for people accessing services. We heard it is vital for strong trusting relationships to be built to support people to access services and build their confidence in doing this.



When discussing the barriers, it was highlighted that transport can be a major issue for people accessing groups and services and that the more rural you are, the more difficult it can be to get to the places that groups are held. Others suggested that we need to increase our use of digital options such as Artificial Intelligence (AI) to make staff time more efficient and having the digital resource of Connect South Ayrshire in place will make an improvement. A key theme that was discussed when addressing challenges was training opportunities to raise awareness and understanding of mental health and wellbeing across staff. It was suggested that there could be a mandatory training programme where the tier 1 services work together to offer their training courses to all staff across the tiered services and work in partnership with the HSCP to deliver this. By having a full training programme in place, it was felt that this would support staff mental wellbeing and be a practical help to everyone as they will have the knowledge to support people accessing the right services at the right time.

The group discussed good areas of practice and there was a consensus that there could be better promotion of mental health services through eye-catching leaflets and newsletters similar to other areas in the partnership. A suggestion was made for standardised referral forms for all services that could be held in one system. There were also suggestions for more video meetings on systems such as NearMe where people don't need to download an additional app to use.

The group overall agreed that there was a distinction between 'mental health' and 'mental wellbeing' and that their services support those looking to support/improve their mental wellbeing before they require further supports through tier 2 services.

Lastly the group discussed their views on what should be included in the new Adult Mental Health and Wellbeing strategy, some recommendations were:

- Linking this strategy in to pre-existing strategies
- Linking it into South Ayrshire's Wellbeing Pledge
- For it to be realistic, deliverable, and achievable.
- To focus on early intervention and prevention
- To use the resources, we already have to make things better together.

Participatory Budget Events



We attended the annual Participatory Budgeting (PB) Events across the six localities. At these we engaged with 95 people. We asked participants to review the priority areas within the national Mental Health and Wellbeing Strategy published at the end of 2023 and use three stickers to indicate what priority areas were most important to them.

The Priority areas are:

- Improving overall mental wellbeing and reduced inequalities.
- Improving quality of life for people with mental health conditions, free from stigma and discrimination.
- Improving the knowledge and understanding of mental health and wellbeing and how to access appropriate support.
- Having better equipped communities to support people's mental health and wellbeing and provide opportunities to connect with others.
- Having more effective cross-policy action to address the wide-ranging factors that impact people's mental health and wellbeing.
- Increasing the availability of timely, effective support, care and treatment that promote and support people's mental health and wellbeing, meeting individual needs.
- Having better informed policy, support, care and treatment, shaped by people with lived experience and practitioners, with a focus on quality and recovery.
- Better access to and use of evidence and data in policy and practice.



Across all Participatory Budgeting Events there were four priorities that had the most votes. These are:

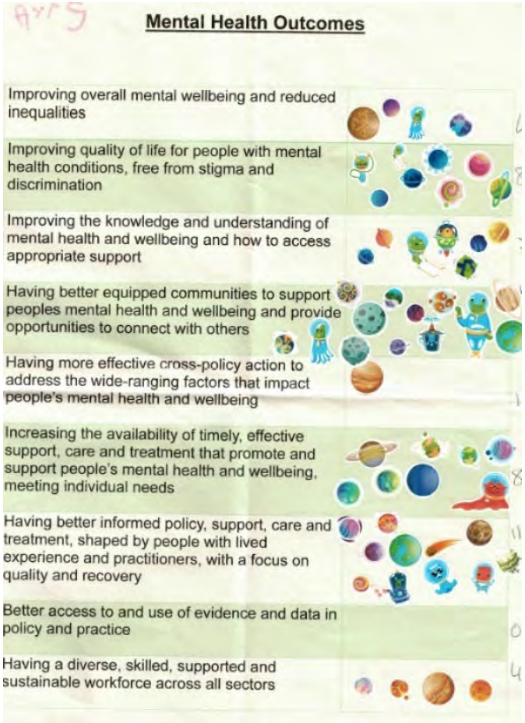
- Improving quality of life for people with mental health conditions, free from stigma and discrimination.
- Improving the knowledge and understanding of mental health and wellbeing and how to access appropriate support.
- Having better equipped communities to support people's mental health and wellbeing and provide opportunities to connect with others.
- Increasing the availability of timely, effective support, care and treatment that promote and support people's mental health and wellbeing, meeting individual needs.

After selecting their priority areas, participants were asked to write a wish or an idea for the strategy down on a star which was then displayed on a poster during each event.

Ayr South

We attended Ayr South PB event on the 9th of September where 18 members of the public attended. Within Ayr South the top outcome area chosen was having better equipped communities to support people's mental health and wellbeing and provide opportunities to connect with others.

People told us how they feel having mental health workshops that are accessible to all would be important as well as have a preventative approach that support skills development. People reflected that the use of NearMe has been a positive outcome within services. People also told us they feel there needs to be increased support in Schools and for carers.





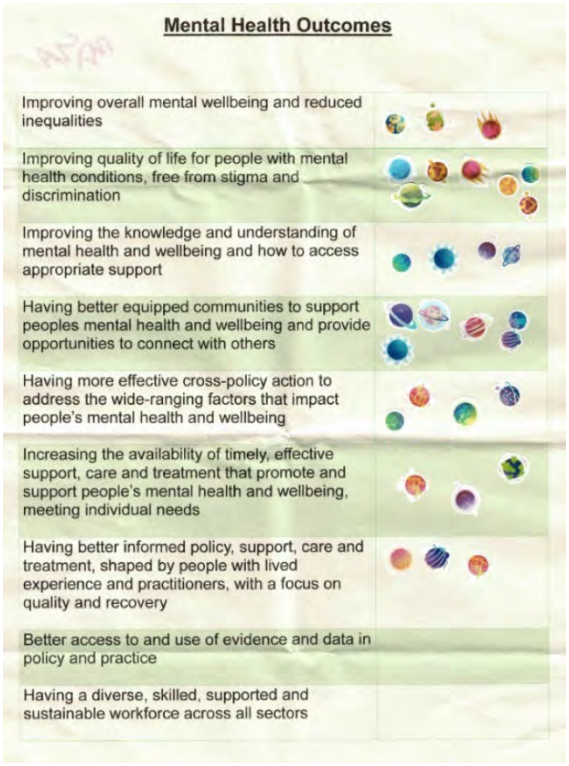




Ayr North

We attended Ayr North PB on the 1st of October where 10 members of the public attended. Within Ayr North the top outcome was improving the quality of life for people with mental health conditions, free from stigma and discrimination.

People told us they feel there should be better training for staff, more support for care leavers without families, better transitions from youth and more informal supports in the community. People also felt there should be improved knowledge and understanding of mental health and better crisis supports.

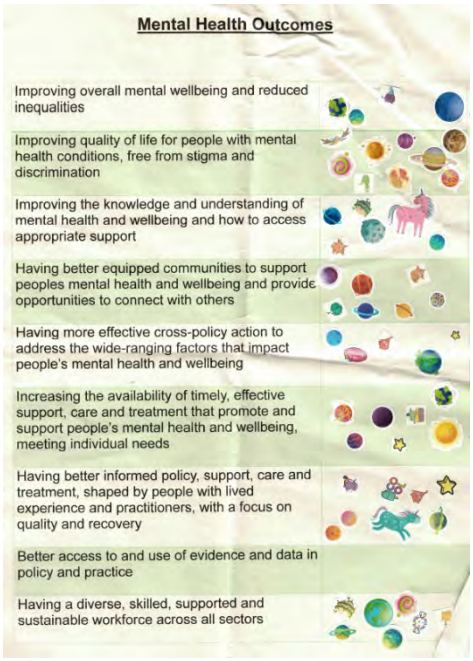






Girvan and South Carrick

We attended the Girvan PB event on the 26th of September where 10 members of the public attended. Within Girvan, the top outcome area chosen was having better informed policy, support, care and treatment, shaped by people with lived experience and practitioners, with a focus on quality and recovery. People in South Carrick told us that they feel it is improtant that people get the right support at the right time, and that there are still challenges with dual diagnosis when someone has a mental health condition combined with an addiction. This makes acessing support diffcult. Stigma was also reflected on at this PB and the need for stigma to be adressed in the community.











Maybole and North Carrick

We attended Maybole's PB event on the 12th of September where 20 members of the public attended. In Maybole the top outcome area was increasing the avaliability of timely, effective support, care and treatment that promotes and supports peoples mental health and wellbeing, meeting individual needs.

At this event people told us that they have had or have supported someone who has had difficulties acessing services, particulary Child and Adolescent Mental Health Services (CAMHS) with some people beliving that CAMHS is no longer in service. In North Carrick people fed back their desire to utilise community groups. However, there was a disconnect of knowing what is out there and groups also being available to those in the more rural parts of North Carrick.













Prestwick

We attended the Prestwick PB event on the 5th of September where 13 people attended. In Prestwick people told us they felt there needs more self-resilience within communities, a better understanding of mental health and the 'label culture' needs to be stopped.





People spoke to us about the use of language within mental health and felt it was important that plain language is used within the strategy.

For Prestwick the top priority area was improving the quality of life for people with mental health conditions, free from stigma and discrimination.

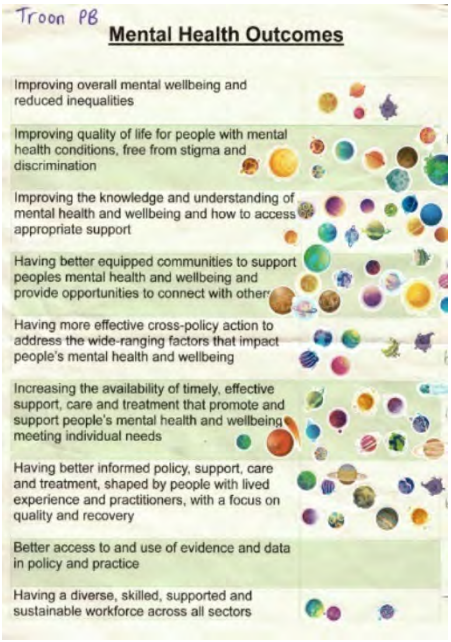






Troon PB

We attended Troon's PB event on the 3rd of September where 24 people attended. In Troon people told us that they what to see more community groups that are easily accessed and advertised. There is a need for there to be better/easier access to mental health services and for the right pathways to be in place for people.



People also told us there needs to be less stigma and that by having the voices of those with lived experience shared, this would break the stigma.

People also told us there needs to be more digital supports in place.

There also needs to be increased support/awareness of the carers who are supporting people with mental health.

For Troon, the top outcome was Increasing the availability of timely, effective support, care and treatment that promote and support people's mental health and wellbeing, meeting individual needs.







Ageing Well Champions Boards

In South Ayrshire there are three Ageing Well Champions Boards that have been set up in line with our Ageing Well Movement and Strategy which was launched in September 2024. We attended each board to gather their views on the new Adult Mental Health and Wellbeing Strategy. These meetings were held on:

- Ayr – 16th of September, 14 participants
- Troon – 18th of September, 8 participants
- Girvan – 19th of September, 4 participants

There were common themes across the groups such as utilising better forms of communication. This includes communication between services and from services to the community. Each group highlighted that there is a lack of consistency when advertising groups and supports and this can cause a duplication of work, where groups or services may be providing the same types of supports and not joining up opportunities.

The Champions Board highlighted, like other groups, the disparity felt between localities for community-based supports. In more rural areas such as Carrick, members highlighted the lack of mental health specific groups compared to other locality areas. This increases loneliness and social isolation which remains a concern for the Carrick members. Within the rural communities in Carrick, members advised one of the ways to advertise/communicate would be to make better use of community spaces and halls and using notice boards within the villages.

The Troon board spoke about the effect covid has had on local supports as members found that some groups that had to stop providing a service during covid and have never resumed their supports in the community, with some now opting for fully online supports. The groups agreed that having in person support groups is more valuable to them as it allows for better human connections.

The Ayr Board raised the importance of putting the person at the centre. This includes services considering and taking into account the network around them who may be key to providing support. By having a holistic approach to supporting mental health would support recovery and empowerment.

“It’s about being able to enable and empower people”.

“We need to be treated like human beings”.

Some of the boards also discussed respite for carers and that at the current time they felt it is not always fit for the carers, nor the individual. A solution that the Ayr Board provided was joining up tier 1 services to provide better options for respite before families reach crisis point.

“Respite is not just for the carer or the cared for person, it should be for everyone”.

Locality Planning Partnerships

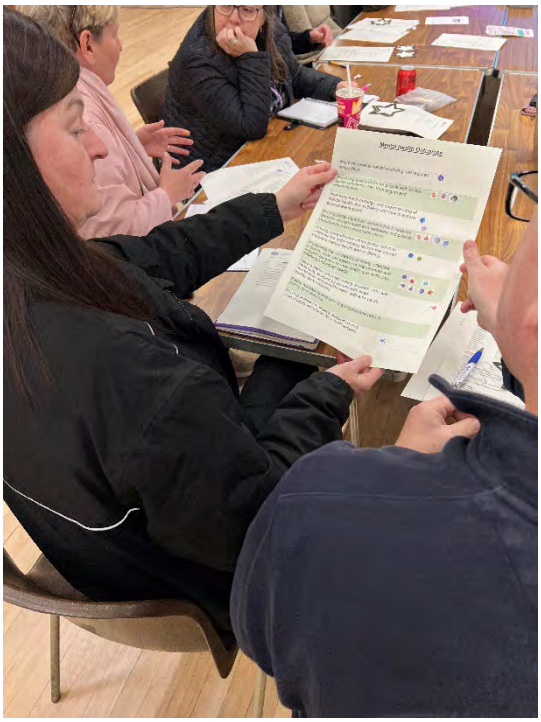
In our six locality areas we attended five Locality Planning Partnership (LPP) meetings. As Troon are currently re-establishing their LPP we were unable to meet with this group but existing Troon LPP members were invited to attend another group for the purpose of this conversation. Each LPP has their own yearly priority areas that have been identified. All of the LPPs have improving mental health and wellbeing identified as a top priority area.

Ayr North

We attended Ayr North's LPP on the 26th of September where there were 24 members present. Members discussed help in the home and their feelings that there is a lack of this type of support for people in the communities now. This raised the issue of people who are unable to leave their house being missed. This also highlighted that for many of the community support groups, people who are unable to leave their home would not be able to access this support. Whilst there are digital solutions for those who are more isolated, members felt that there needs to be multiple options as relying on digital solutions would again leave many people excluded from support if they were unable to use technology.



Early intervention and preventative care were key topics identified in Ayr North. To support this and to improve mental health and wellbeing members have suggested:



- A central app with all types of signposting and quick resources and videos on it.
- Support the grassroot groups who will support at early stages and throughout mental health journeys.
- Have multiple forms of communicating with people about what is out there.
- Have support led by local communities.
- Better multi-disciplinary working.

Ayr South

We attended Ayr South's LPP on the 24th of September where there were 13 members present. In Ayr South members highlighted that a challenge within their locality is the lack of spaces people can go to meet. There are very little halls/venues were meetings or groups can easily be organised and can at times be inaccessible to people. As well as spaces, transport is a challenge in the area as there is only 1 'Mybus' that currently runs.

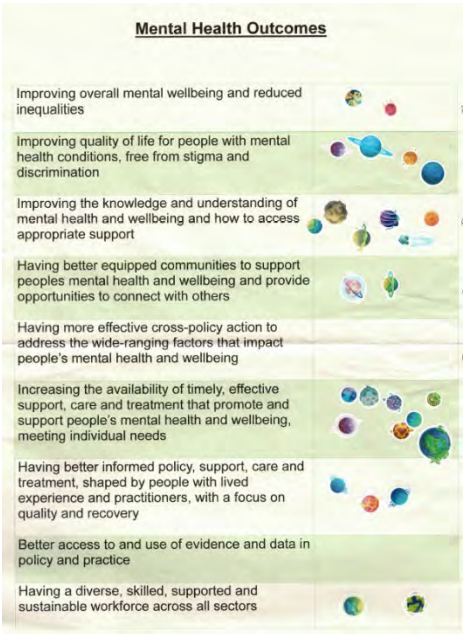


Like other localities, members in this group were keen for the strategy to promote prevention and early intervention and resilient communities. To support this, members felt there needs to be:

- Better awareness of mental health and wellbeing
- A central hub like Connect South Ayrshire to access information.
- Continue to develop the links in GPs with the Community Links Practitioners.
- Online apps where people can share their person experiences or podcasts, so people are connected.
- The wider workforce being able to recognise early signs and signpost.

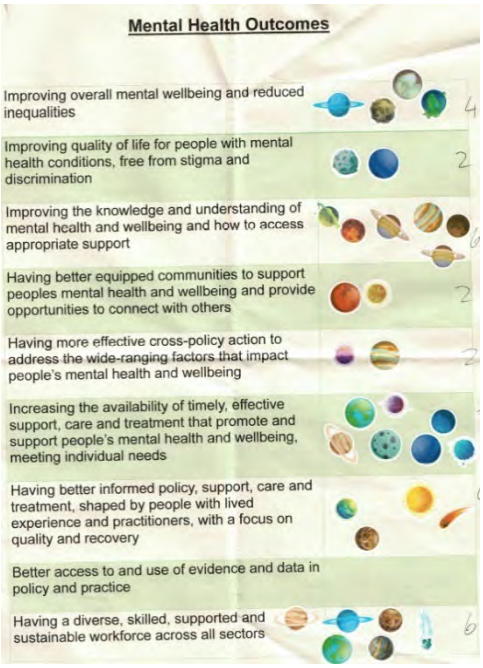
Girvan

We attended Girvan and South Carrick's LPP on the 11th of September where there were 18 members present. South Carrick presents geographical challenges by having some of the most rural parts of South Ayrshire. This creates barriers to services, and this was the main discussion point within the meeting. Experiences were shared over lack of crisis supports and community supports in the very rural parts of South Carrick and how this can be tackled. There was good discussion around building community networks/first responder that can support those in need in the most rural areas. Suggestions around this stemmed from community support that is currently in place in Girvan through Hillcrest, working with the older population. To support mental health the LPP suggested that communities could come together to train volunteers who could check in/provide respite to those in need when their main carers are not around, to give peace of mind. They also suggested that this support could check in for people who are isolated within the rural communities.



Maybole

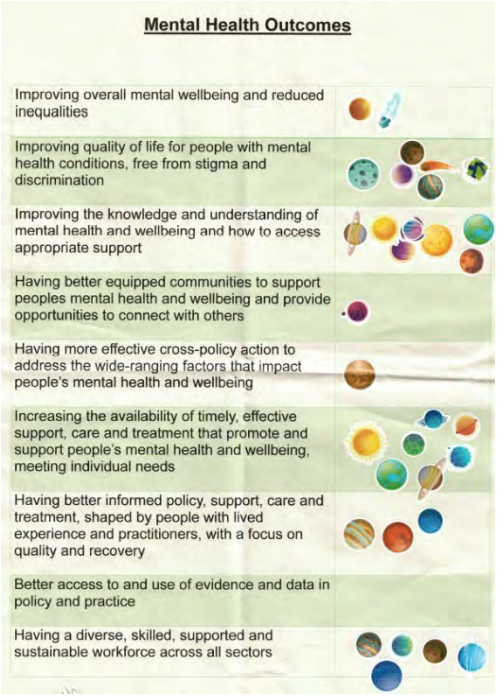
We attended Maybole and North Carrick's LPP on the 19th of September where there were 12 members present. In Maybole there was discussion around how the community can support prevention and early intervention that is inclusive of the rural communities. With the geographic challenges within the Carrick area there is a disparity of the supports offered here compared to less rural areas. It was felt there is a lack of provision in place for people with mental health conditions and the lack of services continues to present challenges for those who need this level of support. To support these concerns the group felt there needs to be:



- Better support early on in schools.
- More rural communities and community hubs.
- A visual directory of services.
- Awareness raising.
- Increased carers support and respite options.

Prestwick

We attended Prestwick's LPP on the 30th of September where there were 12 members present. Like other groups, within Prestwick it was important for the LPP members that there is a central hub for accessing information and support for mental health. Suggestions were made that when GPs are prescribing medications (such as anti-depressants) then a directory of support in the area could be provided. It was noted that the Community Link Practitioners have increasingly been able to plug the gap from when people are first experiencing mental health before reaching more crisis points and requiring formal input and that this is accessed through the GPs.



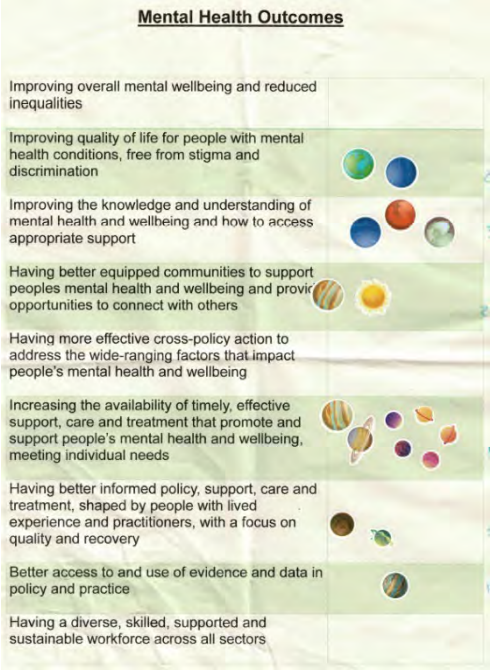
People felt that there should be different options for accessing support and not just over the phone or online but there should be a one-stop-shop that people can drop in to. Other options would be 24-hour phone lines. Discussion regarding one-stop-shops then led on to members highlighting the importance work between mental health and the Alcohol and Drugs Partnership (ADP) particularly around dual-diagnosis.

The Carers Reference Group

Throughout our engagement the importance of getting support right for unpaid carers has been highlighted. We have engaged directly with the South Ayrshire's Carers Gateway Service and attended the Adult Carers Reference Group session on the 12th of September to gather the views of carers within South Ayrshire. Four carers attended and were supported by a Carers Support Worker, from South Ayrshire's Carers Gateway. Throughout this workshop the key themes that emerged were:

- Challenging stigma
- Improving the knowledge of Mental Health and Wellbeing in the community.

The carers reference group reflected that they have seen over time the stigma around mental health change and improve however they acknowledged it still needs to go further.





The group shared that if they were to access mental health supports, they would contact their GP as a first point of call. They then advised that they feel there needs to be a consistent approach across all the GP's as it was noted that some GP's provide quick support/appointments for mental health however others don't.

This led on to a discussion around increased training for staff across services on mental health and wellbeing. The idea is that everyone within the Partnership, Third Sector, Council, NHS etc would have the same understanding and knowledge to know how to support someone experiencing mental health or know where to signpost them.

Third Sector Health and Wellbeing Forum



We attended the Third Sector Health and Wellbeing Forum on the 17th of September where we spoke with a range of third sector services about the Mental Health and Wellbeing strategy. There were 10 people present during this forum and the main discussion within this group highlighted that waiting times and getting supports at the right time for people were what mattered most. Group members shared their experiences, and it was noted there are inconsistencies in the time it took people to see their GP regarding their mental health and when being referred on for further support. Members of this forum did highlight the improvements they see within the GP surgeries with the introduction of the Community Link Practitioners who see people in a timely manner and regularly go on to refer patients into tier 1 services. One person highlighted that the people the Community Links Practitioners are referring people on to tier 1 services who would normally not know/engage with the services if not for that support.

It was suggested that further connections could be made within the GP surgeries so that Community Links Practitioners are aware of the green health and wellbeing options for mental health that could be referred into.

We then went on to discuss the barriers. The group reflected that in their own experiences and those of the people they support the labels in mental health often hinder people accessing support. There were mixed views over diagnosis and labelling someone's mental health condition with some feeling we are quick to label people's mental health difficulties. However, most of the group reflected a diagnosis as being positive for people as it then allows them to access the right type of support. The group agreed that there may need to be further education for people to build resilience and understand that difficult times in life are inevitable and feel downing down at times can be normal. The discussion of diagnosis then highlighted historical difficulties with dual-diagnosis and whilst the group reflected this has improved, particularly through the work of South Ayrshire Treatment and Recovery Team (START), there is still improvement that could be made.

Along with dual diagnosis members raised the issues of over prescribing of anti-depressants with no follow up or additional options to medication such as therapies of self-help support. Again, there were mixed experiences of this within the group however it raised the topic of taking a more holistic view of people and how they can be supported:

"Services need to look at the full picture for people and what is going on, and not just the moods/symptoms".

The group highlighted the importance of starting work early and schools supporting children to understand their own mental health. The group noted that since COVID they are seeing a difference in children and young people and with CAMHS having waiting list's if there were more supports at an early age it may support for better transitions into adulthood.

Something the group felt strongly about was tackling stigma including within schools. It was felt that there should be better conversations and education around bullying from a young age to help break stigma. The group reflected that bullying leads to stigma and thus creates a barrier to accessing services. For all age ranges the group felt communication was key:

"If you talk and are open, the communication breaks down the stigma".

"Just having awareness, it really helps".

It was then suggested that terminology could also help break down stigma. Group members all agreed that saying phrases such as "suffers with…" is not helpful and should be replaced with "is living with…".

Care Home Forum

On the 8th of October we attended the Care Home Forum where there were 13 people in attendance. This was a joint session between both the mental health and dementia strategy development as there are clear links between both areas within care homes. There were several clear topics that people reflected during this session which were:

- Better ranges of training for care homes that is consistent.
- Better access to 'stress and distress behaviour' support and guidance.
- Having an MDT approach so all disciplines have good links with all care homes.
- A treatment pathway explained within the strategy.
- Triangulation of support/integrated support.
- Better communication from acute services with care homes when someone is being discharged.

Participants of this session explained that there is a lack of consistency in the crisis support provided to care homes and with increasing needs to challenging behaviours some care home settings find it easier than others getting in contact with the right mental health supports. There were several ideas provided during this session to try and address this issue. One being that we need a triangulation of care and have services integrated better within care homes. This then led on to the suggestion that an MDT approach should be taken with the care homes across South Ayrshire so that the services that need to be involved, are regularly visiting the homes and discussing with residents to be able to support and provide intervention at an early stage. This would also support better communication and relationship building.

As well as a disparity of support, it was also reflected that inconsistency with training remain an issue within care homes. It was suggested that moving forward there is a standardised

level of training for all staff, including agency staff. This includes all types of care, but 'stress and distress' training needs to be standardised.

Suggestions were made that within the strategy it could have a section dedicated to the treatment pathway for people in care homes who need to access tier 3 and 4 supports. However, other participants felt that taking an MDT approach to support would mitigate this need as having those strong connections would allow for care homes to have the right links in place and a shared knowledge of pathways.

With regards to mental health, it was noted that there can be communication difficulties from acute settings when someone is admitted to hospital from a care home. It was noted that there has been concerns that people are discharged without any clear communication on their needs/changes whilst in hospital prior to discharge. It was noted communication in this area could be improved on.

Community Groups

We contacted a number of community groups prior to and during the consultation period to engage with staff and the people who access these services/supports. We utilised South Ayrshire Lifeline to access specific mental health support groups as well as general support groups. We also used each of the events we attended to speak to people who lead/work within community support groups to network and arrange to attend groups to carry out workshops. There was not a high uptake for these workshops nor was there for the additional 1:1 session which were offered.

ThreeSixty 1:1 session:

ThreeSixty liaised with their members and identified one 1:1 session which we were invited to attend.

Within the 1:1, feedback was received that within South Ayrshire there appears to be good support from the Community Link Practitioners linking people in with community supports. This person advised that is how they became involved with ThreeSixty and over the last 6 months this support has been beneficial to them being less isolated and having improved mental health after a period of being unwell.

They have fed back that something they would like to see improve is communications from professionals when there are upcoming appointments. They have advised that within mental health supports a lot of people struggle to remember their appointments, may not have diaries and therefore can miss their appointments that have been scheduled far in advance. A solution for this was the suggestion for there to be a reminder a week before either by phone or text.

ThreeSixty Community Arts Group:

ThreeSixty hold a weekly arts group within Mossblown which we attended on the 9th of October. Six members participated in engagement and provided a background on their

experiences of accessing mental health services within South Ayrshire. Experiences were shared however there were common experiences/feelings felt among the group. These are:

- The need for better communication between services to reduce how often people need to tell their story.

Examples were given where group members have had reached crisis point and had to seek support from NHS24 before presenting at the Emergency Department. During this time, they have had to tell multiple different professionals their reason for calling and the crisis they are in.

> *"It feels like they don't listen, and it is a tick box exercise when they ask the same questions over and over. The humanity has been taken out of the process".*

Others also explained that in addition to NHS24 and the hospital process, other health services they access often don't communicate well and the person has to continuously tell different professionals the same thing.

> *"When the system isn't joined up, it makes you feel unsafe within that system".*

- Easy access to information

Group members explained that processes and pathways are not always clear and for people who are reaching crisis point they are unsure how to access support at the right time. The group members also advised they feel there is a gap in the wider staffing team within Health and Social Care Services knowing how to best refer someone on for mental health supports and a suggestion was made that straightforward pathways are made and shared within all services.

- Better understanding of mental health

There were examples given where people have felt suicidal, had depressive episodes, and overall have experienced professionals not taking their illness seriously. At times some of the group members have felt not listened to and that the support given did not reflect how ill they were presenting. There was a lack of person-centred care provided and group members explained that the help they were receiving at the time was not helpful. Some sought help from online options from MIND but the group reflected that there needs to be better compassion and knowledge within the mental health services.

- Better mental health support within acute hospitals.

Some of the group members have at times had to present at the Emergency Department because of their mental illness. None of the group members felt their experiences had been positive and that they had in fact been so negative it impacted their mental health more. Confidentiality was a significant issue and all group members agreed that having to speak to reception within the waiting room was a significant barrier as the waiting area is often very

busy with people waiting to be seen and having to explain their mental health episode in a room full of people makes them feel worse.

Being seen and treated within the acute hospital rather than Woodland View, where mental health is specialised, also presents its own challenges and the group members have had to wait on mental health services coming to assess them. Some were seen quickly however all group members agreed within the hospital setting, professionals used unnecessary jargon and would talk to each other rather than the person being treated. Group members also had experience of telephone/zoom assessment and whilst they acknowledge this is due to pressures and staff shortages, this option at a time of crisis was not beneficial and made them feel unseen/unheard.

- Local groups provide meaningful support.

One group member advised that throughout all the support they and their family have received having local groups made the most impact:

"The best thing the CPN ever did for us was refer us to this group".

Members reflected that they look forward to their weekly group and sometimes it is the thing that gets them out of bed in the morning. They know they can ask advice from the staff who they describe as being very knowledgeable.

"It's not even just coming here to get advice from the staff, it's the peer support we all give each other that makes a real difference".

This led onto the conversation around 'early intervention and prevention'.

"Not everyone at the early stages will go on to need intervention, people can recover from depression but it's the people at the next stage, the middle stage who should be targeted with support before they hit crisis".

The group agreed that support should be focused on the middle stage of mental health as having targeted support at this point will reduce the number of people reaching crisis point.

Mental Health Support Group – Troon

We attended the weekly support group in Troon on the 4th of October. This is a group that has ran for over 20 years in Troon and is a drop-in style group. At this group we spoke to five of the people who attended to understand their experience of mental health supports and what works well for them.

One participant told us that he has only recently joined the group having reached crisis point with his mental health. As part of his treatment plan it was recommended that he attend this group. What he reflected was how important it was to have social connections and interactions and that the group had greatly supported his overall mental health. Having had prolonged periods of isolation, he was able to advocate the importance of community groups that are easily accessible for people.

Other group members also spoke positively about there being more groups like the one they attend for everyone to be able to access. Two of the people we spoke to only attended this group and it was their main form of socialising during the week.

One group member advised that there use to be more in the community but after covid several places have never re opened and this is difficult. They advised they didn't know of many other support groups but if there was then these should be communication through leaflets, social media, TV, and the radio to make sure it is reaching people in different ways.

As well as communicating about supports, one group member discussed the importance of communication from professionals to patients. He shared that his diagnosis had changed, and he was given little information around the new diagnosis. It would have been helpful if there was support and information given at the point of diagnosis and moving forward it would be good if this could be a standard way of practice within mental health.

Other discussion points raised at this group were:

- The need for better transport links for people to access groups.
- Better links between physical health and mental health so both are treated at the same time.
- More community hubs/cafes that have specific support or meeting spaces for mental health, free from stigma.

Young Farmers

We attended a Young Farmers meeting on the 14th of October where 20 members attended. South Ayrshire's landscape is home to many farming lands which our economy relies on. We know from our engagement that there are challenges reaching those who work and live in the agricultural workforce so we met with the Young Farmers to find out how services could reach them better. One member told us that they have had difficulty reaching their GP, and when they do see them its as if they don't want to hear or understand their mental health.

Another member said people need to understand their culture better and why there are such high mental health numbers within the agricultural workforce. They suggested that there could be a farming liaison worker within mental health services or that professional offer support take on additional learning opportunities to be more aware of the cultural challenges.

The group were then asked how they would want to be engaged with as the Chair of the group had spoken about campaigns that were happening within the agricultural community to raise awareness of mental health. Some members suggested social media would be the best way to engage about mental health supports, specifically via TikTok. One member advised that an app would be useful and take pressure off of people as they can choose when and how to engage. They went on to suggest that the app could have videos, information on how to improve wellbeing and something like Artificial Intelligence to interact and gain advice from if someone was having difficulties with their wellbeing. This app could also give advice on where to go for more formal support options as it was raised at this meeting that people are unclear the best pathways to access mental health supports and

their first point of call would be to go to the farming/agricultural organisations. Organisation such as RSABI provide emotional and financial support to the agricultural communities across Scotland.

It was raised again that unclear pathways and lack of face-to-face appointments continues to be a barrier for people. The group were unaware of NearMe and when provided an overview of the service advised they were keener for this to be utilised when they try to speak to the GP or any other professional rather than just speaking to someone over the phone.

"You need to be dying before someone sees you…when it's done over the phone how can they actually see what is wrong?"

It was clear from this meeting that this group/community rely on each other to provide a strong network of support however there are steps that this strategy could take to provide further supports to this community.

South Ayrshire League of Champions



The League of Champions was developed during the creation of the Living your Best Life – South Ayrshire's Learning Disability Strategy in 2022. This is a group for adults with a learning disability within South Ayrshire. We attended the League of Champions on the 11th of October where 13 people participated in our workshop. Within this workshop we discussed the national priorities with group members and gathered views on what they felt was important within mental health services. For this workshop we provided an easy read version of the national priorities to be inclusive of all group members.

For this group they felt the top outcome for them was making access to mental health supports easier. Some people spoke about how they know it can be hard to access support and for some they reflected on lockdown and how they couldn't see anyone, not even their parents. This had a significant impact on mental wellbeing and something the group did not want to happen again.

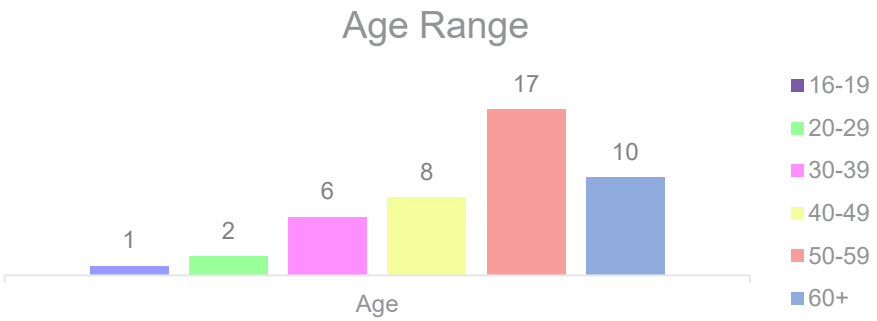
This moved conversation on to reflecting on the positive impact groups such as the League of Champions has had on group members. Some members reflected that community support and groups are so important for all to promote positive mental health and that without the groups they attend they would be lonely and isolated.

Online Survey

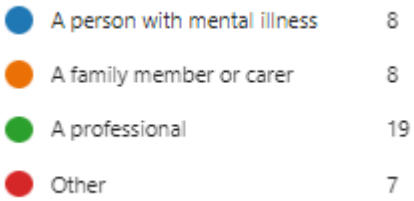
An online survey was launched from the 29th of August 2024 until the 11th of October 2024. The survey was shared through a range of resources to reach as many people as possible. A poster was created which was shared throughout South Ayrshire, including every venue we attended meetings as part of the engagement. We also shared paper copies with our stakeholders to distribute to their networks. At all LPP's, PB's and Third Sector meetings we attended we also encouraged people to take and share these posters. Links to the survey via this poster were also shared across the SAHSCP's social media platforms and shared via the internal newsletter for staff and internal communication emails to all HSCP staff.



A total of 44 people completed the survey. General questions regarding gender and age were asked and of these the majority were female and the average age range for those who completed the survey were 50-59.



Participants were then asked to choose the role they are when completing the survey.



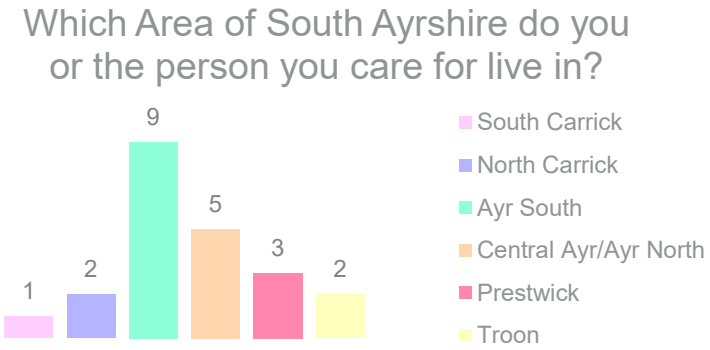
42 people chose to identify what role they were completing the survey as. The majority of respondents were of a professional nature with only 19% being someone with a mental illness, 19% a family member of carer and 17% chose other. Within those who selected other, this included memebrs of the public and professionals who also have a mental illness.

For those who identified themselves as a professional, a branching questons was then presented to identify what area they work within. The responces ranged from

- Adult Mental Health
- Childrens Services
- Physiopherapy
- Advocacy
- NHS Services
- Communtiy Care
- Learning Disabilities
- The Third Sector
- Business Support
- Social Work

All participaints were asked if they lived or worked in South Ayrshire and then asked to identify the area the reside/work. This question was optional and 23 participaints answered this question. 19 people resided in South Ayrshire and four worked within the area.

There were responses from across each of the locality areas however more people from Ayr South (9) answered the survey.



The survey then moved on to answer mental health specific questions, An initial branching question for non-profressionals was initally asked which was:

“We want to better support people’s mental health and wellbeing and support people to access the appropriate supports at the right time for them. Can you tell us your experiences of accessing services?”

Of those who identify as a person with a mental illness, a family member/carer or selected the other option, the majority of responses (12) answered that they had negative experiences/views of services. A common theme people felt was that services are over stretched and therefore difficult to access. Some of the comments included:

“Services have exceptionally long wait times and it always feels like they are trying to get you back out of the system once you do get to appointments. Constantly feels like the service is stretched”.

“There is no support for people you have to fight for it and not everyone has the confidence or energy”.

“Gaps between 16-18, lengthy timescales to access support and very time limited input which can be less effective. staff generally great however under massive pressure where long standing issues”.

“Wafer thin and a tick box exercise.”

"Contact with the crisis team out of hours is very very very poor! First contact NHS24 then wait 4 hours for a phone call to then be told to have a bath and go to bed which is no use or to make your way to hospital which is not always easy or possible!"

"It can be difficult with many barriers and sometimes unhelpful staff. Also, the very long waiting lists for some services are a serious problem and have been for many years - it's a very grave concern."

Two participants answered that they had been able to access support via their GP.

"I have had positive support from my GP".

The survey then moved on to ask all participants:

"Can you tell us a little bit about your experiences of Mental Health Services in South Ayrshire?"

There were mixed responses to this question with some people having positive experiences with services and other less positive. For those who have had more positive experiences their comments include:

"I see first-hand the value and difference support from nursing staff, groups, HCA and Team Leader has on our patients wellbeing."

"CBT service via the phone was good for me. GP pharmacist checks in regularly. GP has been ok but not overly helpful, hard to get an appointment."

"Moving on Ayrshire was literally my lifeline. If it wasn't for Hilary I wouldn't be here!"

"Mixed: some good pieces of work, and some disjointed pieces of work."

"Good supports but clearer definition of wellbeing and disorder would be helpful."

However, other participants reflected on their less positive experiences:

I worked in Mental Health Services for a few years and my son was on the waiting list to get assessed for ADHD through the school but then was removed and we were advised that the school no longer refers, I felt let down that there was no other options and we have had to work with him ourselves and find solutions.

"Adult services have been good although under huge pressure massive gaps for 16-18 year olds and limited services for complex young people in general (e.g. ASD/LD)".

"From our advocates we support there unfortunately is a common theme of distrust and continued feelings of helplessness. Very service led and not person centered, significant barriers when contacting mental health team on behalf of our advocacy partners as instructed, overall feedback/experiences is very poor".

"My experience is that there is still some disconnect between services and limited platforms to know what is available and how the different services can enhance people's life. This is more beneficial when there is positive experiences of services working together to benefit the persons needs and outcomes".

"If you finally get the right person, it's good but if you miss an appointment or struggle with the wait in between there is no support".

Overall, the view within this part of the survey indicates that people recognise that services are currently under pressure however the impact this is having on people waiting for services is a significant decline on people's mental health.

The survey then went on to ask:

What do you think currently works well within Mental Health services in South Ayrshire?

For people accessing services their experience of what works well within South Ayrshire differed to the professionals who answered this question. For those who have a mental health condition or are a family member/carer some responses to this question were:

"For me having support at my GP surgery is a massive relief.

"Being able to talk to the pharmacy about lesser issues".

"Appointment quick with mental health practitioner at doctors".

"The Trauma work".

"There is lots of information on different organisations available".

"Assessment etc, appointments were within time".

And from professionals:

"I think there are more services now for therapy and I was involved in organising The Decider Skills which was developed by two CPN's in one the Scottish Isles which worked well for staff who work with Mental Health and people with Mental Health. I think this model should be offered in".

"All services work well but are overwhelmed".

"Lots is good: Work in primary care is a key focus to enable early intervention".

"Minimal waiting times comparatively with other health services".

"Working alongside other, Patient led care, Teamwork and positive working relationships".

The responses to this question indicate that there are good pieces of practice taking place within South Ayrshire however some comments do indicate this could still be improved on.

Participants were then asked:

What do you think could improve Mental Health Services in South Ayrshire?

Within this section it was a clear theme that participants felt services working together needs to be improved on. Some of the comments include:

"Continued drive to integrate across all services".

"Services working in parallel to meet personal centred needs".

"Communication between services, more access to inpatient services, continued promotion of mental health illness to reduce the stigma".

"Better joint-working, and evidence of staff embracing a move away from out-dated modes of silo'd thinking (LD services for LD patients)".

"Working alongside other, Patient led care, Teamwork and positive working relationships".

As well as services working better together, communication was commented on and services listening to peoples experiences more. For those who live with, support someone with or other options that completed this section, the most common response was the need for more resources in the community in the form of support groups.

More "social" resources for people who are working e.g. evening provision, provision of therapeutic activities like green health programmes, working with animals etc. Current resources are focused don people who can access activities during working hours which excludes a lot of others who could benefit.

More partnerships with charities and voluntary organisations

investment in groups

As well as these common themes participants also suggested:

- Larger workforces with smaller caseloads
- Clearer options on where and how to access different pathways.
- Person centred support and not service led.
- Clear communication/explanations of mental health criteria.
- Social Work to CPN direct referrals

Several comments were made within the survey regarding CAMH's and the challenges young people face when trying to access services, the waiting times and the criteria. One participant reflected the following:

> *"CAMHS service is poor, the change in criteria has made it difficult to get a young person seen, meaning families and services who are not mental health workers to find solutions. Adult services is better, the links with GP MH connectors seems to be working well. There needs to be consideration of the referral process/allocation,. If someone doesn't respond they are closed to the service, its not always easy for someone to respond if their MH is poor, there should be more effort to engage SU"*

Whilst this strategy focus is on the adult population, the ongoing comments and concerns for children and young people will be reflected on.

In line with the Scottish Governments nine outcome areas we asked participants to review the outcome areas and rank them depending on what was most important to them:

"Last year the Scottish Government launched the national Mental Health and Wellbeing Strategy for Scotland. In this document there are 9 outcome areas that form a vision for Scotland to become free from stigma and inequality, where everyone fulfils their right to achieve the best mental health and wellbeing possible".

The most picked outcome was increasing the availability of timey effective support care and treatment being the most important to the participants with 35% ranking this as their number 1 outcome.

1. Increasing the availability of timely, effective support, care and treatment that promote and support people's mental health and wellbeing, meeting individual needs.
2. Improving quality of life for people with mental health conditions, free from stigma and discrimination.
3. Improving overall mental wellbeing and reduced inequalities.
4. Improving the knowledge and understanding of mental health and wellbeing and how to access appropriate support.
5. Having better equipped communities to support people's mental health and wellbeing and provide opportunities to connect with others.
6. Having a diverse, skilled, supported and sustainable workforce across all sectors.
7. Having better informed policy, support, care and treatment, shaped by people with lived experience and practitioners, with a focus on quality and recovery.
8. Having more effective cross-policy action to address the wide-ranging factors that impact people's mental health and wellbeing.
9. Better access to and use of evidence and data in policy and practic

The responses differ to what our face-to-face engagement has told us. Within the face-to-face engagement the rank of the national outcomes highlighted that alongside the top three outcomes, having better equipped communities to support peoples mental health was significantly important.

Lastly participants were asked:

Is there anything else you would like to tell us?

There were not as many comments left within this section however additional points that were made include:

"South Ayrshire is too focused on older age".

"More collaborative working with social work practitioners and mental health practitioners".

"I have seen a huge increase in cases of complex mental health with LD/neurodiversity in young people and impacting all services (education/social work/health etc) and at a level over and above families/communities being able to support-specialist services/team needed".

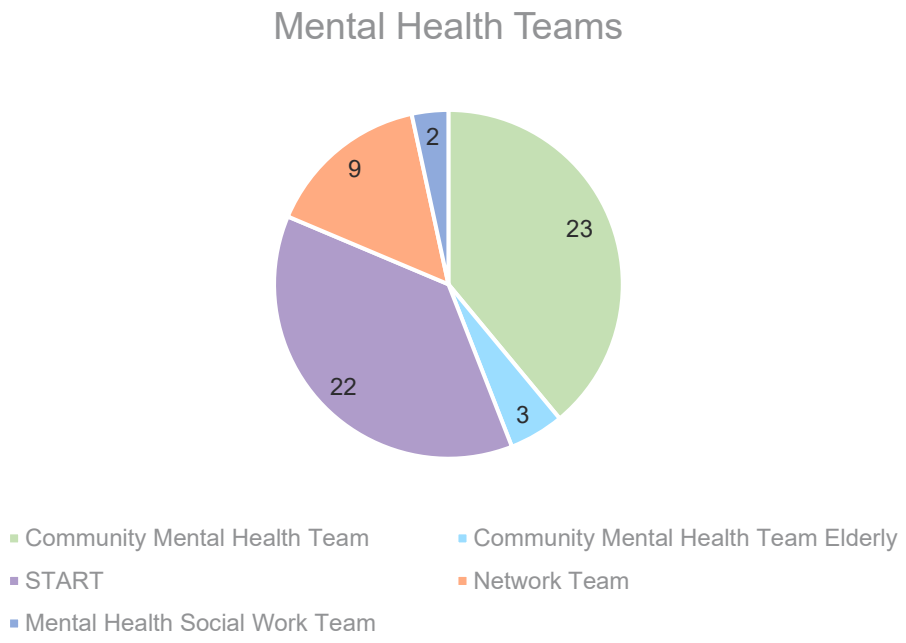
"Make it meaningful and not simply a quick fix/tick box as this is impractical".

3 People, 3 Questions.

Over the course of the consultation period, Front Line Workers within SAHSCP Mental Health Services identified 3 people they were working with and asked them three questions. These questions were:

- **Have you had a positive experience in relation to care and treatment? What was that like?**
- **What matters most to you? What would you like to see in a South Ayrshire Strategy?**
- **Is there anything we can improve on to make services in South Ayrshire better?**

59 people living with a mental health condition participated in this engagement. Of the 59 people that participated the majority are supported by the Community Mental Health Team (39%) and START (South Ayrshire Treatment and Recovery Team) (37%).



Participants have overall advised they have had positive experiences in relation to their care and treatment. People have described how staff are friendly and caring towards them, who are understanding and listen to them. Other comments have been:

"I have felt I have had a positive experience with the care and help given by the mental health team. I feel I have experienced exceptional care."

"I have been given choices and been able to make my own choices when i didn't think things were going well".

"Yes, just to know there is someone there if I become overwhelmed. Living alone can sometimes leave me feeling quite isolated and I don't like bothering people when I'm struggling.... having my CPN who I have got to know and trust, makes me feel they have got my back."

For some of the participants what mattered most to them is how those who support them treat them, overall people wanted professionals to be:

- Understanding
- Trusting
- Support them to have choice and control over their lives
- Non-judgemental
- Approachable and easily contactable

People also spoke about the importance of their mental health improving and that having the right support at the right time is key to this. People have spoken about different experiences of accessing services that support them with mixed views:

"Accessibility. The SHW (self-help work) service was very easy to access through GP/MHP, surprised with how punctual it was. Pleasantly surprised with how short waiting times were."

"My stability and service appointment and clinic flexibility mean the most to me. I don't know where I would be if it wasn't for START. More appointment flexibility"

However, others have shared difficulty in their experiences of getting supports:

"More understanding from GP's as was almost impossible to get a face-to-face appointment".

Some people highlighted the importance of reviewing timely support however did not indicate their own experiences:

"Supports available when I need them and if my mental health deteriorates other than hospital admission".

"Being able to have the access to the right support quickly".

"Being able to make contact at any time it does not need to be appointments. having someone that knows me."

"Continuity of care and easy access to mental services during periods of difficulty - these are what matter most and at the moment this is provided".

People have also highlighted the need for better joined up approaches/processes between services.

"Medication matters the most to me as I wouldn't be able to live as full a life without it. I think that long term repeat prescriptions should be sent automatically to pharmacy rather than patient having to phone GP and wait another 5 days for medication. I am on a repeat prescription and am worried about having enough medication at all times. It is a barrier to phone GP every month when I have a repeat prescription which could be sent automatically when medication is next due."

"More joint working with mental health team as if I am open to addictions i am refused support from mental health team".

"Access to mental health supports within GP practices and not someone that signposts you to another service".

"Services to link more easily and more joint working".

Lastly within the survey questions, participants have made several suggestions for what could improve services within south Ayrshire:

- Increased staffing.
- Better availability of appointments.
- More therapeutic relationships.
- More social supports and mentoring.
- Seeing people in person with shorter waiting times.
- Crisis drop-in services.

There were many people who highlighted they are having a positive experience of services however people have recommended that we increase education at the point of diagnosis for people and highlight where people can access further support:

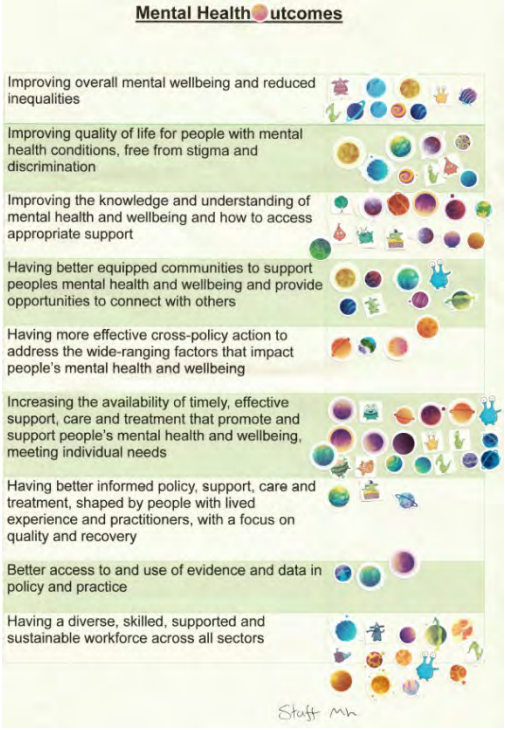
> *"I did not receive any education about my diagnosis, nothing about what psychosis means, what I should expect to feel like, why this has happened to me. I wasn't diagnosed in in-patients but community setting. I have had to educate myself but at the time I started treatment I felt quite alone and unsure the impact of what was happening to me."*

> *"Improvements on information provided/accessible online relating to mental health services. I was not aware of the guided self-help service until they contacted me."*

Overall people reflected positive experiences of the services they are receiving however the feedback provided throughout these services provides valuable points for us to reflect and focus on within the final strategy.

Mental Health Services engagement:

Whilst initial engagement was carried out via focus groups for services during the formal consultation period the national outcomes were posted in a number of office bases of the Adult Mental Health service, Elderly Mental Health Services and the START service.





The results of this engagement showed that there are similarities between what services and the wider public choose as their top outcome areas.



Overall Key Themes

The key themes following a review of our consultation results are detailed below. This will be used to inform the priorities within the delivery plan which will accompany the strategy.

Communication with the public and between services



People have told us they want information from services to be communicated better. People want information to be communicated in a range of ways so that no group is missed. This includes online, leaflets, videos, local announcements.

Better joined up services and community support



People told us that our services from tier 1 – tier 4 all need to work more efficiently together to joint their services together, reduce overlapping and avoid gaps.

Digital options – App, vlog



People have told us that if there was a central app that they could access information, self-help supports, videos, and access to services this would support people being more resilient at home before having to access formal supports.

Being offered NearMe as an appointment option



People have told us that they would benefit from using NearMe when attending appointments. People reflected that it is hard to get appointments and waiting times are very long, but if they had NearMe as an option this would reduce their need to attending/waiting on face-to-face appointments.

Central hub of information (Connect)



People have told us that they want one central point of information for mental health. They want a directory of all groups, supports and services related to mental health, but they do not want this purely as an online option.

Right services at the right time



People have told us that they do not feel they are receiving the right supports at the right time due to pressures on services, waiting times and service criteria.

Better and consistent terminology to be used



People have told us that the language being used with in mental health create a barrier for them accessing services and understanding their condition. People would like us to consider this when writing the strategy.

Carers and wider family support



People have told us that they often feel the carer or close network people with mental health have been at times forgotten about. People want dedicated actions within the new strategy to focus on having better support for family and carers to continue to support their loved ones.

Standardised training between all stakeholders and wider staffing group



People have told us they want a standardised training pack for all staff and services to access. This includes for all tier 1 supports and for mental health training to be mandatory within the HSCP's staff induction.

Education for all to reduce stigma and barriers



People told us that there needs to be more education to the wider public to help tackle stigma. Many people felt that this should start at school age, be part of mandatory training for all staff in the council. NHS, Partnership and third sector.

Resilient communities



People have told us they want their communities to be supported to be more resilient so that people only access formal services when they need to. This includes having better education, community groups, and information communicated on how to access supports.

Appendix 3

Equality Impact Assessment Scoping

1. Proposal details

Proposal Title	Lead Officer
Live Well: Adult Mental Health and Wellbeing Strategy 2024-2034	Kevin Milton – Senior Manager Mental Health Rebecca Hunter – Planning and Performance Officer

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

Community, Groups of People or Themes	Negative Impacts	Positive impacts
The whole community of South Ayrshire		X
People from different racial groups, ethnic or national origin.		X
Women and/or men (boys and girls)		X
People with disabilities		X
People from particular age groups for example Older people, children and young people		X
Lesbian, gay, bisexual and heterosexual people		X
People who are proposing to undergo, are undergoing or have undergone a process to change sex		X
Pregnant women and new mothers		X
People who are married or in a civil partnership		X
People who share a particular religion or belie		X
Thematic Groups: Health, Human Rights, Rurality and Deprivation.		X

3. Do you have evidence or reason to believe that the proposal will support the HSCP to:

General Duty and other Equality Themes	Level of Negative and/or Positive Impact (high, medium or low)
Eliminate discrimination and harassment faced by particular communities or groups	Positive - High
Promote equality of opportunity between particular communities or groups	Positive - High
Foster good relations between particular communities or groups	Positive - Medium
Promote positive attitudes towards different communities or groups	Positive - High
Increase participation of particular communities or groups in public life	Positive - High
Improve the health and wellbeing of particular communities or groups	Positive - High
Promote the human rights of particular communities or groups	Positive - High
Tackle deprivation faced by particular communities or groups	Positive – Medium

4. Summary Assessment

Is a full Equality Impact Assessment required? (A full EIA must be carried out on all high and medium impact proposals)	**YES** [X]	**NO** [ ]
Rationale for decision: A new Adult Mental Health and Wellbeing Strategy is being developed in line with the National Mental Health and Wellbeing strategy 2023-2033 which was published in summer 2023.		
Signed :		
Date: 07/11/2024	Copy to SAHSCP.Planning@south-ayrshire.gov.uk	

Equality Impact Assessment including Fairer Scotland Duty

Section One: Proposal Details

Name of Proposal	Live Well: Mental Health and Wellbeing Strategy 2024 - 2034
Lead Officer (Name/Position)	Kevin Milton – Senior Manager Mental Health Rebecca Hunter – Planning and Performance Officer (Policy)
Proposal Development Team (Names/Positions) including Critical friend(s)	Brian Christie – Service Manager Mental Health Hanna Dearie – Planning and Performance Officer (Policy)

What are the main **aims** of the proposal?	The main aim of the proposal is to provide a strategic framework that outlines support for mental health and wellbeing for adults within South Ayrshire. This support will be proved by organisations from across the sectors.
What are the intended **outcomes** of the proposal?	The activities of the partnership will be designed and delivered in ways that ensure the mental health and wellbeing of the population of South Ayrshire and those who care for someone living with a mental health condition receive the support to live well and age well. We aim to work together to provide the required support to reflect the priorities of South Ayrshire.

Section Two: What are the Likely Impacts of the Proposal?

Will the proposal impact upon the whole population of South Ayrshire *or* groups within the population?	The proposal is aimed primarily at adults in South Ayrshire. However, aspects of it are designed to combat stigma and to promote equality and to have a positive impact on family members and carers. It will also influence third sector organisations and partnership staff members.

Considering the following Protected Characteristics and themes, what likely impacts, or issues does the proposal have for the group or community?
(List any likely positive and/or negative impacts)

Protected Characteristics	Positive and/or Negative Impacts
Race: Issues relating to people of any racial group, ethnic or national origin, including gypsy travellers and migrant workers.	This strategy document will apply equally to people of all racial groups and where information is required to be translated or provided in alternative formats it will be provided upon request.
Sex: Issues specific to women or men	This strategy document will lead to the provision of more efficient and effective services for both men, women and non-binary people through an improved utilisation of resources prioritised in line with the published strategic themes.
Disability: Issues relating to disabled people	People with disabilities or long-term conditions will be supported to live, as far as is reasonably practical, independently and at home or in a homely setting in their community.
Age: Issues relating to a particular age group e.g., older people or children and young people	This strategy will focus planning and service delivery activities that are typically aimed at adults, but it will also address the needs of the wider population. Whilst it is not directly focused on children's mental health services the wider population is taken into account through the development of the strategy. Children's Mental Health is addressed within SAHSCP Children and Young Peoples Service Plan 2023-2026, and the Adult Mental Health and Wellbeing Strategy will work to form links with this plan.
Religion or Belief: issues relating to a person's religion or belief (including non-belief)	This strategy will be fully inclusive to all: e.g. religions and beliefs (including non-belief). The Adult Mental Health and Wellbeing Strategy has a right-based approach and fosters support and respect.
Sexual Orientation: Issues relating to a person's sexual orientation i.e., lesbian, gay, bi-sexual, heterosexual	This strategy document will be fully inclusive to all irrespective of a person's sexual orientation.
Marriage and Civil Partnership: Issues relating to people who are married or are in a civil partnership.	This strategy will be fully inclusive to all irrespective of people's marital status.
Gender Reassignment: Issues relating to people who have proposed, started, or	This strategy document will be fully inclusive to all irrespective of a person's gender.

completed a process to change his or her sex.	
Pregnancy and Maternity: Issues relating to the condition of being pregnant or expecting a baby and the period after the birth.	This Strategy is applicable to individual circumstances related to pregnancy and/or maternity leave.
Multiple / Cross Cutting Equality Issues Issues relating to multiple protected characteristics.	This strategy document will have no negative issues in terms of all of the above protected characteristics and in terms of a number of them is anticipated to have a positive impact leading to positive outcomes.
Equality and Diversity Themes Particularly Relevant to the Health and Social Care Partnership	
Health Issues and impacts affecting people's health.	This Strategy document will have a positive impact on the overall health and wellbeing of people living with a mental health condition.
Human Rights: Issues and impacts affecting people's human rights such as being treated with dignity and respect, the right to education, the right to respect for private and family life, and the right to free elections.	The right to be treated with dignity is a principle incorporated in the 2014 Public Bodies (Joint Working) (Scotland) Act. The Strategy focuses on a rights-based approach to being supported with mental health and mental wellbeing.
Socio-Economic Disadvantage	
Low Income/Income Poverty: Issues: cannot afford to maintain regular payments such as bills, food and clothing.	The Strategy aims to deliver Mental Health Services to all levels of income. Mental Health Services are provided regardless of income level.
Low and/or no wealth: Issues: enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future.	The Strategy aims to deliver Mental Health Services to all levels of income. Mental Health Services are provided regardless of income level.
Material Deprivation: Issues: being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure/hobbies.	The Strategy aims to deliver Mental Health Services to all levels of income. Mental Health Services are provided regardless of income level.

Area Deprivation Issues: where you live (rural areas), where you work (accessibility of transport).	This Strategy is designed to support and provide service across all 6 localities in South Ayrshire.
Deprivation Issues relating to poverty and social exclusion, and the disadvantage that results from it.	The Strategy aims to deliver Mental Health Services to all levels of income. Mental Health Services are provided regardless of income level.

Section Three: Evidence Used in Developing the Proposal

Involvement and Consultation In assessing the impact(s) set out above what evidence has been collected from involvement, engagement or consultation? ***Who*** did you involve**, *when*** and ***how*****?**	The feedback from consultation was used to inform the Strategy and the accompanying Delivery Plan. A full report detailing the consultation and engagement work has been produced in line with the Strategy.
Data and Research In assessing the impact set out above what evidence has been collected from research or other data. Please specify *what* research was carried out or data collected, *when* and *how* this was done.	Information on demographic projections was sought from a number of sources including South Ayrshire Council; NHS Ayrshire and Arran and the Scottish Government's Information Services Division.
Partners data and research In assessing the impact set out above what evidence has been provided by partners. Please specify partners.	In developing the Strategy a local needs assessment was carried out to identify and analyse the prevalence of mental illness within South Ayrshire and the need for services. Research into strategic considerations and the local and national policy context has also been carried out.
Gaps and Uncertainties Have you identified any gaps or uncertainties in your understanding of the issues or impacts that need to be explored further?	None.

Section Four: Detailed Action Plan to address identified gaps in:

a) evidence and
b) to mitigate negative impacts

No	Action	Lead Officer(s)	Timescale
1			
2			

Note: Please add more rows as required.

Section Five: Performance monitoring and reporting

Considering the proposal as a whole, including its equality and diversity implications:

When is the proposal intended to come into effect?	Following approval by the Integration Joint Board in Winter 2024.
When will the proposal be reviewed?	The plan will be monitored and reported into the performance and audit committee on a six-monthly basis. It will also be formally reviewed at its mid-point.
Which governance group will have oversight of the proposal?	Progress reports will be provided to the HSCP Performance and Audit committee every six months.

Section Six - South Ayrshire Health and Social Care Partnership

Summary Equality Impact Assessment Implications & Mitigating Actions

Name of Proposal:

This proposal will assist or inhibit the Partnership's ability to eliminate discrimination; advance equality of opportunity; and foster good relations as follows:

Eliminate discrimination. The Health and Social Care Partnership through its Mental Health and Wellbeing Services will support the elimination of discrimination as it applies equally to people across all protected characteristics and is flexible in its approach.

Advance equality of opportunity The Adult Mental Health and Wellbeing Strategy will actively promote equality of opportunity as it offers choice and control for people with their mental health and wellbeing and carers and will also ensure that frontline staff and appropriate services have Mental Health and Wellbeing Awareness Training.
Foster good relations The Adult Mental Health and Wellbeing Strategy will foster good relations across all protected characteristics by working with its stakeholders and partners on an on-going basis to achieve its Strategic Themes.

Summary of Action Plan to Mitigate Negative Impacts	
Actions	**Timescale**
None	

Signed: Kevin Milton

Date: 07/11/2024

Revision dates:

06/03/2024 – Initial EQIA completed – Rebecca Hunter
17/07/2024 – review pre-engagement - Rebecca Hunter
04/10/2024 – review following engagement – Rebecca Hunter
07/11/2024 – Review – Rebecca Hunter
25/11/2024 – Final Review – Kevin Milton

south ayrshire
health & social care
partnership

Appendix 4

Live Well: Adult Mental Health and Wellbeing Strategy 2024-2034: Glossary



NHS Ayrshire & Arran

South Ayrshire Council
Comhairle Siorrachd Àir a Deas

Mental health glossary

ADHD – Attention Deficit Hyperactive Disorder.

ADP – Alcohol and Drug Partnership.

Advanced Statements - An Advanced Statement is a written statement that outlines how you wish to be cared for and what treatment you would prefer to receive should you ever become mentally unwell.

ANP – Advanced Nurse Practitioners.

Anxiety- A range of mental and physical states, mainly arising from being consciously worried about the future, or afraid of an actual situation. It's a normal human response to lots of situations, but if it's persistent or out of proportion to the situation, it can be a symptom of poor mental health.

ARBD – Alcohol related brain damage.

ASD – Autism spectrum disorder.

AWI – Adults with Incapacity.

Bipolar disorder - A mental health condition that causes repeated, severe mood swings. At different times your mood can vary from excitement and elation (called mania) to depression and despair.

Carer – A carer is a person who supports someone who may need help. This can be a young or adult unpaid carer (family or friend) or a paid carer (employee). They may provide practical support such as cooking or transport, emotional supports of personal care supports.

CBT – Cognitive behavioural therapy, A type of talking therapy that can help to change negative patterns in how you think, feel, and behave.

CFMHT – Community Forensic Mental Health Team.

CFP – Consultant Forensic Psychiatrist.

CHMT/E – Community Mental Health Team / Elderly.

CLP – Community link practitioner.

Collaborating – Working jointly with people.

Communities – a group of people who live in the same place/region, or a group of people with shared views, or a social group with shared characteristics.

Consultation – engaging in work to give and receive advice from people.

Co-occurring - Things that occur together or simultaneously, such as a mental illness and an addiction.

CPA – Care Programming Approach.

CPN – Community psychiatric Nurse.

CPP – Community Planning Partnership.

CTO – Compulsory Treatment Order.

DBI – Distress brief intervention.

Decider Skills – Cognitive Behavioural training course.

Depression - A condition where you have a continuous low mood and/or a loss of interest and enjoyment in your life.

Detention - When someone needs to be detained and treated without their agreement under the Mental Health (care and Treatment) (Scotland) Act 2003, for mental health reasons. Usually happens in emergency situations. This use to be referred to as being sectioned.

Diagnosis When a doctor identifies a condition based on signs, symptoms and test results.

EDC – Emergency Detention Certificate.

Episode - A period during which someone is experiencing poor mental health. Many mental health conditions involve episodes rather than being constant.

FCMHN – Forensic Community Mental Health Nurse.

GIRFAN – Getting It Right for Ayr North.

GIRFE – Getting it right for Everyone.

Interface – a person or system that interacts with.

IPCU – Inpatient psychiatric care unit.

LPP – Locality Planning Partnerships.

Mania - An energetic mood of excitement and elation. It is a symptom of bipolar disorder.

MAT 7 - medication assisted treatment.

MDT – Multidisciplinary Teams.

MHO – Mental Health Officer.

MHP – Mental health practitioner.

Mindfulness A 'mind-body' practice that helps people manage their thoughts and feelings. It focuses on paying attention to the present moment. Mindfulness forms the basis of some mental health treatments.

NearMe – A secure and convenient way to attend appointments anywhere with a device such as a phone and internet connection.

NEST - Neurodevelopmental Empowerment & Strategy Team.

Neurodevelopmental disorders – Neurological disorders that impact brain function and neurological development.

Obsessive-compulsive disorder A condition where you have obsessive thoughts or compulsive behaviours (things you feel you must do) or both.

ORT – Opioid replacement treatment.

PB – Participatory Budget, process in which citizens decide which local groups/projects should receive funds to support their initiative.

Penumbra – A mental health charity dedicated to supporting people with mild to serious enduring mental health.

PLT – Psychiatric liaison team.

POA – Power of Attorney.

Postnatal depression - A type of depression that you can develop after having a baby.

Post-traumatic stress disorder - A condition that affects people who have experienced or witnessed a highly traumatic or catastrophic event.

Primary Care - The first point of contact for patience's seeking healthcare service, i.e GP's.

Psychiatrist A medical doctor who specialises in the diagnosis, treatment and prevention of mental health conditions.

Psychosis - A severe, confused mental state that may involve hallucinations, false beliefs, and difficulty thinking logically. It's often a symptom of conditions like schizophrenia.

Qualitative – Collecting and analysing nonnumeric data such as language.

Quantitative – Collecting and analysing numeric data.

Relapse - When a condition that appeared to have improved or gone away comes back.

Resilience – The ability to cope with and recover from setbacks.

RISE – Resilience in Stressful Events.

RMO – Responsible Medical Officer.

SAHSCP/HSCP – South Ayrshire Health and Social Care Partnership.

SDM – Supportive decision making.

Seasonal affective disorder A seasonal form of depression. This means you get symptoms at the same time every year, usually around autumn and winter.

Secondary Care – services that are accessed by referrals from Primary Care Services**.**

Self-help - This can be a 'light-touch' self-guided treatment prescribed by your doctor. Or it can refer to a more general self-guided approach to looking after your mental wellbeing day-to-day.

SSRI - Selective serotonin reuptake inhibitors (Anti-depressants).

Stakeholders - people/businesses that support is needed to provide mental health services.

START - South Ayrshire Treatment and Recovery Team.

STDC – Short Term Detention Certificate.

Stress - How you feel and respond when life puts you under a lot of pressure.

Trauma - An extremely upsetting, stressful or threatening situation.

Treatment - Something that aims to reduce or remove the symptoms of a mental health condition.

VASA – Voluntary Action South Ayrshire.