

County Buildings
Wellington Square
AYR KA7 1DR
Tel No: 01292 612169

11 November 2025

**To: Councillors Saxton (Chair), Bell, Cochrane, Ferry, Lyons,
McGinley, Scott and Weir**

All other Elected Members for information only

Dear Councillor

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL

You are requested to participate in the above Panel to be held on **Tuesday, 18 November 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
 - (a) 1 October 2025 (Special); and
 - (b) 21 October 2025(copies herewith)
3. Action Log and Work Programme (copy herewith).

4. Complaints – Scrutiny Update - Period: 1 April to 30 September 2025 - Submit report by the Chief Governance Officer (copy herewith).
5. FOISA/ EIR Annual Report 2024/25 – Submit report by the Chief Governance Officer (copy herewith).
6. Council Plan (2023-2028): Quarter 2 Update (Year 3 - 2025/2026) – Submit report by the Chief Executive (copy herewith).
7. Local Performance Report: Police Scotland - Submit report by the Chief Executive (copy herewith).
8. Local Performance Report: Scottish Fire and Rescue - Submit report by the Chief Executive (copy herewith).
9. Local Housing Strategy Annual Update (Year 1 2024/25) – Submit report by the Chief Executive (copy herewith).
10. Performance Reporting for Planning and Building Standards Service – Submit report by the Depute Chief Executive and Director of Housing, Operations and Development (copy herewith).

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

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Agenda Item No. 2(a)**SERVICE AND PARTNERSHIPS PERFORMANCE PANEL**

Minutes of hybrid webcast meeting on
1 October 2025 at 2.00 p.m.

Present
in County
Buildings: Councillors Philip Saxton (Chair), Stephen Ferry, Gavin Scott and George Weir.

Present
Remotely: Councillors Ian Cochrane and Lee Lyons.

Apologies: Councillors Kenneth Bell and Brian McGinley.

Attending
in County
Buildings: K. Anderson, Assistant Director – Corporate Policy, Strategy and Performance; G. Hunter, Assistant Director – Communities; K. Dalrymple, Assistant Director – Housing and Operations; C. Cox, Assistant Director – Planning and Development; M. Inglis, Head of Children's Health, Care and Justice; S. McCardie, Service Lead - Performance, Community Planning and Sustainability; C. Iles, Service Lead – Planning and Building Standards; J. Tait, Service Lead – Thriving Communities; G. Cockburn, Service Lead – Education Support Services; T. Burns, Service Lead – Asset Management and Community Asset Transfer; F. Ross, Service Lead – Neighbourhood Services; A. Mutch, Service Lead – Sport, Leisure and Golf; M. Alexander, Service Lead – Housing Services; B. Sanderson, Service Lead – Human Resources; D. McIntosh, Solicitor; L. Jarvie, Co-ordinator, Sustainability, Climate Change and Nature; F. MacDonald, Co-ordinator (Culture); A. Valenti, Quality Improvement Manager; S. Marshall, Community Health and Care Services; J. McClure, Committee Services Lead Officer; and C. McCallum, Clerical Assistant.

Attending
Remotely: T. Simpson, Service Lead – Corporate Accounting; D. Alexander, Service Lead – Procurement; M. Houston, Service Lead – Trading Standards and Environmental Health; and F. Anderson, Co-ordinator (Culture and Tourism).

Chair's Remarks.

The Chair

- (1) welcomed everyone to the meeting;
- (2) outlined the procedures for conducting this meeting and advised that this meeting would be broadcast live.

1. Sederunt and Declarations of Interest.

The Chair called the Sederunt for the meeting and having called the roll, confirmed that that there were no declarations of interest by Members of the Panel in terms of Council Standing Order No. 17 and the Councillors' Code of Conduct.

2. Local Government Benchmarking Framework – Overview of 2023/2024

There was submitted a [report](#) (issued) of 28 August 2025 by the Chief Executive updating Panel on the publication of the Local Government Benchmarking Framework (LGBF) data for 2023/2024 and for the Panel to consider where scrutiny of this information could help drive improvement.

The Service Lead – Performance, Community Planning and Sustainability introduced the report; outlined the background to the LGBF and referred to the themes presented within the report and the areas for comparison.

Questions were raised by Members in relation to:

- (1) good practice principles and whether this authority engaged with other authorities or operated within its own silo; and the Service Lead – Performance, Community Planning and Sustainability advised that services considered data within their family groups and were encouraged to contact other Councils to share information and best practice;
- (2) the "percentages of income due from Council Tax received by the end of the year" and how officers ensured people received the discount they were entitled to; and the Service Lead – Performance, Community Planning and Sustainability advised that she would forward this question to the relevant officer and request that she provide a written response;
- (3) the various red indicators for "adult social care" and whether this was a true reflection; and the Senior Manager – Localities advised that the red indicators related to performance from several years ago and that future benchmarking should outline the improvements which had taken place;
- (4) how much of the £6.12m reserves were utilised for the Station Hotel and if any monies were recouped from the Scottish Government or Scotrail; and the Service Lead – Corporate Accounting advised that he would provide a specific figure relating to the Station Hotel but outlined that all parties concerned had contributed except the owner of the Station Hotel; that funding in the region of £2.9m had been provided from the Scottish Government's Bellwin Scheme to help fund the works to ensure the building was safe; and that he would provide figures in writing following the meeting on how much was spent of the reserves;
- (5) the year on year performance marked as stable, was this in comparison to the previous year; and the Service Lead – Performance, Community Planning and Sustainability advised that it was;
- (6) the meaning of "actual outturn as a percentage of budgeted expenditure"; and the Service Lead – Corporate Accounting advised that this related to how much money had been spent against the Council's budget;
- (7) the large spend on tourism; and the Assistant Director – Communities advised that the Council invested in tourism through the large events held in South Ayrshire and also provided a level of grant funding to community groups and businesses through Destination South Ayrshire;

- (8) could a comparison be provided for family groups for the overall year on year performance; and the Assistant Director – Corporate Policy, Strategy and Performance advised that family groups changed depending on the topic being discussed, therefore it was more difficult to achieve this information;
- (9) the percentage of Council procurement spend in local enterprise being substantial over 2023/24; and the Service Lead – Procurement referred to all of the businesses included in this figure. It was then requested that this detail be included in future reports;
- (10) the data regarding child protection interventions; and the Head of Children's Health, Care and Justice advised that he was proud of the work undertaken in this area; that the team were committed to The Promise in South Ayrshire to keep children safe within families whilst working with partners; and outlined the work undertaken in relation to children on the Child Protection Register, interventions with children and families and children in more than one placement move;
- (11) Business Gateway start-ups and the graph indicating a reduction in these, however, the narrative indicated an increase; and the Assistant Director – Communities advised that there was a lead-in time for people starting a business and that the 2023/24 figures were reflective of people starting a business in the 2022 period; and he outlined the significant successful work which had been undertaken in relation to the Station Hotel fire, for example, grant funding to local retailers; and that the LGBF indicators did not reflect the full range of works carried out by Thriving Communities. The Service Lead – Thriving Communities further advised that, in terms of vacancy rates, his Team had carried out an audit of Town Centres in 2025 and had trends over five years; that there were clusters within the Hourstons and Kyle Centre sites which did not give a true reflection of the Town Centre in Ayr; and that there were also audits of Troon Town Centre and Newmarket Street, Ayr where the team had been working with the traders in these areas;
- (12) the waste disposal costs; and the Service Lead – Neighbourhood Services advised that the costs had increased as the contract had to be renegotiated and that this was at a higher cost for the first two years and would decrease thereafter;
- (13) the Heathfield recycling premises; and the Service Lead – Neighbourhood Services advised that the cost of disposal was based on residual waste as a significant amount of the waste through Heathfield was recycle that the Council could gain money from;
- (14) the percentage of Council houses that were energy efficient; and the Service Lead - Housing Services outlined the reporting mechanism for whether properties met the Scottish Housing Quality standard;
- (15) the properties that did not meet the Scottish Housing Quality Standard; and the Service Lead – Housing Services advised that these properties would require an exemption or abeyance on why they could not meet the standard; and that some options required to be balanced with affordability for tenants, eg for certain types of heating; and
- (16) the percentage of properties being used for homeless accommodation; and the Service Lead – Housing Services advised that he would obtain this information and provide this in writing.

The Panel, having thanked officers for this informative and useful report which highlighted good practice in the Council,

Decided:

- (a) to note the overall year on year performance highlighted in section 4.1 and Appendix 1 of the report;
- (b) to note the new process for LGBF scrutiny highlighted in section 4.4; and
- (c) to note the accompanying themed data packs (part one and part two) for more extensive scrutiny (attached as Appendices 2 and 3 to the report).

The meeting ended at 2.35 p.m.

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
21 October 2025 at 10.00 a.m.

Present
in County
Buildings: Councillors Philip Saxton (Chair), Stephen Ferry, Brian McGinley, Gavin Scott and George Weir.

Attending
Remotely: Councillors Ian Cochrane and Lee Lyons.

Apology: Councillor Kenneth Bell.

Attending
in County
Buildings: T. Eltringham, Director of Health and Social Care; M. Inglis, Head of Children's Health, Care and Social Work Justice Services; K. Anderson, Assistant Director – Corporate Policy, Strategy and Performance; W. Carlaw, Service Lead – Democratic Governance; S. McCardie, Service Lead - Performance, Community Planning and Sustainability; J. Tait, Service Lead – Thriving Communities; G. Farrell, Service Lead - Customer Services and Communication; L. Jarvie, Co-ordinator - Sustainability, Climate Change and Nature; G. Carroll, Children's Services Planning and Performance Lead Officer; K. Stanhope, Information and Advice Supervisor; S. Armour, NHS Ayrshire and Arran; J. Chapman, Committee Services Officer and C. McCallum, Clerical Assistant.

Attending
Remotely: S. Tyeson, Senior Manager – Planning and Performance.

Chair's Remarks.

The Chair

- (1) welcomed everyone to the meeting; and
- (2) outlined the procedures for conducting this meeting and advised that this meeting would be broadcast live.

There was an adjournment at 10:05 am due to technical difficulties.

The Panel reconvened at 10:23 am.

1. Sederunt and Declarations of Interest.

The Chair called the Sederunt for the meeting and having called the roll, confirmed that that there were no declarations of interest by Members of the Panel in terms of Council Standing Order No. 17 and the Councillors' Code of Conduct.

Draft

2. Minutes of previous meeting.

The Minutes of 16 September 2025 ([issued](#)) were submitted and approved subject to an amendment to Item 7 – “Community Wealth Building Programme 2021-2015” where an additional sentence was added to read “Officers also responded to a question on the application of plural ownership”.

3. Action Log and Work Programme.

There was submitted an update of the Action Log and Work Programme ([issued](#)) for this Panel.

The Assistant Director - Corporate Policy, Strategy and Performance stated that the actions on the Action Log were complete but one item had been omitted and would be added for the next Panel meeting in November.

The Panel

Decided:

- (1) to note the current position with regard to the Action Log; and
- (2) to note the current status of the Work Programme.

4. South Ayrshire Child Poverty Strategy (2024-2029): Year 1 Annual Progress Report (2024-2025)

There was submitted a report ([issued](#)) of 6 October 2025 by the Chief Executive advising on progress that had been made during the first year of South Ayrshire Child Poverty Strategy (2024-2029).

A Member of the Panel gave their view on the paper which was responded to by various Officers.

A Member of the Panel stated that there were many positives within the Report and to keep up the good work.

A Member of the Panel commented that it was reassuring to see evolving priorities within the Report.

A Member of the Panel requested clarification on how a data zone was defined. The Service Lead - Performance, Community Planning and Sustainability advised that she would speak to colleagues and obtain official wording as to how a data zone was defined. They also enquired why the money advice item was on the first row only within the appendix on Page 19. The Service Lead - Customer Services and Communication advised that money advice would be reported through debt handled rather than financial gain.

Following comments made by a Member of the Panel in relation to issues within the Housing Allocation Policy, it was noted that there was currently an ongoing local review into the Allocation Policy and Members will be updated in due course.

A Member of the Panel enquired as to how many people presented themselves or had been in contact with the Advice Hub and how long it would take for an appointment. The Service Lead - Customer Services and Communication advised that the annual figure was 6,410 cases with £6.6million of financial inclusion and that every referral was triaged with priority cases being dealt with the same day of referral and all other cases within a maximum of 48 hours.

A Member of the Panel asked the Service Lead - Customer Services and Communication about the value of a targeted systematic approach process in relation to financial advice. The Service Lead - Customer Services and Communication advised that the referrals received were not all drop in and they did receive referrals from across South Ayrshire and provided examples of these referrals.

A Member of the Panel enquired as to why a systematic approach was not used to contact every resident of South Ayrshire Council. The Assistant Director – Corporate Policy, Strategy and Performance advised that due to resources there required to be a targeted approach but was happy to take this back to colleagues in housing operations with regards to people on the cusp of rent arrears or poverty.

The Panel

Decided: to note

- (1) the Year 1 progress (2024-2025) of South Ayrshire Child Poverty Strategy (2024-2029) attached as Appendix one to the report; and
- (2) the supporting case studies attached as Appendix two to the report.

5. Integration Joint Board (IJB) Annual Performance Report 2024-25

There was submitted a report ([issued](#)) of 1 October 2025 by the Director of Health and Social Care providing the Panel with a copy of the Integration Joint Board (IJB) Annual Performance Report 2024-25 for scrutiny.

A Member of the Panel gave their view on the Report and commended Officers on the good work.

A Member of the Panel questioned whether the four red rows within the table on page 14 of the appendix were independent of each other. The Director of Health and Social Care advised that they were not independent of each other and in fact were related and arose as a result of South Ayrshire's ageing population. He further advised that there were issues providing a service to older people and provided examples of these, along with the ongoing work taking place to tackle these issues.

Having heard a Member of the Panel enquire as to why there were 123,675 of unplanned bed days, the Director of Health and Social Care advised that this was a result of delayed transfer of care.

A Member of the Panel enquired if there was a shortage of Carers and Occupational Health Therapists assessing patients awaiting discharge. The Director of Health and Social Care advised that the work in terms of the assessment activity was progressing well and advised that we were in fact Sector Leading in Scotland for assessing the needs of people who had Mental Health Issues, Dementia, and other issues in terms of incapacity. He further advised that there had been a difficulty in recruiting staff within Care Homes and Care at Home and that a lot of work was being done to try and recruit in-house rather than relying on contracted care with external providers, that there had been some success with that work, but it was not keeping pace with the demand.

Following a question from a Member of the Panel in relation to G.P appointments, it was noted that South Ayrshire's access to G.P appointments were pretty settled but work was still being done to try and reduce the number of people who must go to Hospital.

There was a discussion in relation to the number of young Carers that were in South Ayrshire and the importance of identifying and supporting these young Carers.

A Member of the Panel thanked the Director of Health and Social Care for his contribution to the Panel over the years and wished him good luck in his retirement.

The Panel, having considered the contents of the IJB Annual Performance Report 2024-25,

Decided: to note the contents of the Report.

6. **Local Outcomes Improvement Plan (2024-2029): Year 1 Annual Progress Report (2024-2025)**

There was submitted a report ([issued](#)) of 6 October 2025 by the Chief Executive advising on progress that had been made during the first year of South Ayrshire Local Outcomes Improvement Plan.

There was a discussion in relation to the increase of Young Carers and it was noted that the increase was due to Young Carers being a key priority within Community Partnership and to the service being very pro-active in that regard.

A Member of the Panel gave their view on the Report and commented on the variety of issues being addressed.

A Member of the Panel commended the good work of Thriving Communities and gave his views.

The Area Commander and acting Chief Inspector for South Ayrshire introduced themselves to the Panel and provided members with a breakdown of the work taking place by the Community Safety Partnership.

The Panel

Decided: to note

- (1) the Year 1 progress of the Local Outcomes Improvement Plan (2024- 2029) attached as appendix one to the report; and
- (2) the supporting case studies attached as appendix two to the report.

The meeting ended at 11:35 am.

Draft

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL – ACTION LOG

No.	Date of Meeting	Issue	Actions	Assigned to	Update	Completed
1.	20 August 2025	<u>The International Ayr Show – 2024: Economic Impact Assessment</u>	To provide Panel Members with details of how the Event in the past had impacted local traders.	Assistant Director - Communities	Email sent to Members on 16 September 2025.	YES
2.	16 September 2025	<u>Community Wealth Building Programme 2021-2025.</u>	To provide Panel Members with details regarding the core restrictions in the Planning Policy	Assistant Director - Communities	Email sent to Members on 10 November 2025	YES
3.	1 October 2025	<u>Local Government Benchmarking Framework – Overview of 2023/2024</u>	How officers ensured people received the discount they were entitled to in relation to the "percentages of income due from Council Tax received by the end of the year".	Service Lead- Revenues and Benefits	Email sent to Members on 8 October 2025	YES
4.	1 October 2025	<u>Local Government Benchmarking Framework – Overview of 2023/2024</u>	The percentage of Council properties being used for homeless accommodation	Service Lead – Housing Services	Email send to Members on 1 October 2025	YES

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL – WORK PROGRAMME

	Issue	Actions	Assigned To	Due Date To Panel	Latest update
1.	Planning and Building Standards Performance Reports	Scrutiny of report	Director of Housing, Operations and Development	18 November 2025	Report to this Panel
2.	Complaints – Scrutiny Update – Period: 1 April to 30 September 2025	Provide statistics for scrutiny (6-monthly report)	Chief Governance Officer	18 November 2025	Report to this Panel
3.	Council Plan (2023-2028): Third Year: Quarter Two Update (2025/26)	Scrutiny of report	Chief Executive	18 November 2025	Report to this Panel
4.	FOISA/EIR Annual Report 2024/25	Scrutiny of report	Chief Governance Officer	18 November 2025	Report to this Panel
5.	Local Housing Strategy Annual Update (Year 1 2024/25)	Scrutiny of report	Chief Executive	18 November 2025	Report to this Panel
6.	Local Performance Report: Police Scotland	To provide information about mid-year performance	Chief Executive	18 November 2025	Report to this Panel
7.	Local Performance Report: Scottish Fire and Rescue	To provide information about mid-year performance	Chief Executive	18 November 2025	Report to this Panel

	Issue	Actions	Assigned To	Due Date To Panel	Latest update
8.	Additional Resources – Social Care Support Finance – Revenues and Benefits Services	Update (to include outcome monitoring on the benefits of the proposals for projects and initiatives)	Chief Financial Officer	13 January 2026	Awaiting Report
9.	Community Learning and Development Plan 2024-2027 - Progress Report	Scrutiny of Report	Director of Communities and Transformation	13 January 2026	Awaiting Report
10.	Local Performance Report: Scottish Fire and Rescue	Provide members with information about performance of the Scottish Fire and Rescue Service in South Ayrshire	Chief Executive	13 January 2026	Awaiting Report
11.	The International Ayr Show - Festival of Flight 2025	Annual report providing overview of delivery and EIA	Director of Communities and Transformation	13 January 2026	Awaiting Report
12.	2025-30 Council Workforce Plan	Scrutiny (prior to referral to Cabinet)	Chief HR Officer	April 2026	Deferred from 21 October 2025 – Awaiting Report
13.	Business Support – Refreshed Ambition Programme Update	Performance update	Director of Communities and Transformation	19 May 2026	Awaiting Report

South Ayrshire Council

Report by Chief Governance Officer to Service and Partnerships Performance Panel of 18 November 2025

Subject: Complaints – Scrutiny Update
Period: 1 April to 30 September 2025

1. Purpose

- 1.1 The purpose of this report is to provide Elected Members with statistical complaints performance information for the period from 1 April to 30 September 2025 and compares performance to the same reporting period in 2024. It reflects the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on how we improve our services following Stage 2 and Ombudsman complaints.

2. Recommendation

2.1 It is recommended that the Panel:

2.1.1 **scrutinises the contents of this report; and**

2.1.2 **requests a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 October 2025 to 31 March 2026.**

3. Background

- 3.1 Our complaints procedure Listening to You, has 2 Stages. We expect most complaints received to be resolved at Stage 1. If a customer remains dissatisfied after Stage 1, they can escalate their complaint to Stage 2. If an initial complaint is complex enough to require detailed investigation, it will be handled at Stage 2 from the outset. If the complainant is not satisfied with their response at Stage 2, the next Stage in the Complaints Handling Procedure is for the complainant to approach the Scottish Public Services Ombudsman and ask that they carry out an independent review into how the Council have investigated their complaint.
- 3.2 Mandatory KPIs as per SPSO guidance are as follows:
- **Indicator One: The Total Number of Complaints Received**
 - **Indicator Two: The Number and Percentage of Complaints at Each Stage that were closed in full within the set timescales of five and 20 working days.**

- **Indicator Three: the average time in working days for a full response to complaints at each Stage.**
- **Indicator Four: The Outcome of Complaints at Each Stage**

3.3 The following Report provides performance data on all Stage 1 and Stage 2 complaints closed from 1 April to 30 September 2025 and is based on SPSO reporting indicators.

3.4 [Appendix 1](#) provides an analysis of our complaints data measured against the SPSO's mandatory reporting KPIs for the period 1 April to 30 September 2025 and compares our performance to the same reporting period in 2024. The Council received 433 complaints in this reporting period, which is an increase of 135 complaints compared to the same reporting period in 2024/25, i.e., an increase of 45%.

3.5 [Appendix 2](#) provides a breakdown of the reasons why complaints were raised against the Council, for the period 1 April to 30 September 2025. 91% of Stage 2 complaints have been resolved on time.

3.6 [Appendix 3](#) provides analysis of our complaints data measured against the four non-mandatory reporting indicators, for the period 1 April to 30 September 2025 and compares our performance to the same reporting period in 2024. The number of complaints received per 1,000 of the population increased by 1 per 1,000 between April – September 2024 and April – September 2025.

3.7 [Appendix 4](#) outlines service improvement case studies where a service improvement outcome was identified and implemented. This appendix highlights four service areas who implemented improvements in service provision following a complaint investigation.

3.8 [Appendix 5](#) outlines details of complaints that have progressed to the SPSO during this reporting period, which have had recommendations made by the SPSO for the Council to improve service provision. No Decision Notices were published by the Ombudsman relating to South Ayrshire Council. during the reporting period 1 April – 30 September 2025

3.9 [Appendix 6](#) provides further information on Investigation complaints received by the Council that have been noted during the reporting period. No Stage 2 complaints were identified as being serious or high risk, i.e., those that would have a serious impact on the Council's ability to provide services to the public.

3.10 [Appendix 7](#) provides further information on the Scottish Public Services Ombudsman's Annual Statistics, comparing South Ayrshire Council performance to Councils with a similar demographic. 22 Cases were referred to the SPSO, with only one being taken forward to investigation.

3.11 [Appendix 8](#) provides further information on statistics provided by the Scottish Public Services Ombudsman relating to the Scottish Welfare Fund. During 2024/2025 there has been a reduction by 3 cases in the number of review applications made to the SPSO. The SPSO did not uphold any of the review requests made to them. During 2024/25 we received 3,580 applications for Crisis Grants & 1,370 applications for Community Care Grants. Overall, only 0.08% of all applicants to the SWF requested an SPSO review.

4. Detail

4.1 It is proposed that the Panel:

- 4.1.1 scrutinises the contents of this report and identifies any performance concerns or required improvement actions.
- 4.1.2 requests a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 October 2025 to 31 March 2026.

5. Legal and Procurement Implications

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

6. Financial Implications

- 6.1 Not applicable.

7. Human Resources Implications

- 7.1 Not applicable.

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

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

8.2 *Risk Implications of Rejecting the Recommendations*

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

9. Integrated Impact Assessment (incorporating Equalities)

- 9.1 Our Integrated Impact Assessment (IIA) considers the following areas:

- Public Sector Equality Duty, Human Rights and Fairer Scotland Duty;
- United Nations Convention on the Rights of the Child (UNCRC);
- Sustainability, climate change and biodiversity;
- Potential impact on older people;
- Rural communities;
- Health and wellbeing;
- A trauma informed organisation; and
- The Promise.

- 9.2 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 4 of the Council Plan: Efficient and effective enabling services.

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.

14.2 Consultation has taken place with Councillor Ian Davis, Policy Lead for Finance and Corporate Services, and the contents of this report reflect any feedback provided.

Background Papers: Report to Service and Partnerships Performance Panel of 21 November 2024 - [Complaints Scrutiny Update - Period 1 April to 1 September 2024](#)

Report to Service and Partnerships Performance Panel of 11 June 2024 - [Complaints Scrutiny Update – Period: 1 October 2024 to 31 March 2025](#)

Person to Contact: Wynne Carlaw , Service Lead - Democratic Services County Buildings, Wellington Square, Ayr, KA7 1DR
Phone 01292 612192
Email wynne.carlaw@south-ayrshire.gov.uk

Date: 7 November 2025

Complaints Data Analysis Against SPSO Reporting Indicators

Please find below analysis of our complaints data measured against mandatory Scottish Public Services Ombudsman (SPSO) reporting indicators for the period 1 April to 30 September 2025 with comparison to the same reporting period in 2024.

The SPSO's requirements for reporting and publicising complaints information requires all 32 local authorities in Scotland to use a standardised set of complaints key performance indicators (KPIs). There are four mandatory KPIs. They are as follows:

- **Indicator One: The total number of complaints received.**
The sum of the number of complaints received at Stage 1 (including escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.
- **Indicator Two: The number and percentage of complaints at each Stage that were closed in full within the set timescales of five and 20 working days.**
The number of complaints closed in full at Stage 1, Stage 2 and after escalation within complaint timescales as % of all Stage 1, Stage 2 and escalated complaints responded to in full.
- **Indicator Three: The average time in working days for a full response to complaints at each Stage.**
The average (mean) time in working days to respond at Stage 1, Stage 2 and after escalation.
- **Indicator Four: The outcome of complaints at each Stage**
The number of complaints upheld, partially upheld, not upheld and resolved at Stage 1, Stage 2 and after escalation as % of all complaints closed at Stage 1, Stage 2 and after escalation.

SPSO Indicator One: the total number of complaints received.

		<i>Total</i>	<i>Stage 1</i>	<i>Stage 2</i>	<i>Escalated</i>
2024/25	01/04 – 30/09	298	209 (70%)	58 (19.5%)	31 (10.5%)
2025/26	01/04 – 30/09	433 ▲	334 (77%) ▲	46 (11%) ▼	53 (12%) ▲

The Council received 433 complaints in this reporting period, which is an increase of 135 complaints compared to the same reporting period in 2024/25, i.e., an increase of 45%.

Council services with the most significant *increase* in complaints are as follows:

- **Committee Services** – 700% increase in complaints, from 0 complaints in 2024/25 to 7 complaints in 2025/26. Complaints to this service relate to webcast uploads, standing orders, petitions, panel papers and Councillor profiles on South Ayrshire Council’s website. Of these complaints, two related to failures to follow a procedure, four to delays in providing services and one to the standard of service provided. Of the seven complaints, two were upheld with apologies and remedial action taken, and five were not upheld.
- **Information Governance** – 600% increase from 0 complaints in 2024/25, to 6 complaints in 2025/26. Of these complaints, 4 related to the administration of the Complaints Handling Procedure, one relating to Records Management and one to FOI and were mostly in relation to failures to follow procedures and delays in publishing information. Where there have been delays or failures to follow processes, the Information Governance team have taken corrective action to ensure information is up-to-date and prevent reoccurrence.
- **Facilities** – 500% increase in complaints, from 3 complaints in 2024/25 to 18 complaints in 2025/26. The majority of these complaints relate to public conveniences, specifically about cleanliness or the need to pay for use. None of our public toilets are permanently manned, with attendants covering more facilities which means times between cleaning and stock refills have been impacted. Refurbishments have been carried out on some facilities, but those that have not been refurbished are in a greater state of disrepair. Capital bids are being submitted to carry out works on the remaining facilities, but they have not yet been accepted.

Council services with the most significant *decrease* in complaints are as follows:

- **Justice Services** – 50% decrease in complaints, from 4 complaints in 2024/25 to 2 complaints in 2025/26. No specific trend has been identified for this reduction.
- **Leisure** – 46% decrease in complaints from 24 complaints in 2024/25 to 13 complaints in 2025/26. Over the last 12 months, improvements have been made to both the booking system and cleaning/maintenance of facilities. Customer feedback was used to review and update the previous booking policy regarding booking cancellations and how this was addressed with customers resulting in a fairer approach that customers and staff are now happier to adopt. The service has also managed to fill cleaning and maintenance staff vacancies over the past 6-12 months which has had a positive impact on customer facing areas of the facilities.
- **Golf** – 33% decrease in complaints from 18 in 24/25 to 12 in 2025/26. Complaints made in relation to the Golf service often relate to course conditions, which tend to be weather driven and largely out with the control of the service. However, recent steps taken to improve communications to customers and regular course maintenance are likely to have contributed to the decrease in complaints.

SPSO Indicator Two: the number and percentage of complaints at each Stage that were closed in full within the set timescales of five and 20 working days.

		Stage 1	Stage 2	Escalated
2024/25	01/04 – 30/09	134 (64%)	40 (71%)	22 (71%)
2025/26	01/04 – 30/09	264 (79%) ▲	30 (65%) ▼	42 (79%) ▲

There has been a decrease in the performance against timescales for Stage 2 complaints. However, it should be noted that these statistics do not take into consideration extensions to timescales that can be added to allow a full and detailed investigation. When taking these extensions into account, 91% of Stage 2 complaints have been resolved on time.

SPSO Indicator Three: the average time in working days for a full response to complaints at each Stage.

		Stage 1	Stage 2	Escalated
2024/25	01/04 – 30/09	6	20	17
2025/26	01/04 – 30/09	5 ▼	20 ◀▶	17 ◀▶

The average time to respond to a Stage 2 and Escalated complaint has remained at 20 and 17 working days respectively, which is within the 20-working day timescale expected for Stage 2 and Escalated complaints. There has also been a decrease in average time in working days for Stage 1 complaints, taking the average working days to respond within the 5-day target.

SPSO Indicator Four: the outcome of complaints at each Stage

Outcome of Complaints Closed at Stage 1

		Upheld	Partially Upheld	Not Upheld	Resolved
2024/25	01/04 – 30/09	51 (24.5%)	26 (12.5%)	102 (49%)	30 (14%)
2025/26	01/04 – 30/09	113 (34%) ▲	30 (9%) ▼	166 (50%) ▲	25 (7%) ▼

Of the 334 Stage 1 complaints, 43% were upheld or partially upheld, which is a 6% increase from the same reporting period in 2024/25. This indicates that in 43 out of every 100 complaints received, our Stage 1 investigations established that our customers had let us know where we could make improvements to our services.

Outcome of Complaints Closed at Stage 2

		Upheld	Partially Upheld	Not Upheld	Resolved
2024/25	01/04 – 30/09	7 (12%)	3 (5%)	47 (81%)	1 (2%)
2025/26	01/04 – 30/09	2 (4%) ▼	4 (9%) ▲	38 (83%) ▲	2 (4%) ▲

83% of complaints investigated at Stage 2 were not upheld, which indicates that only 17% of complaints investigated at this stage found a failure in service provision. This is a decrease of 2% where the Council has found failure to the same reporting period in the previous year.

Outcome of Escalated Complaints

		<i>Upheld</i>	<i>Partially Upheld</i>	<i>Not Upheld</i>	<i>Resolved</i>
2024/25	01/04 – 30/09	4 (13%)	4 (13%)	23 (74%)	0 (0%)
2025/26	01/04 – 30/09	11 (21%) ▲	4 (7%) ▼	36 (68%)▼	2 (4%) ▲

In 2025/26, 28% of complaints that were escalated from Stage 1 to a Stage 2 investigation were either upheld or partially upheld. This figure has increased from 26% in 2024/25, showing that more complaints were escalated to this stage by a customer which were ultimately found to be justified.

The top 3 reasons for complaints received by the Council (as categorised within the Complaints Handling system) are:

		<i>01/04 to 30/09 (2024/25)</i>	<i>01/04 to 30/09 (2025/26)</i>	
Stage 1	1	Standard of service provided	1	Standard of service provided
	2	Conduct/attitude of staff	2	Failure to provide service
	3	Delay in providing service	3	Delay in providing service
Stage 2	1	Dissatisfaction with policy	1	Standard of service provided
	2	Standard of service provided	2	Disagreement with decision
	3	Disagreement with decision	3=	Failure to follow a procedure
			3=	Delay in providing service

Breakdown of Complaints by Service:

Information relating to the services which have had the biggest increase and decrease in complaints is outlined above. From highest to lowest:

Neighbourhood services complaints increased from 53 in 2024/25 to 127. This is because of programmes of removing unauthorised 2nd green bin which resulted in a number of complaints. As well as this, changes have been made in collection of clinical waste, which has meant the removal of 2nd green bins for this waste, but adding an additional green bin collection every other Saturday, taking the number of collections from 17 to 26 per year. There have also been changes to nappy collections, which are now only offered to families with 2 or more children in nappies at the same time. This is to encourage families to recycle more to ensure that their nappies can be disposed of in the green bin, as waste analysis shows that 30% of our green bin (residual waste) is food waste. Although Neighbourhood Services have received 127 complaints in 2025/26, Waste Management services 6,000,000 domestic bins per annum. These complaints contribute to the increase in the number categorised as “Failure to Provide Service”.

Our Schools Primary/Nursery had 23 complaints during this reporting period, an increase of 11 complaints from the previous year. There is no specific trend either with the standard of service provided in one specific school or in a specific type of complaint raised. Concerns addressed can include issues around bullying, class disruption and class composition.

Facilities complaints increased from 3 in 2024/25 to 18 in 2025/26, which was a result of public convenience complaints as above.

And our Property Maintenance team processed 30 complaints, an increase of 12, from the same reporting period last year. This was linked to an increase in cases where the Council refused to carry out repairs which were the tenant's responsibility under their tenancy agreement. This triggered customers logging complaints however ultimately their complaint responses only re-iterated the response they had previously been given.

		2024-25	2025-26	
1	Neighbourhood Services	53	127	▲
2	Community Care	50	43	▼
3	Housing	40	37	▼
4	Property Maintenance	18	30	▲
5	Schools Primary/Nursery	12	23	▲
6	Culture and Tourism	11	21	▲
7	Facilities	3	18	▲
8	Design Services	18	17	▼
9	Revenues	14	15	▲
10	Leisure	24	13	▼
11	Golf	18	12	▼
12	Schools Secondary	4	10	▲
13	Planning	2	8	▲
14	Committee Services	0	7	▲
15	Information Governance	0	6	▲
16	Bereavement Services	1	5	▲
16	Children and Families	7	5	▼
16	Communities	2	5	▲
17	Education Central	2	4	▲
17	Environmental Health	3	4	▲
18	Employee Services	0	3	▲
18	Scottish Welfare Fund	1	3	▲
18	Social Care Finance	4	3	▼
19	Communications	0	2	▲
19	Justice Services	4	2	▼
19	Procurement	0	2	▲
20	Asset Management	0	1	▲
20	Early Years	0	1	▲
20	Economy and Regeneration	1	1	◀▶
20	Finance	1	1	◀▶
20	Housing Policy	2	1	▼
20	ICT	0	1	▲
20	Roads	0	1	▲
20	Special Property Projects	0	1	▲
--	Additional Support Needs	1	0	▼
--	Benefits	0	0	◀▶
--	Building Standards	1	0	▼
--	Customer Services	0	0	◀▶
--	Fleet Management	0	0	◀▶
--	Legal	1	0	▼
--	Licensing	0	0	◀▶
--	Registration	0	0	◀▶
--	Trading Standards	0	0	◀▶

Alphabetically:

	2024-25	2025-26	
Additional Support Needs	1	0	▼
Asset Management	0	1	▲
Benefits	0	0	◀▶
Bereavement Services	1	5	▲
Building Standards	1	0	▼
Children and Families	7	5	▼
Committee Services	0	7	▲
Communications	0	2	▲
Communities	2	5	▲
Community Care	50	43	▼
Culture and Tourism	11	21	▲
Customer Services	0	0	◀▶
Design Services	18	17	▼
Early Years	0	1	▲
Economy and Regeneration	1	1	◀▶
Education Central	2	4	▲
Employee Services	0	3	▲
Environmental Health	3	4	▲
Facilities	3	18	▲
Finance	1	1	◀▶
Fleet Management	0	0	◀▶
Golf	18	12	▼
Housing	40	37	▼
Housing Policy	2	1	▼
ICT	0	1	▲
Information Governance	0	6	▲
Justice Services	4	2	▼
Legal	1	0	▼
Leisure	24	13	▼
Licensing	0	0	◀▶
Neighbourhood Services	53	127	▲
Planning	2	8	▲
Procurement	0	2	▲
Property Maintenance	18	30	▲
Registration	0	0	◀▶
Revenues	14	15	▲
Roads	0	1	▲
Schools Primary/Nursery	12	23	▲
Schools Secondary	4	10	▲
Scottish Welfare Fund	1	3	▲
Social Care Finance	4	3	▼
Special Property Projects	0	1	▲
Trading Standards	0	0	◀▶

Further detailed analysis of Stage 1, Stage 2 and Escalated complaints is outlined in [Appendix 2](#)

Reasons for Complaints

The undernoted Table 1 provides a breakdown of reasons for complaints received and closed by the Council at Stage 1, between 1 April and 30 September 2024, compared to the same reporting period in 2024/25.

Table 1 – Reasons for Stage 1 Complaints

		2024/25		2025/26	
		Number	% Of Total Stage 1	Number	% Of Total Stage 1
1	Standard of Service Provided	63	30%	136	41%
2	Failure to Provide Service	26	12%	54	16%
3	Delay in providing service	27	13%	38	11%
4	Conduct/attitude of staff	32	15%	32	10%
5	Dissatisfaction with Policy	22	11%	31	9%
6	Disagreement with decision	21	10%	28	8%
7	Failure to follow a procedure	8	4%	9	3%
8	Other	7	3%	6	2%
9	Failure to respond to Enquiry	3	2%	0	0%
	Total	209	100%	334	100%

Standard of Service Provided

The Council received 136 complaints categorised as standard of service provided at Stage 1. This equates to 41% of all Stage 1 complaints. No one specific service received a higher proportion of complaints, services receiving Stage 1 complaints under this category included Community Care, Design Services, Facilities, Golf, Leisure, Housing, Property Maintenance, Revenues, Schools and Neighbourhood services.

Failure to Provide Service

The Council received 54 complaints relating to failure to provide a service, which equates to 16% of all complaints received at Stage 1. Of these 54 complaints, 38 related to Neighbourhood Services, and can be further categorised as relating to missed bins (26), wheelie bins (5), other (1), recycling facilities (1), special uplifts (2), and waste collection (3).

Delay in Providing a Service

The Council received 38 complaints relating to a delay in providing a service, which equates 11% of all complaints received at Stage 1, with Neighbourhood Services (14) and Property Maintenance (7) receiving the highest proportions. Other services to receive complaints relating to delays in service are Bereavement, Community Care, Environmental Health, Housing, Information Governance, Planning and Schools.

The following categories have been collated from the Council's Complaints Handling System (GOSS) based on information entered by Services handling complaints at a service level. This gives an overview of the Categories of Stage One complaints.

It is not a mandatory requirement for services to input this information when completing cases on our GOSS system - but they are encouraged to complete these fields. *As a result, the number of complaints detailed below may not equate to the total number of Stage one complaints reported.*

Stage 1 Complaint Categories

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25	
Community Care	Arran View	5	5	
	Arrol Park	2	0	
	Homecare	4	9	
	Ayr North Locality Team	0	1	
	Ayr South Locality Team	0	0	
	Troon Locality Team	2	0	
	Girvan/Maybole Locality Team	1	1	
	Prestwick Locality Team	0	1	
	Mental Health Team	0	2	
	Telecare	0	0	
	Occupational Health	0	2	
	Schools	Alloway Primary	0	1
		Annbank Primary	0	0
		Ayr Academy	0	0
Ayr Grammar		0	0	
Barr Primary		0	0	
Barassie Primary		3	0	
Belmont Academy		2	2	
Braehead Primary		0	0	
Cairn Primary	0	0		

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25
	Carrick Academy	0	1
	Crosshill Primary	0	2
	Coylton Primary	0	0
	Culzean Primary School	1	0
	Dailly Primary	1	0
	Dalmilling Primary	0	0
	Doonfoot Primary	0	0
	Dundonald Primary	0	0
	Forehill Primary	0	1
	Gardenrose Primary	0	0
	Girvan Academy	0	0
	Girvan Primary	0	0
	Glenburn Primary	0	0
	Heathfield Primary	2	3
	Holmston Primary	0	1
	Kincaidston Primary	0	0
	Kingcase Primary	0	1
	Kyle Academy	0	1
	Maidens Primary	0	1
	Marr College	0	1
	Minishant	0	1
	Monkton Primary	1	0
	Newton Primary	0	0
	Prestwick Academy	2	1
	Queen Margaret Academy	0	1
	Sacred Heart	0	0
	St Cuthbert's Primary	0	0
	St John's Primary	0	0
	Struthers Primary	2	3
	Symington Primary	0	0
	Tarbolton Primary	0	1
	Troon Primary	0	0
	Childcare	0	0
	Nursery	0	0
Facilities	Catering Services	1	0
	Janitorial	0	1
	Public Convenience	1	14
	School crossing patrol	0	0

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25
Children and Families	Children and Families Disability Team	1	0
	Ayr North Locality Team	0	0
	Ayr South Locality Team	0	0
	Girvan/Maybole Locality Team	2	0
	Prestwick/Troon Locality Team	1	0
	Initial Response Team	0	0
	Children's Houses	0	0
	Family Placement and Adoption Team	0	0
	Management Team	0	0
	Young People Support and Transitions Team	0	1
Housing	Access to Housing/Support	0	6
	Equalities		1
	Customer Landlord Relations	21	13
	Neighbourhood and Community	1	0
	Policy	0	0
	Quality Maintenance	8	3
Leisure	Activity Centres	3	
	Citadel	11	9
	Maybole Fitness Suite	3	1
	Other	2	0
	Swimming Pools	3	3
	Golf	Belleisle/Seafield	2
Dalmilling		4	1
Girvan		1	1
Lochgreen/Darley/Fullarton		2	3
Other		0	0
Neighbourhood Services		Assisted Collection	0
	Missed Bin	11	35
	Bin Return	0	0
	Wheelie Bins	2	35
	Burials	0	0
	Grass Cutting	0	6
	Litter	1	5
	Litter Bins	0	8
	Beaches	0	0
	Other	1	3

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25
	Play Areas	0	1
	Recycling Facilities	2	3
	Special Uplifts	0	3
	Staff	0	1
	Street Sweeping	0	1
	Waste Collection	10	15
	Waste Disposal	0	1
	Weed Removal	0	1
	Parks	0	0
	Paths	0	0
	Waste Recycling	0	0
	Trees	0	1
Benefits	Other	0	0
	Service Delivery	0	0
Property Maintenance	Communication	3	3
	External Contractor	1	2
	Dissatisfied with Repair	8	10
	Private Owner		2
	Staff Attitude/Behaviour	2	3
	Other	1	0
Culture and Tourism	Air Show	2	9
	Seafront Barriers	5	0
	McKechnie	0	0
	Carnegie	0	1
	Rozelle	0	0
	Town Halls	0	3
	Other	1	3

The undernoted table provides an overview of reasons for complaints received and closed by the Council at **Stage 2** between 1 April and 30 September 2025.

Table 2/

Table 2 - Reasons for Stage 2 Complaints

		2024/25		2025/26	
		Number	% Of Total Stage 2	Number	% Of Total Stage 2
1	Standard of Service Provided	15	26%	18	39.1%
2	Disagreement with a Decision	8	14%	12	26.1%
3	Failure to follow procedure	0	0%	7	15.3%
4	Conduct/attitude of staff	1	2%	2	4.3%
4	Dissatisfaction with policy	24	41%	2	4.3%
4	Failure to provide service	4	7%	2	4.3%
5	Failure to respond to enquiry	1	2%	1	2.2%
5	Delay in providing a service	5	8%	1	2.2%
5	Other	0	0%	1	2.2%
	Total	58	100%	46	100%

Standard of Service Provided

The Council received 18 complaints relating to the standard of service provided, which equates 39% of all complaints received at Stage 2. Complaints relating to standards of service vary across a range of services, including Asset Management, Community Care, Education, Housing and Property Maintenance.

Disagreement with Decision Complaints

26% of complaints received at Stage 2 during this reporting period related to disagreements with Council decisions, compared to only 14% in the previous reporting period. Complaints received were across a range of services, including Communications, Communities, Community Care, Culture and Tourism, Economy and Regeneration, Finance, Neighbourhood Services, Property Maintenance and Roads. Of these 12 complaints, 11 were not upheld, and 1 resolved.

Failure to Follow Procedure

The Council received 7 complaints relating to failures to follow procedures, which equates 15% of all complaints received at Stage 2. Complaints relating to failures to follow procedures vary across a range of services, including Committee Services, Communities, Culture and Tourism, Employee Services, Procurement and Special Property Projects.

Stage 2 Complaint Categories

The undernoted categories have been collated from the Council's Complaints Handling System (GOSS) using information entered by Services handling complaints at a service level. It is not a mandatory requirement for services to input this information when completing cases on our GOSS system - but they are encouraged to complete these fields. As a result, the number of complaints detailed below may not equate to the total number of Stage two complaints reported.

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25
Schools	Maidens Primary School	1	0
	Alloway Primary	0	1
	Braehead Primary	0	1
	Carrick Academy	0	1
	Crosshill Primary	0	1
	Heathfield Primary	0	1
	Kingcase Primary	0	1
	Monkton Primary	0	1
	Struthers Primary	0	1
Children and Families	Management Team	0	0
	Fostering	0	0
	Disability Team	0	0
	Girvan/Maybole Locality	0	0
Community Care	Homecare	0	0
	Learning/Physical Disability	0	1
	Overmills	1	0
	Arran View	3	1
Housing	Customer Landlord Relationship	1	5
	Quality Maintenance	3	1
	Access to Housing/Support	0	1
	Neighbourhood and Community	1	0

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25
	External Contractor	1	0
Neighbourhood Services	Garden Waste Charge	20	0
	Wheelie Bin	1	1
	Missed Bin	1	0
	Litter Bins	0	2
	Open Spaces	0	1
	Waste Collection	0	1
Golf	Belleisle/Seafield	5	0
	Lochgreen/Darley/Fullarton	1	0
	Other	0	0
Leisure	Swimming Pools	0	0
	Other	0	0
Planning	Objection	0	0
	Other	0	0
	Planning Enforcement	0	0
	Planning Application	0	0
	Neighbour Notification	0	0
Property Maintenance	Dissatisfied with Repair	1	3
	Contact/Communication	0	0
	Private Owners	0	2
	Other	0	0

Table 3 - Reasons for Escalated Complaints

		2024/25		2025/26	
		Number	% Of Total Stage 2	Number	% Of Total Stage 2
1	Standard of Service Provision	10	32%	22	41%
2	Delay in providing service	5	16%	10	19%
2	Disagreement with decision	3	10%	10	19%

		2024/25		2025/26	
		Number	% Of Total Stage 2	Number	% Of Total Stage 2
3	Failure to follow a procedure	0	0%	4	7%
4	Conduct/attitude of staff	5	16%	3	6%
5	Dissatisfaction with Policy	2	7%	1	2%
5	Failure to provide service	6	19%	1	2%
5	Failure to respond to enquiry	0	0%	1	2%
5	Other	0	0%	1	2%
	Total	31	100%	53	100%

Standard of Service Provided Complaints

41% of complaints escalated from Stage 1 to Stage 2 were categorised as relating to the standard of service provided, an increase of 9% from the previous reporting period. There was no specific trend in one particular department receiving most of those complaints, which were dealt with by, for example, Children & Families, Community Care, Culture and Tourism, Design Services, Education, Facilities, Housing Golf, ICT, Property Maintenance and Revenues .

- **6 complaints were upheld with apologies or explanations provided.**
- **14 complaints were not upheld, with a further explanation provided.**
- **2 complaint was partially upheld, with an explanation provided.**

Delay in Providing a Service Complaints

The Council received 10 complaints relating to delays in providing services , which equates 19% of all complaints received at Stage 2. Complaints relating to failures to follow procedures vary across a range of services, including Committee Services, Community Care, Environmental Health, Housing, Neighbourhood Services, Property Maintenance and Social Care Finance.

Disagreement with Decision Complaints

The Council received 10 complaints relating to disagreements with decisions, which equates 19% of all complaints received at Stage 2. Complaints relating to failures to follow procedures vary across a range of services, including Children and Families, Community Care, Employee Services, Housing and Neighbourhood Services.

Escalated Complaint Categories

The following has been collated from the Council's Complaints Handling System (GOSS) using information entered by Services handling complaints at a service level. It is not a mandatory requirement for services to input this information when completing cases on our GOSS system - but they are encouraged to complete these fields. As a result, the number of complaints detailed below may not equate to the total number of Escalated complaints reported:

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25
Children and Families	Ayr North Locality Team	1	0
	Girvan/Maybole Locality Team	0	1
	Family Placement and Adoption Team	0	2
	Management Team	1	0
	Disability Team	1	0
Customer Services	Waiting Times	0	0
Schools	Ayr Grammar	0	0
	Carrick Academy	0	0
	Belmont Academy	0	1
	Dailly Primary	0	0
	Doonfoot Primary	1	0
	Girvan Primary	0	0
	Glenburn Primary	0	0
	Kingcase Primary	0	1
	Symington Primary	0	0
	Marr College	0	0
	Queen Margaret Academy	0	0
	Symington Primary	0	0
Community Care	Arran View	3	1
	Homecare	1	1
	Ayr North Team	1	1
	Ayr South Team	0	0
	Maybole Girvan Team		2
	Troon Team	0	1
Facilities	Public Conveniences	0	3
Housing	Customer Landlord Relations	0	2
	Housing Policy	0	1

Service	Subject	01/04 – 30/09/24	01/04 – 30/09/25
	Quality Maintenance	2	1
	Access to Housing/Support	2	3
<i>Leisure</i>	Citadel	0	0
	Other	0	0
<i>Golf</i>	Belleisle/Seafield	1	1
	Dalmilling	1	0
	Other	0	0
<i>Neighbourhood Services</i>	Recycling Facilities	0	0
	Waste Collection	1	0
	Allotments	1	0
	Wheelie Bin	1	1
	Litter Bin	0	1
	Parks	0	1
<i>Planning</i>	Planning Application	1	1
<i>Property Maintenance</i>	Dissatisfied with Repair	1	2
	Contact/Communication	1	2
	External Contractor	0	1
	Private Owners	0	0
	Staff Attitude	0	0

Additional Information - Complaints Data Analysis Against Non-Mandatory Reporting Indicators

The undernoted no longer forms part of the mandatory KPI reporting to the SPSO, however this information has been included to Members in this report as additional information:

Additional Information - Complaints Received per 1,000 of the population.

2024/25	01/04 – 30/09	3 per 1,000
2025/26	01/04 – 30/09	4 per 1000 ▲

The number of complaints received per 1,000 of the population increased by 1 per 1,000 between April – September 2024 and April – September 2025.

Additional Information – Number of Cases where an Extension is Authorised

		<i>Stage 1</i>	<i>Stage 2</i>	<i>Escalated</i>
2024/25	01/04 – 30/09	27	4	4
2025/26	01/04 – 30/09	27 ◀▶	12 ▲	9▲

An extension, when required, is undertaken in consultation with the complainant when it is established the complaint is complex and requires time to fully investigate.

For this reporting period, 48 complaints were subject to an authorised extension compared to 35 2024, an increase of 13 cases. Extensions are encouraged when complaints will take longer than the required timescale, to ensure that complainants are kept informed of the status of their case - and it is encouraging that Council services have recognised that they can communicate with the complainant to use this extension facility, to ensure the investigation is carried out effectively. Services who utilised application of an authorised extension to allow additional time to investigate a complaint included Children and Families, Community Care, Culture and Tourism, Education, Housing, Property Maintenance and Neighbourhood Services.

Additional Information – Customer Satisfaction

To gauge Customer Satisfaction in our complaints process we actively encourage members of the public to provide us with their feedback on their experience. This feedback allows us to establish where our process can be strengthened to meet customer needs.

Completion of this survey *is not a compulsory part of the complaints process*, and it is challenging to elicit feedback from the public in how we can continuously improve our actual complaints process. A survey is available online for anyone using our service to complete, and Information Governance also invites a sample of customers to provide us with this helpful feedback.

Most of the feedback we receive through this survey comes from customers who did not receive the outcome they sought following their complaint, with the trend being customers who are satisfied do not complete the survey. We will continue to look at ways to engage our customers to elicit meaningful feedback to improve our procedures.

Between 1 April 2025 and 30 September 2025, 60 requests were issued to members of the public inviting them to participate in our Customer Satisfaction Survey. 16 customer satisfaction surveys were completed which constitutes a 27% return, this is a decrease of 6% from the previous reporting period where the return rate was 33%.

Feedback received from the 27% who responded indicates that:

	2024/25			2025/26		
	Agree/ Strongly Agree	Neutral	Disagree	Agree/ Strongly Agree	Neutral	Disagree
Information about the complaint's procedure was easily accessible.	50%	20%	30%	75%	12.5%	12.5%
I found it easy to make my complaint.	50%	30%	20%	62%	19%	19%
I was happy that the Investigating Officer fully understood my complaint.	35%	15%	50%	37.5%	12.5%	50%
I was given the opportunity to fully explain my complaint.	50%	10%	40%	44%	25%	31%
The points of my complaint were identified and responded to	30%	25%	45%	37%	19%	44%
The response to my complaint was easy to understand.	45%	10%	45%	31%	31%	38%
Overall, I was satisfied with the handling of my complaint.	5%	20%	75%	19%	25%	56%
I was told if the response was going to take longer than the set timescales (<i>five working days at Stage 1 and 20 working days at Stage 2</i>)	15%	50%	35%	25%	50%	25%
I was clearly told what the next Stage of the complaints process was for me.	30%	10%	60%	44%	12%	44%

While more than half of respondents indicated their dissatisfaction in the overall handling of complaints, overall, the responses show an increase in satisfaction from the same period in 2024/25.

Members are asked to note that negative responses are received from customers who felt the Council did not provide the outcome to their complaint they hoped for or expected (e.g., not upheld). All complaint investigators are encouraged to work with the customer to clarify the basis of their complaint, to support a clearly defined complaint investigation that meets customer expectations and clearly sign post customers to the next stage in the complaints handling process should they remain dissatisfied.

Service Improvement Case Studies

Facilities Management

A customer complained that she had been refused access to a public toilet as she did not have any form of contactless payment with her. As a result of her complaint, an apology for the inconvenience was offered and reminder communications were delivered to on-site attendants advising them to use discretion and, where appropriate, to support access to facilities when a customer is faced with difficulties.

Golf

A customer complained that there was an increase of stray golf shots in and around her property following a redesign of Lochgreen Golf Course in Troon. As well as an apology, as a result of her complaint, the greenkeepers at Lochgreen Golf Course were reminded that the area in question is a compulsory no-play zone and should not be maintained for use.

ICT/Planning

A customer complained that the Planning team were not able to access the information he had submitted in a planning enforcement breach form. Following an investigation, it became clear that this was due to a systems error which meant that the form was submitted but did not reach the Planning mailbox due to the size of attachments. As a result of this complaint, the process has been updated to ensure the case manager also gets an alert from the system when a case is submitted, and it is not only reliant on the email being received in the enforcement mailbox which can be blocked due to large attachments.

Neighbourhood Services

A customer complained that his assisted collection for brown bins was often missed. As well as an apology and an uplift of the bins, a reminder was also issued to the relevant foreman to ensure this did not reoccur.

Scottish Public Services Ombudsman Improvement Cases

No Decision Notices were published by the Ombudsman relating to South Ayrshire Council during the reporting period 1 April – 30 September 2025.

Stage 2 Complaints Monitoring

All Stage 2 complaints investigated by the Council are monitored, and each quarter any considered to be serious or high risk are reported to the Integrity Group.

In reporting period 1 April to 30 September 2025 no Stage 2 complaints were identified as being serious or high risk, i.e., those that would have a serious impact on the Council's ability to provide services to the public.

Most Stage 2 complaints were undertaken at this level because they involved either a response from more than one service or were too complex to resolve within 5 working days at Stage 1.

Scottish Public Services Ombudsman Annual Statistics¹

The SPSO publish an annual Statistical Report for complaints they receive for Councils. These relate to complaints that have been referred by a member of the public to the SPSO to investigate following the Council undertaking a Stage 2 investigation.

Further benchmarking of these statistics against similar Local Authorities is outlined below in [Appendix 8](#). Details of the most recent Council's SPSO Statistics for Council Services, are detailed below. *As these statistics are provided by the SPSO the Council cannot provide further analysis on the categorisation or breakdown of these statistics, nor can we influence the dates when these statistics are published:* [Statistics | SPSO](#).

Stage	Outcome Group	South Ayrshire Council – 2024/25
Advice	A&G - Complaint submissions - mature	0
	A&G - Complaint submissions - premature	0
	A&G - Enquiries	0
	Unable to proceed	0
	Total	0
Early Resolution	Cause and impact test not met (s 5 (3))	0
	Discretion – Alternative action proposed	0
	Discretion – Alternative route used or available	0
	Discretion – Good complaint handling	13
	Discretion – Insufficient benefit would be achieved by investigation	2
	Discretion – Referred back	1
	Discretion – Resolved - both parties satisfied with proposed outcome	1
	Member of the public test not met (s 5 (6))	2
	Premature	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0
	Subject matter not in jurisdiction	1
	Time limit (s 10)	0
	Unable to proceed	1
	Total	21
Investigation	Fully upheld	0
	Not duly made or withdrawn	0

¹ Please note this information was provided by the Scottish Public Services Ombudsman and the Information Governance team are therefore unable to provide any analysis of these statistics. Where a difference in the number of complaints received and closed is noted, this is a result of either complaints from the previous reporting year being included in the closed total, or complaints received in 2024/25 continuing to be investigated/considered by the SPSO into 2025/26.

Stage	Outcome Group	South Ayrshire Council – 2024/25
	Not upheld	0
	Some upheld	1
	Total	1
Total		22

Scottish Public Services Ombudsman Annual Statistics

In accordance with Local Government bench marking scheme, and to allow a realistic indication of performance among Scottish Local Authorities, a benchmarking process has been organised around 'family groups' of councils to compare those similar in terms of the type of population that they serve (e.g., relative deprivation and affluence) and the type of area in which they serve them (e.g., urban, semi-rural, rural). Cases escalated to the SPSO within South Ayrshire Council's family group (South Ayrshire Council forms family three in Local Government Bench Marking <https://www.improvementservice.org.uk/benchmarking/how-do-we-compare-councils>) are as follows:

The undernoted complaints group has 8 members. Of these eight members, **South Ayrshire Council has the second-lowest number of cases escalated to the Ombudsman** in the family group, which is an improvement from the SPSO report from 2024/25 in which we placed second.

In 2024/25 South Ayrshire Council dealt with 606 complaints. Of these, 22 were referred to the SPSO for further consideration, one of which warranted a full investigation. In 21 cases, the customer was provided with advice by the SPSO, or an early resolution was reached (see [Appendix 7](#) above).

This is a positive indication that the Council is providing a complaint handling service which meets the approval of the SPSO in line with the statutory complaints handling process. Additionally, it is encouraging that over 96% of customers who complained to the Council were satisfied with the handling of their complaint by the relevant Council service and did not feel there was a requirement to contact the SPSO.

Ranking (from lowest to highest number of complaints received)	Local Authority	2023/24		2024/25	
		Complaints	% Family Group Total	Complaints	% Family Group Total
1	Clackmannanshire	15	3.5%	17	3%
2	South Ayrshire	15	3.5%	22 ▲	5% ▲
3	Dumfries & Galloway	29	7%	44	9%
4	Renfrewshire	54	13%	52	11%
5	Falkirk	63	15%	70	14%
6	West Lothian	71	17%	87	18%
7	South Lanarkshire	71	17%	92	19%
8	Fife	101	24%	102	21%

Scottish Welfare Fund Annual Statistics

From 1 April 2016 the SPSO have been responsible for independent reviews of applications made to the SWF for both Crisis Grants and Community Care Grants. (Previously this role was undertaken by each Local Authority).

When an applicant requests a review the SPSO can conduct a review with the following possible outcomes.

- To change part, or all, of the Council's decision
- To tell the Council to make a new decision, or
- Not to change the Council's decision in any way

Summary of SPSO Decisions

Application Type	Total Decisions		Not Upheld		Upheld		Uphold rate		National average uphold rate	
	23-24	24-25	23-24	24-25	23-24	24-25	23-24	24-25	23-24	24-25
Crisis Grants	5	3	4	3	1	0	20%	0%	16%	21%
Community Care Grants	2	1	0	1	2	0	100%	0%	52%	56%
Total	7	4	4	4	3	0	43%	0%	-	-

During 2024/2025 there has been a reduction by 3 cases in the number of review applications made to the SPSO. The SPSO did not uphold any of the review requests made to them. During 2024/25 we received 3,580 applications for Crisis Grants & 1,370 applications for Community Care Grants. Overall, only 0.08% of all applicants to the SWF requested an SPSO review.

Whilst the overall requests for review are very low, we will continue to examine any decisions taken by the SPSO to ensure our staff continue to interpret the guidance appropriately. However, in accordance with the scheme customers do have the right to request a review by the SPSO and where this happens, we will continue to co-operate fully with the SPSO reviews

South Ayrshire Council

**Report by Chief Governance Officer
to Service and Partnerships Performance Panel
of 18 November 2025**

Subject: FOISA/ EIR Annual Report 2024/25

1. Purpose

- 1.1 The purpose of this report is to provide an update to Members on the Council's response times and the volume of requests made under the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs) by subject matter and type of requester during the period 1 July 2024 to 30 June 2025.

2. Recommendation

2.1 It is recommended that the Panel:

2.1.1 scrutinises the contents of this report, and

2.1.2 requests a further report to a future meeting of the Panel providing an update on the Council's FOISA/ EIR performance during the period 1 July 2025 and 30 June 2026.

3. Background

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

- 3.5 South Ayrshire Council’s performance continues to meet the standards required of the Scottish Information Commissioner, with no interventions sought.
- 3.6 The Council’s Information Governance (IG) Team handles all Council information requests under FOISA and EIRs.
- 3.7 Public bodies are required to respond to information requests under both FOISA and the EIRS within 20 working days (in exceptional circumstances this timescale can be extended under the EIRS, but there is no extension mechanism under the FOISA legislation).
- 3.8 For the 2024/25 reporting period outlined in this report, **76%** of FOISA responses were issued within 20 working days, and **85%** of EIR responses being issued within statutory time scales.
- 3.9 This shows a demonstrated improvement in performance against statutory timescales in comparison to 2023/24. Members are also asked to note that across both FOISA and EIR requests, the Council processed 143 more requests in 2024/25, an increase of just 9% from the previous year.

	FOISA		EIRS	
	2024/25	2023/24	2024/25	2023/24
No. Enquiries across Directorates (<i>this figure may be greater than the number of requests received as multiple Council Services may input into one response</i>)	1200	1041	441	457
Information Requests responded to within 20 working days	76% ▲	74%	85% ▲	81%

- 3.10 [Appendix 1](#) – provides further information on the administration of FOISA and EIR requests, the Council’s performance against statutory time scales; how South Ayrshire Council performs in comparison to other similar Local Authorities within Scotland; the number of Internal Reviews and Scottish Information Commissioner investigations carried out, and future steps being taken to improve the Council’s performance.
- 3.11 The Council’s internal service performance indicator target for responses being issued within the 20-day timescale is set at **80%**. In 2024/25 **76%** of FOISA requests and **85%** of EIR requests were answered within the prescribed timescales.
- 3.12 [Appendix 2](#) – provides information on the Council’s response times to FOISA requests within 20 working days, broken down by Directorate performance, together with analysis of requestor categories. The Council received 1,041 FOI requests in 2023/24 in comparison to 1,200 in 2024/25 – i.e., 159 more FOI requests.
- 3.13 [Appendix 3](#) – provides information on the Council’s response times to EIR requests within statutory time scales, broken down by Directorate performance, together with analysis of requestor categories. The Council received 457 EIR requests in comparison to 441 requests in 2024/25 – i.e., 16 fewer EIR requests.

3.14 [Appendix 4](#) – provides further analysis information of FOISA requests by the categorisation of the requestor. The highest volume of FOI requests came from members of the public. **554** requests were identified as having been made by the public, representing 46% of all FOISA requests.

3.15 [Appendix 5](#) – provides further analysis information of EIR requests by the categorisation of the requestor. The highest volume of EIR requests were also received from members of the public. **194** requests were identified as having been made by the public, representing 44% of all EIR requests.

4. Detail

4.1 Members are asked to scrutinise the contents of this report.

4.2 Request a further report to a future meeting of the Panel, providing an update on the FOISA/ EIR performance of the Council during the period 1 July 2025 – 30 June 2026.

5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

6. Financial Implications

6.1 Not applicable.

7. Human Resources Implications

7.1 Not applicable.

8. Risk

8.1 Risk Implications of Adopting the Recommendations

8.1.1 There are no risks associated with adopting the recommendations.

8.2 Risk Implications of Rejecting the Recommendations

8.2.1 There are no risks associated with rejecting the recommendations.

9. Integrated impact Assessment (incorporating Equalities)

9.1 Our Integrated Impact Assessment (IIA) considers the following areas:

- Public Sector Equality Duty, Human Rights and Fairer Scotland Duty;
- United Nations Convention on the Rights of the Child (UNCRC);
- Sustainability, climate change and biodiversity;
- Potential impact on older people;
- Rural communities;
- Health and wellbeing;
- A trauma informed organisation; and

- The Promise.

9.2 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 **Efficient and Effective Enabling Services**.

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.

14.2 Consultation has taken place with Councillor Ian Davis, Policy Lead for Finance and Corporate Services, and the contents of this report reflect any feedback provided.

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

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

Report to Service and Partnerships Performance Panel of 19 November 2024 – [FOI Report 19 November 2024](#)

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Date: 7 November 2025

Additional Background Information

As part of the Council's commitment to provide an open and transparent Freedom of Information service to our citizens, the Information Governance (IG) team works with Council services to establish ways we can improve our performance whilst providing high quality responses within statutory timescales.

Monthly, Quarterly and Annual reporting of FOI/EIR performance statistics are provided to Council Senior Management and Elected Members through regular communication, which provides analysis of performance against the previous year. The IG Team is currently working with colleagues in ICT services to develop reports to meet these requirements, following the recent transfer of FOI/EIR case management to the GOSS system.

Members are asked to note the following:

1. Pro-Active Publication of Information

- 1.1 The IG team recommends Council services take a pro-active approach to publishing information, to keep the public advised in an open and transparent manner. This can also reduce the number of information requests received by the services, allowing resources to be focused upon daily operational service delivery.
- 1.2 The IG team monitors trends in requests and works with services to consider publishing information on the Council's website when that information is being requested frequently.
- 1.3 The Council's Revenue and Benefits team recognised the increasing volume of request for information under FOISA for Non-Domestic Rates data. As a result, and with the support of the IG Team, a dedicated web page is now available online that allows members of the public to access information without the requirement of making a request under FOISA [Non-Domestic \(Business\) Rates FOI requests - South Ayrshire Council \(south-ayrshire.gov.uk\)](https://www.south-ayrshire.gov.uk/non-domestic-rates-foi-requests)
- 1.4 An ongoing trend in requests for information relating to the Council Statutory Notices (for example, under Planning and Housing legislation) has been established and over the course of 2025 the IG team has worked with services to find ways to make this information available within the public domain, using the success of our Non-Domestic Rates data publication as positive example of how pro-active publication can support service delivery. The Council's Building Standards Service is in the final stages of making improvements to their online register facilities to reduce the volume of requests received for Notices by their service.
- 1.5 Council staff have a mandatory responsibility to undertake FOI training on LearnPro to support the Council's compliance with our statutory responsibilities. The IG Team will be reviewing online FOI training for Council staff, with the support from Organisational Development. A new module will be launched in 2026.

2. Monitoring our Performance

2.1 Members will note that the Council processed a total of 1,647 information requests across both FOISA and the EIRS, for all Directorates, in 2023/24. In 2024/25 the Council processed a total of 1,819 requests – an increase of 172 requests being processed across multiple Council services. Further information on the breakdown of these statistics is detailed in [Appendix 2](#), [Appendix 3](#), [Appendix 4](#), and [Appendix 5](#).

2.2 The Council's internal service performance indicator target for responses being issued within the 20-day timescale is set at **80%**. In 2024/25 **76%** of FOISA requests and **85%** of EIR requests were answered within the prescribed timescales. This is against an increase in the number of requests being responded to by multiple Council services, an increase of 143 requests.

2.3 Between 2023/24 and 2024/25 there is an improvement of in the number of FOISA requests being responded to within statutory time scales, from 74% to 76%, an improvement of 2%. There is also an improvement in our performance in response to EIR requests, which has increased by 4% from 2023/24, to 85%,

	FOISA		EIR	
	2023/24	2024/25	2023/24	2024/25
Closed, information provided within the 20-day timescale	74%	76% ▲	81%	85%▲
Key Performance Target	80%			

2.4 As per [Appendix 2](#), the Council received 1,041 FOI requests in 2023/24 in comparison to 1,200 in 2024/25 – i.e., 159 more FOI requests.

2.5 As per [Appendix 3](#), in 2023/24 the Council received 457 EIR requests in comparison to 441 requests in 2024/25 – i.e., 16 fewer EIR requests.

2.6 To provide a realistic comparison of South Ayrshire Council's performance, benchmarking information is provided below around similar groups of Councils within Scotland, who have a similar customer demographic (e.g., relative deprivation and affluence) and the type of area in which service provision is made (e.g., urban, rural, semi-rural) in terms of the number of FOISA and EIR requests received, the percentage responded to within 20 working days and the percentage resulting in an Internal Review.

2.7 Over the reporting period 1 April 2024 to 31 March 2025, South Ayrshire Council responded to **76%** of all our information requests within statutory time scales, with the average response rate across the following similar Council's being 79%.

	Council	Total Requests	Total on Time	% on time
1	Dumfries and Galloway Council	1162	1115	96%
2	South Lanarkshire Council	1597	1512	95%
3	Renfrewshire Council	1563	1344	86%
4	South Ayrshire Council and Licensing Board	1200	912	76%
4	Clackmannanshire Council and Licensing Board	1048	800	76%
5	Falkirk Council	1550	1055	68%
6	West Lothian	1415	868	61%

3. Internal Reviews and Scottish Information Commissioner Investigations

3.1 The number of internal review requests and referrals to the Scottish Information Commissioner allows the Council to gauge the quality of the responses that has been issued to an applicant, as well as trend in the types of information requests received.

3.2 When an applicant is dissatisfied with the response to their information request, they can ask that the Council undertakes an Internal Review to revisit our decision of applying an exemption and not providing the requested information. If they remain dissatisfied, they have the right of appeal to Office of the Scottish Information Commissioner (OSIC).

3.3 The following Internal Review and OSIC investigations were undertaken in 2023/24 and 2024/25:

	FOISA		EIRS	
	2023/24	2024/25	2023/24	2024/25
Internal Reviews	10	28 ▲	12	7 ▼
SIC Investigations	0	1 ▲	2	0 ▼

Internal Reviews of all FOISA and EIR requests are undertaken by the Co-ordinator (Registration, Records, and Information) or the Team Leader (Information Governance). In 2024/2025 35 internal reviews were carried out, in comparison to 22 in the previous year. Analysis shows that this increase in volume is a consequence of several applicants making large volumes of information requests and asking for Internal Review for all the requests made.

3.4 Based on statistics submitted to the Scottish Information Commissioner and with comparison to the other Councils benchmarked within paragraph 2.7 above, the percentage of applicants seeking Internal Review after they have received a FOISA/ EIR response has been compared and is detailed below:

	Council	Total Requests	No Reviews	% of total requests
1	West Lothian Council	1415	0	0%
2	Dumfries and Galloway Council	1162	16	1.37%
3	Clackmannanshire Council and Licensing Board	1048	15	1.43%
4	Renfrewshire Council	1563	27	1.72%
5	Falkirk Council	1550	27	1.74%
6	South Lanarkshire Council	1597	34	2.12%
7	South Ayrshire Council and Licensing Board	1200	35	2.91%

3.5 If a requester continues to be unhappy with the outcome of the review, they have the right of appeal to OSIC. In this 2024/25 reporting period, one of our FOISA Internal Review applicants has requested a full investigation from the OSIC.

There are no EIR investigations progressed by OSIC during this reporting period. The Scottish Information Commissioner will publish their Decision Notices to investigations that are currently being undertaken at: [Decisions | Scottish Information Commissioner](#).

Freedom of Information (Scotland) Act 2002
Enquiries – 1 July 2024 to 30 June 2025

	<i>Chief Executive</i>		<i>Housing, Operations and Development</i>		<i>Health and Social Care Partnership</i>		<i>Strategic Change and Communities and Education</i>		<i>Total</i>	
	<i>2024/25</i>	2023/24	<i>2024/25</i>	2023/24	<i>2024/25</i>	2023/24	<i>2024/25</i>	2023/24	<i>2024/25</i>	2023/24
Number of Enquiries	592	507	370	343	184	177	407	343	1553 ▲	1041
Closed, information provided within the 20-day timescale	444	350	277	234	150	111	302	236	1173	767
Awaiting clarification	0	2	0	2	0	4	0	3	0	6
Closed, information provided out with the 20-day timescale	144	116	89	84	33	45	104	87	370	210
Open	4	41	4	25	1	21	1	20	10	64
Turnaround Percentage	75%▲	69%	75%▲	68%	82%▼	95%	74%▲	69%	76%▲	74%

While the Council received **1,200** enquiries, **353** of these required a response from multiple Council services meaning that in total services processed **1,553** requests.

There has been an increase in the Council's response rate within the statutory 20 working day timescale across all Directorates, from **74%** in 2023/24 to **76%** in 2024/25.

The IG Team continue to support services in how to manage information electronically, to reduce the reliance upon paper records and improve access to information.

FOISA Enquiries – 1 July 2024 to 30 June 2025
***Analysis of FOISA Requests by Requester**

***Please note due to the migration of data to the GOSS system, reporting continues to be developed between the IG Team and ICT Services. Reporting based on Subject Matter categories is currently in development.**

By Requester			
	Type of Requester	Total	
		2024/25	2023/24
1	General Public	554	496
2	Company	238	201
3	Press	144	160
4	MSP/MP	175	122
5	Union	14	17
6	Local Authority	39	14
7	Charity/Vol Org	17	12
7	Solicitor	15	12
8	University/College	3	5
9	Other	1	2
10	Claims Company	0	0
	Total	1200▲	1041

Please also refer to further analysis provided in [Appendix 4](#)

Environmental Information (Scotland) Regulations 2004

Enquiries – 1 July 2024 to 30 June 2025

	<i>Chief Executive</i>		<i>Housing, Operations and Development</i>		<i>Health and Social Care Partnership</i>		<i>Strategic Change and Communities and Education</i>		<i>Total</i>	
	<i>2024/25</i>	<i>2023/24</i>	<i>2024/25</i>	<i>2023/24</i>	<i>2024/25</i>	<i>2023/24</i>	<i>2024/25</i>	<i>2023/24</i>	<i>2024/25</i>	<i>2023/24</i>
Number of Enquiries	123	131	360	374	1	1	19	32	503	457
Closed, information provided within the 20 day timescale	104	106	312	293	1	0	13	22	430	372
Awaiting clarification	0	0	0	0	0	0	0	0	0	0
Closed, information provided outwith the 20 day timescale	19	20	47	67	0	1	6	7	72	71
Open	0	5	0	14	0	0	0	3	0	14
Turnaround Percentage	85%▲	81%	87%▲	78%	100%▲	0%	68%▼	69%	85%▲	81%

While the Council received **441** enquiries **62** of these required a response from multiple Council services meaning that services processed **503** requests in total.

The Council responded within the statutory 20 working day timescale across all Directorates in **85%** of all cases in 2024/25 which is an increase from the **81%** response rate reported in 2023/24. There has been a majority increase in response times across all services for EIR Requests.

EIR requests are often relating to high-profile projects and developments within the Council, requiring multiple service input into responses. The IG Team continue to support services in how to manage information electronically, to reduce the reliance upon paper records and improve access to information.

EIR Enquiries – 1 July 2024 to 30 June 2025

*Analysis of EIR Requests by Requester

*Please note due to the migration of data to the GOSS system, reporting continues to be developed between the IG Team and ICT Services. Reporting based on Subject Matter categories is currently in development.

	By Requester		
	Type of Requester	Total	
		2024/25	2023/24
1	General Public	194	206
2	Company	134	143
3	Press	42	46
4	MSP/MP	35	38
5	Solicitor	22	14
6	Charity/Vol Org	7	5
7	Local Authority	4	3
8	Other	1	1
8	Uni/College	0	1
9	Trade Union	2	0
	Total	441 ▼	457

Further detailed analysis of these statistics is available at [Appendix 5](#))

FOISA enquiries 1 July 2024 to 30 June 2025

Analysis of requests by category of requester

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

Public

554 requests were identified as having been made by the public, representing 46% of all FOISA requests. This is a 2% decrease from the percentage received in 2023/24. Applications will be categorised as being from the public where the request clearly shows a personal email address or residential property address, as well as when the request has no further contextual information to indicate the request is from a company, MSP, Journalist etc.

	2024/25	2023/24
Total received in year	1,200	1,041
Public	554	496
Percentage %	46% ▼	48%

Company

238 were made by a Company representing 20% of all FOISA requests. This is a 1.7% increase from 2023/24. Requests that are categorised as being from a company will be private companies seeking information from the Council, e.g., BT, Millar and Bryce. (e.g., incorporates a letter with official letter head, official footer to an email).

	2024/25	2023/24
Total Received In Year	1,200	1,041
Company	238	201
Percentage %	20% ▲	19.3%

Press

144 were made by the Press in 2024/25 representing 12% of all FOISA requests. This is a decrease of 3.4% received from the Press in 2023/24. Requests categorised as being from the Press/Journalist will be clearly defined based on the correspondence received. (e.g., incorporates an official footer to an email).

	2024/25	2023/24
Total Received In Year	1,200	1,041
Press	144	160
Percentage %	12% ▼	15.4%

MSP/MP

175 requests were made by an MSP/MP representing 14.5% of all FOISA requests. This is a 2.5% increase to the percentage received in 2023/24. Requests categorised here will be clearly established as being from an MSP/MP from the correspondence received by the Council. (e.g., incorporates a letter with official letter head, official footer to an email).

	2024/25	2023/24
Total Received In Year	1,200	1,041
MSP/MP	175	122
Percentage %	14.5%▲	12%

Trade Unions

14 requests were made by Trades Unions representing 1.2% of all FOISA requests. This shows an increase from the same reporting period in 2023/24, where 0.7% of requests were made by Trade Unions.

	2024/25	2023/24
Total Received In Year	1,200	1,041
Trade Union	14	7
Percentage %	1.2%▲	0.7%

Local Authority

39 FOISA requests were made by a Local Authority representing 3.25% of all FOISA requests. This is a 1.95% increase from the same reporting period in 2023/24.

	2024/25	2023/24
Total Received In Year	1,200	1,041
Local Authority	39	14
Percentage %	3.25%▲	1.3%

Charity/Voluntary Organisation

17 requests were made by a Charity or Voluntary Organisation representing 1.4% of all FOISA requests. This is a 0.2% increase from the same reporting period of 2023/24. Applications from Charities and Voluntary organisations will be categorised based on the correspondence received (e.g., incorporates a letter with official letter head, official footer to an email).

	2024/25	2023/24
Total Received In Year	1,200	1,041
Charity / Vol Org	17	12
Percentage %	1.4%▲	1.2%

Solicitor

15 FOISA requests were made by a solicitor representing 1.25% of all requests. This is an increase of 0.05% from the same reporting period in 2023/24. When a request is categorised as being from a solicitor, this is clearly established from the correspondence issued by the relevant legal representative. (e.g., incorporates a letter with official letter head, official footer to an email).

	2024/25	2023/24
Total Received In Year	1,200	1,041
Solicitor	15	12
Percentage %	1.25%▲	1.2%

University/College

3 requests were made by a university or college representing 0.25% of all FOISA requests. This is a decrease of 0.25% from this reporting period in 2023/24.

	2024/25	2023/24
Total Received In Year	1,200	1,041
University/College	3	5
Percentage %	0.25%▼	0.5%

Other

1 request was categorised as “other” in 2024/25 representing 0.08% of all requests. This is a decrease of 0.12% from the same reporting period in 2023/24.

	2024/25	2023/24
Total Received In Year	1,200	1,041
Other	1	2
Percentage %	0.08% ▼	0.2%

Claims Company

No requests were identified as being made by claims companies in 2023/24

	2024/25	2023/24
Total Received In Year	1,200	1,041
Claims Company	0	0
Percentage %	0% ◀▶	0%

EIR Enquiries 1 July 2024 to 30 June 2025

Analysis of requests by category of requester

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

Public

194 requests were identified as having been made by the public, representing 44% of all EIR requests. This is a decrease of 1.1% from 2023/24 where 45.1% of EIR requests were received from the General Public:

	2024/25	2023/24
Total received in year	441	457
Public	194	206
Percentage %	44% ▼	45.1%

Company

134 requests were made by a Company representing 30% of all EIR requests. This is a decrease of 1.3% from 2023/24 where 31.3% of EIR requests were received from a Company:

	2024/25	2023/24
Total Received In Year	441	457
Company	134	143
Percentage %	30% ▼	31.3%

Press

42 requests were made by the Press representing 9.5% of all EIR requests. This is a decrease of 0.5% compared to the same reporting period in 2023/24:

	2024/25	2023/24
Total Received In Year	441	457
Press	42	46
Percentage %	9.5% ▼	10%

MSP/MP

35 requests were attributed to being from an MSP/MP, representing 8% of all EIR requests. This is a decrease of 0.3% from 2023/24.

	2024/25	2023/24
Total Received In Year	441	457
MSP/MP	35	38
Percentage %	8%	8.3%

Solicitor

22 requests were made by a Solicitor, representing 5% of all EIR requests. This is an increase of 1.9% compared to the same reporting period in 2023/24.

	2024/25	2023/24
Total Received In Year	441	457
Solicitor	22	14
Percentage %	5%	3.1%

Charity/Voluntary Organisation

7 requests were made by a Charity/Voluntary Organisation, representing 1.5% of all EIR requests. This is a decrease of 0.4% from 2023/24.

	2024/25	2023/24
Total Received In Year	441	457
Charity/Vol. Org	7	5
Percentage %	1.5%	1.1%

Local Authority

4 requests were made from a Local Authority in 2024/25 representing 1% of all requests. This is an increase of 0.3% from the same period of 2023/24.

	2024/25	2023/24
Total Received In Year	441	457
Local Authority	4	3
Percentage %	1%	0.7%

Other

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

	2024/25	2023/24
Total Received In Year	441	457
Other	0	1
Percentage %	0% ▼	0.2%

University/College

No requests were made from a University/College in 2024/25.

	2023/24	2023/24
Total Received In Year	441	457
University/College	0	1
Percentage %	0% ▼	0.2%

Trades Unions

2 requests were made from a Trade Union in 2024/25.

	2024/25	2023/24
Total Received In Year	441	457
Trades Unions	2	0
Percentage %	0.5% ▲	0%

Claims Company

1 request was made by claims companies in 2024/25.

	2024/25	2023/24
Total Received In Year	441	457
Claims Company	1	0
Percentage %	0.2% ▲	0%

South Ayrshire Council

Report by Chief Executive to Service and Partnerships Performance Panel of 18th November 2025

Subject: Council Plan (2023-2028): Quarter 2 Update (Year 3 - 2025/2026)

1. Purpose

- 1.1 The purpose of this report is to advise Members on progress that has been made during the third year of the Council Plan.

2. Recommendation

- 2.1 It is recommended that the Panel notes:

2.1.1 **Quarter 2 progress (Year 3) of the Council Plan (2023-2028) attached as Appendix 1.**

3. Background

- 3.1 The new [Council Plan \(2023-2028\)](#) was agreed by Council in March 2023, and sets out the Council's framework for achieving key strategic outcomes based on three priority areas:

- Spaces and Places;
- Live, Work and Learn; and
- Civic and Community Pride.

- 3.2 An updated [Performance Management Framework \(2023-2028\)](#) (PMF) to coincide with the new Council Plan was approved by Cabinet in June 2023. This framework supports the delivery of the Council Plan and its annual Council and Service Planning Cycles. The framework has been updated to reflect the recommendations made by Audit Scotland in the Council's Best Value Assurance Report 2021.

- 3.3 The PMF sets out the reporting schedule for the Council Plan noting that performance will be reported to the Council Leadership Team on a quarterly basis with Service and Partnerships Performance Panel scrutinising performance on quarters two and four each year. Elected Members can access [Pentana](#) at any time to view updates and progress on all service plans.





- 3.4 Council Plan actions for year three where [approved](#) by Cabinet on the 17th June 2025.

4. Detail

4.1 Members are asked to consider the Council Plan (2023-2028) **Year 3** Quarter Two update that covers the period from **1st April to 30th September 2025**. Members will note the reporting format includes a front-facing dashboard, allowing easier scrutiny of overall progress against the Council objectives. In addition, the update provides:

- **An overall summary dashboard of progress against each of the plan’s priority areas;**
- **Individual dashboards for the three priority areas and efficient and enabling services; and**
- **more detailed breakdown with commentary on the actions and targets agreed by services provided on Pentana.**

4.2 Key points to note from the Quarter 2 (Year 3) update are highlighted in the table below:

PRIORITY AREA	Actions	On track/Completed	Off track/Not yet started/Re-assess due date	Overall health
Priority One: Spaces and Places	16	11 on track and 1 completed	<ul style="list-style-type: none"> • 3 – re-assess due date • 1 – on hold 	
Priority Two: Live, Work and Learn	8	5 on track and 2 completed	<ul style="list-style-type: none"> • 1 – reassess due date 	
Priority Three: Civic and Community Pride	6	2 on track and 3 completed	<ul style="list-style-type: none"> • 1 – re-assess due date 	
Efficient and Effective Enabling Services	6	4 on track and 0 completed.	<ul style="list-style-type: none"> • 2 – re-assess due date 	
TOTAL NUMBER OF ACTIONS	36	22 on track and 6 completed	7 re-assess due date and 1 on hold	

4.3 A summary of actions which require due dates to be reassessed are detailed below, however, all actions within the Council Plan continue to progress well. Further information can be found within appendix 1.

Action Reference:	Reason for Reassessment:	Amended Due Date:
PDS-CP 04 Plan and deliver Girvan Primary School (<i>page 10</i>)	Building works	Spring 2027 (<i>revised from August 2026</i>)
PDS-CP 05 Plan and deliver Troon Early Year Centre (Scottish Government 1140 Hours Commitment) (<i>page 11</i>)	Building works	February 2026 (<i>revised from October 2025</i>)

PPCP-CP 08 Coastal Change Adaptation Plan. (page 13)	Extension of deadline for the wider Ayrshire Coastal Change Adaptation Plan.	March 2027 (<i>revised from August 2025</i>)
PDS-CP 13 Delivery of the Riverside New Build Housing Development. (page 17)	Demolition of remaining tower.	January 2026 (<i>revised from May 2025</i>)
E&R-CP 05 Maybole Regeneration Project. (page 21)	Completion of project being brought forward to meet funding requirements	March 2026 (<i>revised from March 2027</i>)
CA-CP 01 Review and refresh the Council's Medium Term Financial Plan (MTFP). (page 24)	Timescale extended by two months due to 2026/2027 Budget Settlement confirmation in January 2026.	February 2026 (<i>revised from December 2025</i>)
PPCP-CP 06 Develop a Trauma Roadmap for creating trauma-informed and responsive change in line with national trauma guidance. (page 25)	Extension of deadline to allow for consultation.	January 2026 (<i>revised from September 2025</i>)

4.4 Regarding, E&R-CP 01 Deliver priority elements of Ayr Town Centre Framework (page 8) - this action is in the process of being updated to reflect expanded works. The revised action will be highlighted in the next progress update.

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 Not applicable

7. Human Resources Implications

7.1 Not applicable

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

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

8.2.1 There are no risks with rejecting the recommendations.

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 as follows:

- Appendix one allows for scrutiny of performance.

12. **Link to Council Plan**

12.1 The matters referred to in this report contribute to all Priorities of the Council Plan.

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

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 Brian Connolly, Council Leader and Policy Lead for Economy and Strategy and the contents of this report reflect any feedback provided.

Background Papers [Performance Management Framework](#)
[Council Plan 2023-2028](#)
[Council Plan Actions: Year 3 \(2025/2026\)](#)

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Date: 27th October 2025

South Ayrshire Council Plan

2023-2028

Quarter 2 Report (Year 3: 2025/2026)



Overall Health

Priority One
Spaces and Places



Actions
16


On Track/Completed
11 on track and 1 completed

0 – off track some concerns
0 – off track major concerns
3 – re-assess due date
1 – on hold

Overall Health



Priority Two
Live, Work, Learn




Actions
8

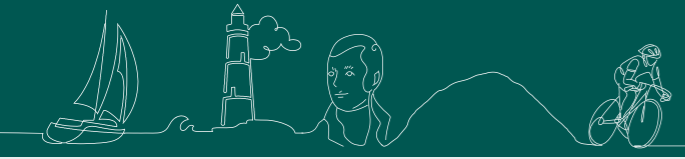
On Track/Completed
5 on track and 2 completed

0 – off track some concerns
0 – off track major concerns
1 – reassess due date

Overall Health



Priority Three
Civic and Community Pride




Actions
6


On Track/Completed
2 on track and 3 completed

0 – off track some concerns
0 – off track major concerns
1 – re-assess due date

Overall Health



Efficient and Effective
Enabling Services




Actions
6

On Track/Completed
4 on track and 0 completed

0 – off track some concerns
0 – off track major concerns
2 – re-assess due date

Overall Health



Management Summary

Priority One: Spaces and Places

- Progress is taking place/has taken place across **16 actions** with 1 action complete (6%) and 11 actions on track (69%).
- 3 actions (19%) require the due date to be re-assessed as they will not meet initial completion timescales.
- 1 action (6%) is on hold.
- 8 actions (50%) on track are <50% progress however it should be noted that the timescales for all these actions range from March 2026 to March 2028 therefore the progress status reflects the longer-term nature of these actions.

Priority Two: Live, Work, Learn

- Progress is taking place/has taken place across **8 actions** with 2 actions now complete (25%) and 5 actions on track (62.5%).
- 1 action (12.5%) requires the due date to be re-assessed as it will not meet the initial completion timescale.
- 3 actions (37.5%) on track are <50% progress however it should be noted that the timescales for all these actions range from March 2026 to March 2028.

Priority Three: Civic and Community Pride

- Progress is taking place/has taken place across **6 actions** with 3 actions now complete (50%) and 2 actions on track (33.3%).
- 1 action (16.7%) requires the due date to be re-assessed as it will not meet the initial completion timescale.
- No actions on track are <50% progress.

Efficient and Enabling Services

- Progress is taking place/has taken place across **6 actions** with 4 actions on track (66.7%).
- 2 actions (33.3%) require the due date to be re-assessed as they are overdue the initial completion timescales.
- 3 actions (50%) on track are <50% progress however it should be noted that the timescales for all these actions range from February 2026 to March 2028 therefore the progress status reflects the longer-term nature of these actions.



Year 3: Quarter 2 Update

Priority One Spaces and Places



Some highlights

- Work continues to transform both the Citadel and Troon Leisure Centre;
- Work to upgrade Prestwick Swimming Pool is now complete; and
- Work has now commenced to convert the former Troon Library into an Early Years Centre.

- Actions 16**
- Completed 1**
- Off Track 0**
- On Track 11**
- Not yet started 0**
- Yet to update 0**
- On hold 1**
- Reassess due date 1**



Spaces and Places

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
DSA-CP 03 Redevelop the two priority courses, Darley and Belleisle, to enable South Ayrshire Council to achieve the agreed strategic outcomes and increase income from visitors and members.	30-Apr-2027	Service Lead - Sport Leisure and Golf	45%	On track	<p>09-Oct-2025</p> <p>Following the previous update, a Member Briefing was held in late August 2025 outlining the findings of the completed feasibility study and business plan for Belleisle Golf Course, including proposals for Practice Facilities, The Stables, and the Clubhouse. Our one-off capital investment will now focus on Belleisle Golf Course, reflecting its strategic importance and potential to deliver significant improvements for the local golfing community and visitors. For Darley Golf Course, improvements will continue to be delivered through the routine annual maintenance budget, ensuring the course remains in good condition and accessible for all users. Looking ahead:</p> <ul style="list-style-type: none"> • A second round of public engagement will take place during November 2025, providing residents and course users with an opportunity to review updated design concepts and share feedback. • The outcome of this engagement will inform a Council Paper scheduled for February 2026, which will set out the recommended approach for Belleisle's redevelopment. <p>The updated design proposals aim to respect Belleisle's heritage as a James Braid course while introducing modern, sustainable features that enhance the playing experience and strengthen its role as a community hub. Further details and engagement opportunities will be available via the dedicated microsite: www.belleisle-golf-redevelopment.co.uk</p>

Target

Increase use of the golf course by both members and non-members.
Revenue increase by 5%.
Baseline 2022/23.

How will you measure progress?

Golf courses redeveloped and operational.



Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
DSA-CP 07 Transform the Citadel Leisure Centre ensuring customers and staff are supported throughout the transition.	31-Mar-2026	Service Lead - Sport Leisure and Golf	43%	On track	09-Oct-2025 Works continue to progress well on site: <ul style="list-style-type: none"> Entrance facade works - completed by 03/10/25 as programme; and SPEN (Scottish Power Energy Networks) works - works commenced on 06/10/25 with excavation works and preparation works for the internal containment.
Target					
Increased income and usage.					
How will you measure progress?					
Displaced user groups provided with alternative options. Communication plan in place. Customers and staff provided with accessible regular updates on progress.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
DSA-CP 08 Transform Troon Leisure Centre ensuring customers and staff are supported throughout the transition	31-Mar-2026	Service Lead - Sport Leisure and Golf	28%	On track	09-Oct-2025 Following the Council approval to fund the SALIX energy reduction improvements and additional fitness studio, plans are now well underway with an aspiration to have works starting on site in November 2025, pending Planning approval.
Target					
Works complete and operational.					
How will you measure progress?					
Displaced user groups provided with alternative options. Communication plan in place. Customers and staff provided with accessible regular updates on progress.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
DSA-CP 09 Upgrade the plant and fabric of Prestwick Swimming Pool ensuring customers and staff are supported throughout the transition	31-Mar-2025	Service Lead - Sport Leisure and Golf	100%	Completed	07-Oct-2025 All works are now complete onsite, and the facility reopened on September 29th. A range of energy efficiency and customer focussed improvements are now in place including: <ul style="list-style-type: none"> A new roof and new exterior wall cladding. An innovative air handling ventilation system. An increased water supply along with improved water storage. A new pool cover which will reduce heat loss overnight, minimise evaporation and reduce humidity. Extensive remedial work to the tiles, grout and pool surround. The installation of solar panels. The addition of 16 private cubicles, including dedicated family and baby changing rooms. A welcoming entrance foyer and reception area, which has been updated to improve their overall experience, whilst also providing staff with a modern working environment.
Target					
Works complete and operational.					
How will you measure progress?					
Displaced user groups provided with alternative options. Communication plan in place. Customers and staff provided with accessible regular updates on progress.					



Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
E&R-CP 01 Deliver priority elements of Ayr Town Centre Framework	31-Mar-2028	Service Lead - Special Property Projects	91%	On track	14-Oct-2025 <ul style="list-style-type: none"> Accessible Ayr – Project Management responsibility now with Ayrshire Roads Alliance (ARA). Burns Statue Square - Project to be delivered by ARA with Special Property Projects acting as client. ARA have appointed a design team who are progressing RIBA stage 2 design. New Market Street – Consultation with key stakeholders has identified a range of ‘street dressing’ improvements, which are being progressed in collaboration with ARA. Shopfront Improvement Project – First stage of grants has been provisionally approved totalling circa £100k. Ayr Town Centre Living Project being undertaken to identify opportunities to unlock key sites to support repopulating the town centre.
Target					
Accessible Ayr Stage 4 completed, Newmarket Street ‘dressing’ and Burns Square redesigned to Stage 1 and £220,000 shopfront scheme developed and delivered. Options and associated costs identified, and report submitted to Cabinet on time.					
How will you measure progress?					
Achieving project plan goals outlined within Ayr Town Centre Framework.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
FL-CP 01 Continue work on the transition to ultra-low emission car fleet for South Ayrshire.	31-Mar-2028	Service Lead - Neighbourhood Services	65%	On track	14-Oct-2025 South Ayrshire Council now have 68 Ultra Low Emission Vehicles (ULEV) within its fleet
Target					
80 ultra-low emission vehicles procured.					
How will you measure progress?					
No. of vehicles procured (80).					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
GB-CP 01 Delivery of Ash Die Back Plan.	31-Mar-2028	Service Lead - Neighbourhood Services	40%	On track	10-Oct-2025 Grou Maintenance have now managed 30% of the Ash trees in public open space.
Target					
700 per year.					
How will you measure progress?					
Number of trees felled.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
GB-CP 02 Work to procure a site and licence for the treatment of all SAC green/garden waste.	31-Jul-2026	Service Lead - Neighbourhood Services	65%	On Hold	10-Oct-2025 Due to implementation of the Brown Bin Collection Service and the reduction of tonnage collected the Business Case is no longer viable
Target					
Procure Site by October 2024. Develop site and be operational by July 2025.					
How will you measure progress?					
Own site, obtained planning permission and SEPA licence.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PBS-CP 02 Continue 4-year programme develop new Local Development Plan (LDP3).	30-Jun-2029	Service Lead - Plannin & Building Standards	10%	On track	10-Oct-2025 LDP3 progressing in line with the Development Plan Scheme.
Target					
100%.					
How will you measure progress?					
Submit for a Gateway Check by Scottish Government Reporter.					



Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PDS-CP 02 Delivery of the Citadel Refurbishment.	31-Mar-2027	Service Lead - Professional Design Services	45%	On track	05-Oct-2025 Additional funding was approved by Council on 18h September 2025 which will allow the scope of works to be finalised. Works are still progressing on site via the enabling works contract.
Target					
Completion date.					
How will you measure progress?					
Project delivered on time and on budget.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PDS-CP 05 Plan and deliver Troon Early Year Centre (Scottish Government 1140 Hours Commitment).	31-Oct-2025	Service Lead - Professional Design Services	65%	Re-assess due date (new date of February 2026)	05-Oct-2025 Works have now commenced for the conversion of the former Troon Library into an Early Years Centre. Some unforeseen works have arisen, and the completion date is now February 2026
Target					
Completion date.					
How will you measure progress?					
Project identified and delivered on time and on budget.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PDS-CP 04 Plan and deliver Girvan Primary School.	31-Aug-2026	Service Lead - Special Property Projects	40%	Re-assess due date (new date of Spring 2027)	14-Oct-2025 The Council will enter into contract with Kier Construction week commencing 13 October, works will immediately then commence on site. Decant works will be required for the EYC and are currently under consideration. Sod cutting will be arranged for later in the year. Requesting change to due date to Spring 2027.
Target					
Completion date.					
How will you measure progress?					
Project delivered on time and on budget.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PDS-CP 08 Demolition of Hourstons extension, Arran Mall and leading development options.	30-Sep-2026	Service Lead - Special Property Projects	45%	On track	13-Oct-2025 Demolition Contractor appointed for demolition of Arran Mall but work delayed due to utilities currently being disconnected. Listed Buildings Consent granted for demolition of Hourstons/facade retention and Demolition Warrant application submitted.
Target					
Completion date.					
How will you measure progress?					
Completion of demolition and agreed strategy for development.					

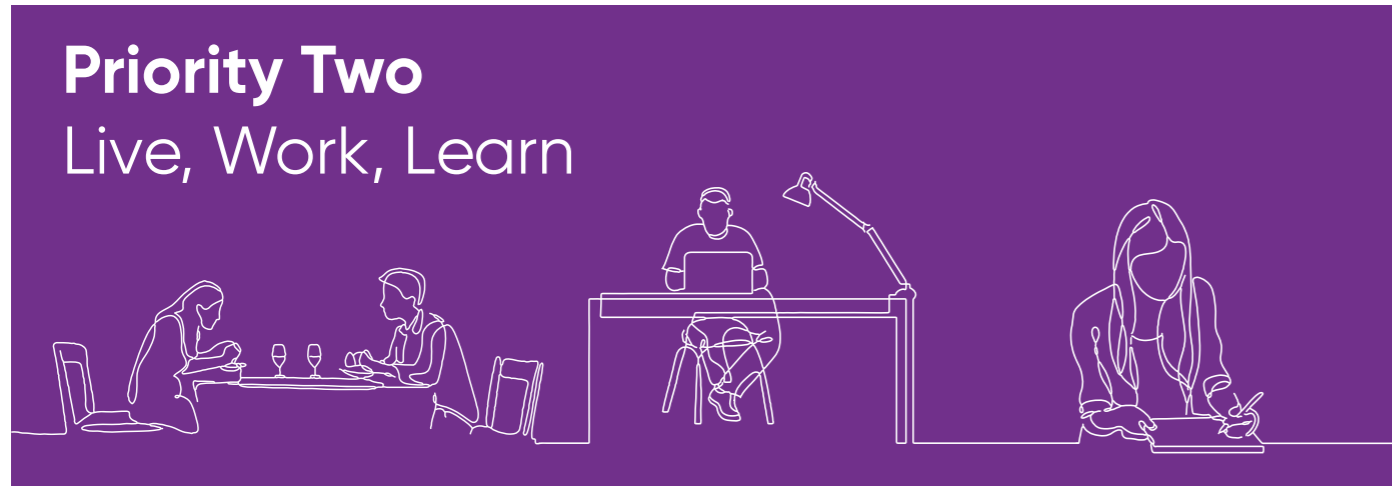


Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PDS-CP 10 Delivery of the General Services Capital Programme for 2024/25 and future years.	31-Mar-2026	Service Lead - Professional Design Services	15%	On track	05-Oct-2025 Various projects continue to progress well, and the new Girvan Primary School project is due to commence on site in October 2025.
Target					
90 – 100% percentage spend achieved on agreed programme.					
How will you measure progress?					
Percentage of actual versus budget spend of General Services capital programme as of 31 March 2026.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PPCP-CP 07 Deliver nature networks via new Biodiversity Strategy under nature priority.	31-Jan-2026	Service Lead - Performance, Community Planning and Sustainability	85%	On track	14-Oct-2025 Work on both Nature Networks and the new Biodiversity Strategy continues supported within the Sustainability Strategic Delivery Partnership of the Community Planning Partnership, and with assistance of partners in particular NatureScot, South West Environmental Information Centre (SWEIC) and Scottish Wildlife Trust (SWT).
Target					
Biodiversity Strategy Agreed and published on CPP webpage.					
How will you measure progress?					
Strategy approved including monitoring framework Success – functional nature networks as reflected in developed measures in strategy.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PPCP-CP 08 Coastal Change Adaptation Plan.	31-Aug-2025	Service Lead - Performance, Community Planning and Sustainability	40%	Re-assess due date (new date of March 2027)	15-Oct-2025 The deadline has been extended in relation to the wider plan, allowing initial engagement, work and learning with the community of Ballantrae to progress ahead of wider commencement with the Ayrshire Coastal Change Adaptation Plan. Requesting change to due date - end of March 2027.
Target					
Case study concluded with new CCAP published and other outcomes met.					
How will you measure progress?					
CCAP published including monitoring framework. Success – Communities engaged and responsibilities realised for new approach including ongoing monitoring regimes in place.					





Priority Two

Live, Work, Learn



Some highlights

- Good progress is being made with the next stage of the Solar Farm Development project;
- Delivery of the housing capital investment programme continues including internal modernisation works, external fabric upgrades, door entry replacements, window replacement, dampness and condensation works and external environmental upgrades; and
- An action plan has been developed to support the priority areas of the Child Poverty Strategy.

- Actions 8**
- Completed 2**
- Off Track 0**
- On Track 5**
- Not yet started 0**
- Yet to update 0**
- Reassess due date 1**

Live, work, Learn

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
AMCAT-CP 01 Solar Farm Development – Phase 2	31-Dec-2025	Service Lead - Asset Management and Community Asset Transfer	50%	On track	14-Oct-2025 Good progress is being made with this next stage of the project. We are liaising with Legal services for specialist advice and plan to use the quick quote procurement route to appoint a consultant to build a tender package. Prior Information Notices (PIN) have been drafted and will be issued which will test market interest. We continue to liaise with our consultants APSE Energy and wider stakeholders to drive this project forward. Report intended for Council December 2025 outlining final business case and requesting Capital funding.

Target

Completion of phase 2 (including, but not exclusively the following: surveys as appropriate (e.g. ecological, GPRS); grid connection deposit; MOU with offtakers; planning application/permission; appointment of consultancy support (as appropriate); and financial modelling to such an extent as to put before Council to seek approval for Phase 3 (EPC, OM) and approval of funding.

How will you measure progress?

Council has sufficient information to make an informed decision on next steps to take (to continue to phase 3 or end project).

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
E&R-CP 03 Deliver the £1.4 million South Ayrshire elements of the DSIT funded 5G Innovation Regions Project.	30-Sep-2025	Service Lead - Economy and Regeneration	100%	Completed	14-Oct-2025 Original project is now complete. It is worth noting that a further six-month extension and additional funds (£400k) have been secured (from Department of Science, Innovation and Technology DSIT) which will see the project run till 1st April 2026. The work undertaken during this extension period will be used to develop the ecosystem and create new use cases for the technology.

Target

Deploy fully functioning private 5G network at Spirit's Aerospace Innovation Centre. Provide improved mobile data access to large scale outdoor events.

How will you measure progress?

Implement 3 private sector use cases. Deliver improved network coverage on large scale outdoor events. Deliver enhanced educational experiences utilising digital technologies.



Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
ES-CP 01 Increase the proportion of school accommodation that is in a satisfactory condition and is suitable for its current use (Category A&B).	31-Mar-2028	Service Lead - Education Support Services	98%	On track	29-Sep-2025 The Core Facts national reporting exercise for the Scottish Government is an annual task and therefore the improved 2024/25 figure of 98% will not change until this work is undertaken for 2025/26 in Q1 of 2026/27. The exercise was completed by the end of May in 2025 and Education Support anticipate timescales for 2026 will be similar.

Target

Increase the proportion of school accommodation that is in a satisfactory condition and is suitable for its current use (Category A&B) above the current figure of 90%.

How will you measure progress?

Increasing the number of A&B rated schools and reducing the number of C rated schools.

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PDS-CP 09 Delivery of the Housing Capital Investment Programme for 2025/26 and future years.	31-Mar-2026	Service Lead - Professional Design Services	20%	On track	05-Oct-2025 A wide variety of projects are progressing including internal modernisation works, external fabric upgrades, door entry replacements, window replacement, dampness and condensation works and external environmental upgrades.

Target

90 – 100% percentage spend achieved on agreed programme.

How will you measure progress?

Percentage of actual versus budget spend of Housing capital programme as of 31 March 2026.

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PDS-CP 13 Delivery of the Riverside New Build Housing Development.	31-Mar-2025	Service Lead - Special Property Projects	95%	Re-assess due date (new date of January 2026)	14-Oct-2025 The new build flats are nearing completion, however, the demolition of the remaining tower has been added to this contract which has extended the programmed completion date, and handover, to January 2026. Good progress is being made with the demolition works and final snagging and commissioning is being carried out in the new build properties.

Target

Completion Date.

How will you measure progress?

Project delivered on time and on budget.

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PPCP-CP 05 Development of action plans to support the priority areas identified in the Child Poverty Strategy.	30-Sep-2025	Service Lead - Performance, Community Planning and Sustainability	100%	Completed	14-Oct-2025 As per the previous update, the action plan for 2024/2025 was finalised. Updates will be used to form the Year 1 Annual Progress Update which will be submitted to the Community Planning Board in September, and those actions with a longer timescale will be automatically pulled into the year 2 plan. The action plan has been shared with Public Health Scotland.

Target

Core Child Poverty Working Group will present first iteration of action plan to CP Board by October 2024 with final action plan fully implemented by March 2025.

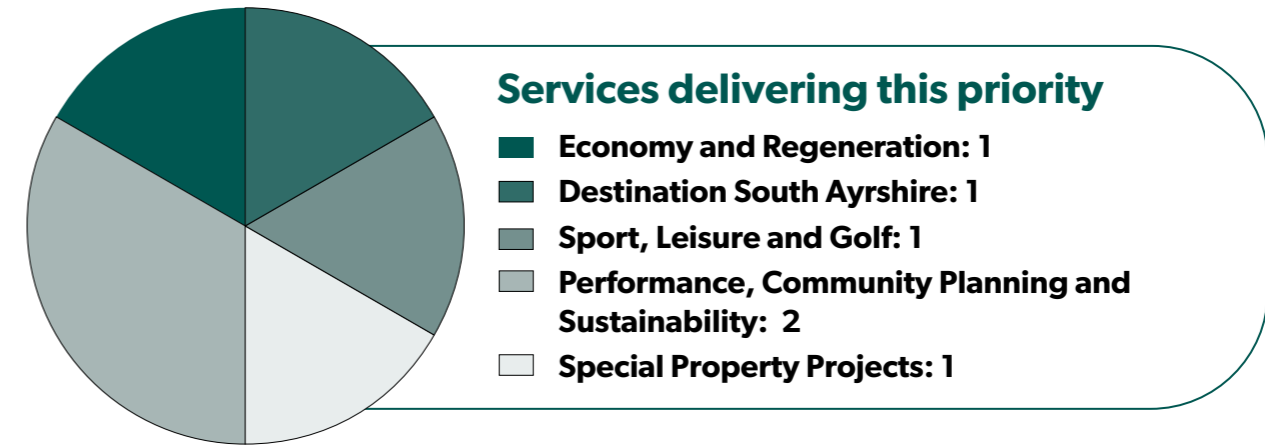
How will you measure progress?

Action plans agreed and published on CPP webpage.



Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PPCP-CP 09 Working for Wallacetown (Housing Led Regeneration)	31-Mar-2027	Service Lead - Housing Strategy and Regeneration	15%	On track	09-Oct-2025 Work continues with Strathclyde University on understanding future ambitions relating to regeneration programme. Proposal also being made for dedicated role to drive project forward.
Target					
This will be a multi-year project with years 1 and 2 looking at feasibility of deliverables as well as providing potential options on practical solutions. Future years will be aimed at physical delivery against agreed actions.					
How will you measure progress?					
This will be a multi-year staged programme and impact will be managed in different stages. Year 1 and 2 outcomes will be measured in creation of a delivery plan.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PPCP-CP 10 Deliver new affordable housing.	31-Mar-2028	Service Lead - Housing Strategy and Regeneration	35%	On track	14-Oct-2025 Revised Strategic Housing Investment Plan to be submitted to November Cabinet. New Build development for SAC due completion at Riverside. Registered Social Landlord (RSL) partner has ongoing development in Green St and SAC working to achieve target of 30-35 buybacks by March 2026.
Target					
135 per year.					
How will you measure progress?					
Number of completions.					



Some highlights

- The International Ayr Show, Festival of Flight was successfully delivered for the third year in September, with 260,000 visitors to the Low Green over two days;
- Work continues on the Maybole Regeneration Project; and
- Development of a refreshed Sustainable Development and Climate Change Strategy is well under way.

- Actions 6**
- Completed 3**
- Off Track 0**
- On Track 2**
- Not yet started 0**
- Yet to update 0**
- Reassess due date 1**



Civic and Community Pride

Action	Timescale	Portfolio Owner	Progress	Status	Latest Note
DSA-CP 05 Work to promote golf tourism to area using Open Golf Championship in 2024 as a stage for publicity.	31-Dec-2025	Service Lead - Sport Leisure and Golf	100%	Completed	09-Oct-2025 The initiative to leverage The Open Championship as a platform for promoting golf tourism has delivered sustained benefits. Post-event revenue continues to exceed normal projections, supported by a marked increase in visitor rounds. The Golf South Ayrshire voucher scheme remains a successful incentive, encouraging golf tourists to experience local courses and contributing to ongoing positive engagement. This action is now complete, with outcomes demonstrating strong alignment to strategic objectives for tourism growth.

Target
An increase in visitor day passes to South Ayrshire golf courses.

How will you measure progress?
Increased visitor numbers both locally and internationally.

Action	Timescale	Portfolio Owner	Progress	Status	Latest Note
DSA-CP 06 Deliver a safe and well attended International Ayr Show – Festival of Flight on an annual basis for 5 years.	30-Sep-2027	Assistant Director - Communities	50%	On track	14-Oct-2025 The International Ayr Show, Festival of Flight was successfully delivered for the 3rd year on 5th and 6th September 2025. It attracted over 260,000 visitors to the Low Green making it Scotland's largest free public event. All festival planning and strategy was managed effectively and successfully including Traffic and Transport due to an extensive Traffic Management plan. Due to robust safety protocols and safety management plans, there was no major incidents reported. The Events Team is currently working on debriefs with event partners and the completion of the economic impact assessment to tie all up. Work has also begun on the 2026 festival village planning and air display programme. The festival won the 'Best Community Tourism & Events Initiative' award at the West of Scotland Regional Final of the Scottish Thistle Awards last month and now go forward to the Scottish Thistle Awards National Final in Glasgow this November.

Target
Attendances of 100,000 + per year.

How will you measure progress?
Attendance figures. | No major incidents. | Public Entertainment Licence in place.

Action	Timescale	Portfolio Owner	Progress	Status	Latest Note
E&R-CP 04 Girvan Regeneration Project 'Development Stage'	30-Jun-2025	Service Lead - Economy and Regeneration	100%	Completed	01-Oct-2025 Delivery stage applications submitted to Historic Environment Scotland and National Lottery Heritage Fund in August 2025. Decisions due late 2025.

Target
Submission of Delivery Stage application to Historic Environment Scotland (HES) and National Lottery Heritage Fund (NLHF).

How will you measure progress?
Complete activities required by funders.

Action	Timescale	Portfolio Owner	Progress	Status	Latest Note
E&R-CP 05 Maybole Regeneration Project.	31-Mar-2027	Service Lead - Special Property Projects	93%	Re-assess due date (new date of March 2026)	13-Oct-2025 All capital projects, activities and training events, project evaluation and closing event to be delivered to meet funder requirements by end of March 2026.

Target
All project related activities concluded

How will you measure progress?
All capital projects, activities and training projects, a project evaluation and closing event will all be delivered by end of March 2026

Action	Timescale	Portfolio Owner	Progress	Status	Latest Note
PPCP-CP 03 Refresh Sustainable Development and Climate Change Strategy.	31-Dec-2025	Service Lead - Performance, Community Planning and Sustainability	70%	On track	08-Oct-2025 We are currently on track to meet timescales.

Target
Strategy agreed and published with ongoing monitoring and development mechanisms in place.

How will you measure progress?
Target – approved strategy including monitoring and development mechanisms Success – meeting the measures set out in the document.



Action	Timescale	Portfolio Owner	Progress	Status	Latest Note
PPCP-CP10 Development of Action Plans to support year 2 of the Local Outcomes Improvement Plan	31-Dec-2025	Service Lead - Performance, Community Planning and Sustainability	100%	Completed	06-Oct-2025 LOIP Year 2 plans have now been developed for the period 2025/2026.
Target					
LOIP Action Plans published on CPP Webpage.					
How will you measure success					
Monitoring of action plans will take place as part of the Community Planning Partnership (CPP) Performance Management Framework via the production of an annual progress report.					



Some highlights

- The implementation of a new telephony system (migration to Teams telephony) is nearing completion;
- The Public Service Improvement Framework (PSIF) continues to be implemented with Human Resources and Organisational Development recently going through the process; and
- Work continues to review and refresh the Council's Medium Term Financial Plan.

- Actions 6**
- Completed 0**
- Off Track 0**
- On Track 4**
- Not yet started 0**
- Yet to update 0**
- Reassess due date 2**



Efficient and effective enabling services

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
CA-CP 01 Review and refresh the Council's Medium Term Financial Plan (MTFP).	31-Dec-2025	Service Lead Corporate Accounting	30%	Re-assess due date (new date of February 2026)	10-Oct-2025 - A 2026/27 Budget Update will be reported to Council in November 2025, which will include an updated 2026/27 budget strategy. Following receipt of the 2026/27 Budget Settlement in January 2026, the revised Medium Term Financial Plan will be reported to Council in February 2026, before the 2026/27 Budget is considered by Members.
Target					
Review and refresh the Council's Medium Term Financial Plan (MTFP).					
How will you measure progress?					
Provide clear direction on how the Council will manage its financial resources in the short to medium term to ensure they are deployed effectively to achieve the Council's priorities and objectives as set out in the Council Plan.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
ICTOP-CP 02 Create a Cyber Roadmap including business continuity planning; regulatory and legislative compliance, investment levels, overall governance processes and technical security controls.	31-Mar-2028	Service Lead - ICT Operations	10%	On track	14-Oct-2025 Members briefing scheduled for 22nd October. Business continuity planning workgroups being scheduled, to prioritise Business application categorisation across the organisation. PSN (Public Services Network) accreditation submitted for 2025 and approval obtained for M365 adoption. Microsoft partner selection underway and will complete in December.
Target					
N/A					
How will you measure progress?					
N/A					

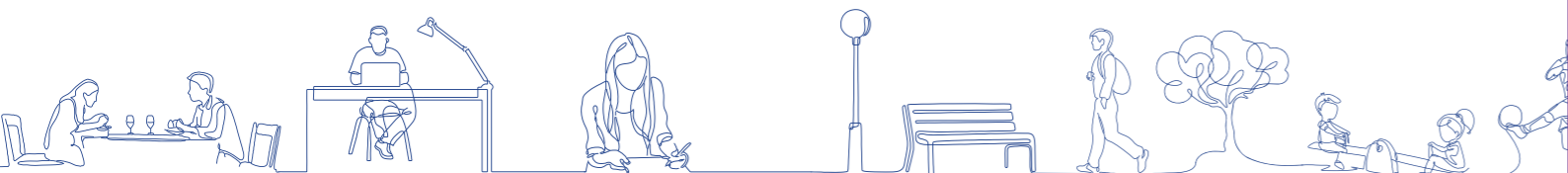
Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PPCP-CP 06 Develop a Trauma Roadmap for creating trauma-informed and responsive change in line with national trauma guidance.	30-Sep-2025	Service Lead - Performance, Community Planning and Sustainability	60%	Re-assess due date (new date of January 2026)	06-Oct-2025 The South Ayrshire Roadmap will not be completed by the agreed due date of 30th September; therefore, the request is to re-assess due date until January 2026. Consultation has been carried out with the Trauma Network and the Steering Group. Following a final consultation with the Steering Group the roadmap will be completed. The first draft will be disseminated for a further consultation period of 3 weeks before being finalised.
Target					
Agreed within the Trauma Strategy – identify high level outcomes and priority areas.					
How will you measure progress?					
Trauma Strategy agreed by Cabinet/Full Council.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
PPCP-CP11 Continued Implementation of the Public Service Improvement Framework (PSIF) process.	31-Mar-2026	Service Lead - Performance, Community Planning and Sustainability	45%	On track	14-Oct-2025 The Human Resources & Organisational Development Improvement Plan engagement sessions are now complete, and the improvement action plan is in the process of being finalised. The second service to participate during 2025/2026 is Asset Management and this is scheduled to start in January.
Target					
2 Services to participate in the full self-evaluation framework.					
How will you measure progress?					
Self-evaluation process completed and embedded into all strategic planning.					



Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
R&S-CP 01 Deliver Risk and Safety / Civil Contingencies Service Plan to support Council Plan.	31-Mar-2028	Service Lead - Risk and Safety	25%	On track	14-Oct-2025 We continue to work towards actions as outlined in our Risk, Safety, Business Continuity and Civil Contingencies service plan.
Target					
Services demonstrating a reduction of incidents / accidents/ EL, PL claims / motor and property losses. Services evidencing the management of operational risk. Services well trained and prepared to respond to major incidents. Services maintaining robust Civil Contingencies and Business Continuity Plans which are tested regularly.					
How will you measure progress?					
A corporate reduction of incidents / accidents / property and motor losses therefore reducing risk to service users / employees as well as decreasing financial burden on Council of claims and premiums. Services evidencing the management of operational risk and ability to respond to major incidents or service disruption.					

Action	Timescale	Portfolio Owners	Progress	Status	Latest Note
TR-CP 03 Procure and implement a new telephony system based on Service specifications to meet needs of internal and external stakeholders.	31-Dec-2025	Service Lead - Transformation	95%	On track	09-Oct-2025 Migration to Teams telephony nearing completion with more services now switched over to this. Withdrawal of Skype imminent so focus is on the remaining service areas.
Target					
Upgraded contact centre system. Replacement system for Skype for Business implemented before Summer 2025.					
How will you measure progress?					
Multi-channel efficient model to contact the Council. A consolidated public contact strategy.					



South Ayrshire Council

Report by Chief Executive to Service and Partnerships Performance Panel of 18th November 2025

Subject: Local Performance Report: Police Scotland

1. Purpose

- 1.1 The purpose of this report is to provide Panel with information about the quarter two performance (2025/2026) of Police Scotland in South Ayrshire.

2. Recommendation

- 2.1 **It is recommended that the Panel scrutinises the quarter two (2025/2026) performance report of Police Scotland in South Ayrshire and provides feedback to the Divisional Commander.**

3. Background

- 3.1 The Police and Fire and Rescue Reform (Scotland) Act 2012 created a national police force and a national fire and rescue service. The implications of the legislation for local authorities are that the Council will:

- Comment on SPA and SFRS Strategic Plans;
- Contribute to the preparation of the local plan for police and local fire and rescue plan and approve the plans;
- Monitor the delivery of police and fire and rescue functions in the area and make recommendations for improvement; and
- Provide feedback to the Local Police Commander and the Fire and Rescue Service Local Senior Officer.

- 3.2 The Local Police Plan for South Ayrshire was agreed by [Cabinet](#) in March 2023.

4. Detail

- 4.1 The Divisional Commander has provided the attached performance report (Appendix 1) which Panel members are invited to scrutinise and provide feedback on.

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 Not applicable

7. Human Resources Implications

7.1 Not applicable

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 If the recommendation is rejected then there is a risk that the Council is considered to not have discharged its responsibility under the Police and Fire and Rescue Reform (Scotland) Act 2012 in terms of scrutinising local performance.

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 Three: Civic and Community Pride.

13. Link to Shaping Our Future Council Yes No

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 Brian Connolly, Council Leader and Policy Lead for Economy and Strategy and the contents of this report reflect any feedback provided.

Background Papers Report to [Cabinet of 14 March 2023](#) - Local Police Plan 2023-2026

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Date: 27th October 2025

Quarter 2 : 1st April 2025 to 30th September 2025



South Ayrshire Performance Report

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Safer communities, less crime, supported victims and a thriving workforce.

Introduction

As the Local Policing Commander for South Ayrshire, I am delighted to present the performance report for the second quarter of 2025/26. Overall, incidents in South Ayrshire are down 5.5% on the previous year and down 11.4% on the 5-year average. Crime across South Ayrshire has increased slightly by 3.4% compared to the previous year to date and has increased 1.5% on the 5-year average, although this reflects favourably when compared to the national 5-year average rate which stands at +9.8%.

As we head towards the changing seasons, with winter approaching, officers and staff continue to work hard, delivering on our local policing priorities across South Ayrshire. I am pleased to welcome Acting Chief Inspector Stephen McGrath as the new Area Commander and look forward to the leadership, insight and partnership focused approach he will bring to policing and safety across our communities.

Policing continues to face challenges across many areas, and our teams have worked hard to meet increasing demand, maximise resources and work collaboratively with partners to achieve success. I want to thank partners for working with us to make South Ayrshire communities safer.

Chief Superintendent Suzanne Chow

Our Local Policing Priorities

- Serious Crime
- Safer Communities
- Violence Against Women & Girls
- Community Wellbeing
- Road Safety

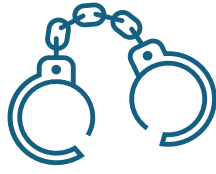




South Ayrshire Performance Report



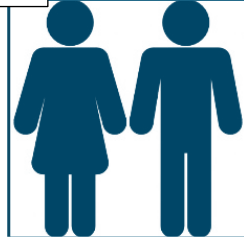
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Serious Organised Crime

		
Violence CYTD: 648 PYTD: 684 % Change 5yr Avg: -0.2%	Drugs Supply CYTD: 26 PYTD: 15 % Change 5yr Avg: +13%	Sexual Crimes CYTD: 116 PYTD: 105 % Change 5yr Avg: +9.6%



Safer Communities

		
ASB CYTD: 2653 PYTD: 2859 % Change 5yr Avg: -27.6%	Hate Crime CYTD: 50 PYTD: 66 % Change 5yr Avg: -12.6%	Domestic Abuse CYTD: 609 PYTD: 698 % Change 5yr Avg: -5.3%

Acquisitive Crime

	
Acquisitive Crime CYTD: 887 PYTD: 972 % Change 5yr Avg: -13.4%	Robbery CYTD: 10 PYTD: 8 % Change 5yr Avg: -23.1%

Road Safety

	
Road Traffic Offences CYTD: 1324 PYTD: 1023 % Change 5yr Avg: +29.2%	Fatal & Serious Injury CYTD: 2 / 17 PYTD: 1 / 25 % Change Prev Year +100% and -28.6%

Overview

Safer communities, less crime, supported victims and a thriving workforce.

Violent Crime has **decreased 5.3%** on the previous year to date and is **0.2% lower** than the 5-year average. There has been one homicide within the reporting period, which I am pleased to report has been detected. There has been a decrease in serious assaults (22) compared to the previous year (25). The overall trend remains positive, with a 6.8% reduction in serious assaults compared to the 5-year average. This is matched by a 10.2% reduction in common assaults relative to the previous year to date, although there has been a 23.7% increase in assaults on emergency workers.

Drug Supply offences have **increased 73.3%** on the previous year to date and are up 13% on the 5-year average. Within the locality, officers continue to prioritise intelligence led activity targeting individuals involved in the supply of controlled drugs within local communities. There have been 39 Misuse of Drugs Search warrants executed in South Ayrshire within the Q2 period, of these 25 have resulted in a positive search.

During the reporting period there have been 178 offences relating to possession of a controlled drug – an **increase of 18%** compared to the previous year. This success has been influenced by our increased proactivity and intelligence led stop search activity where one in every three stop searches result in a positive find.

Violent Crime – The homicide investigation in South Ayrshire has been detected and the offender awaits prosecution. In addition, three attempted murders have been recorded, with two of these detected and the offenders await prosecution. Officers continue to analyse and review data to identify locations and circumstances where violent offending is most likely to occur. This information informs targeted, proactive patrols at the relevant time and locations to prevent and deter any further incidents.

Drugs Supply – Offences in relation to drug supply have increased during the reporting period due to a renewed focus on intelligence gathering and resources being allocated to offenders causing harm in the community through drug supply. Recent changes in drug trends have enabled officers to direct resources towards specific areas across South Ayrshire, addressing issues of drug dealing, drug misuse, anti-social behaviour and associated harm. This approach is integral to our ongoing efforts to reduce drug related deaths in the area. Officers continue to execute search warrants when required, alongside stop searches and the targeting of vehicles travelling into South Ayrshire which are linked to the supply of drugs.

Serious Crime

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Sexual Crime has **increased 10.5%** in the reporting period and up 9.6% compared with the 5- year average. Rape crimes have reduced slightly compared to the previous year to date, with 12 crimes reported (14 in the previous year). Sexual assaults reports remain consistent, with 37 offences recorded. The overall increase in sexual crime aligns with national trends, largely driven by a rise in online/internet communicating indecently offences alongside other online/cyber related offences, which account for much of the reported increase.

Domestic Abuse crimes remain consistent, with 47 in the reporting period. Officers in South Ayrshire attended 609 domestic incidents, a **reduction of 12.8%** in overall domestic incidents reported to police. This is in contrast with the national increase in domestic abuse incidents which rose 2.1%.

47% of domestic abuse incidents resulted in criminality being established.

Proactive policing of domestic bail requirements has resulted in 46 offences being identified relating to perpetrators breaching bail conditions. This proactive approach also includes continual victim liaison and safeguarding measures being implemented, both within the police service and in conjunction with partner agencies.

Sexual Crime – Dedicated Public Protection officers are based in Ayrshire to investigate Sexual offences and are supported by specialist officers dedicated to helping the victims of such crimes. Rape crimes are down 22% on the 5-year average which represents a positive trend. Locality officers continue to work proactively to reduce the number of victims of sexual crime, collaborating closely with partners in the Violence Against Women and Girls network to strengthen prevention and early intervention. ‘Sextortion’ offences have **increased 1200%** in the reporting period, which reflects greater victim confidence in reporting such incidents to police. It is noted however that many of these offences are domestic related, are perpetrated from abroad or involve young offenders and victims, for which campus officers continue to provide online safety inputs at schools. Online offending remains a priority for officers within Specialist Crime Division, who continue to support us locally, deploying the latest technology and investigative techniques to identify and act against offenders residing in, or targeting victims across South Ayrshire communities.

Domestic Abuse Crimes remain a daily operational focus, ensuring victims are protected, supported and confident to report to police. Disclosure Scheme for Domestic Abuse Scotland (DSDAS) referrals in South Ayrshire for the Q2 period (50 disclosures made) continue to rise, demonstrating the commitment and effectiveness of the Domestic Abuse Safeguarding Team. Across Scotland the number of applications has soared by 17.7 per cent, highlighting its continued use, greater awareness of its existence, and its value in Scotland to aid prevention of domestic abuse.

Sexual Crimes (incl. VAWG)

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Anti social behaviour incidents have **decreased 7.2%** on the previous year to date, with overall ASB calls to police reducing from 2859 to 2653 incidents, which is down 27.1% on the 5-year average.

Collaborative working with South Ayrshire Council ASB Team continues on a daily basis. Officers have conducted 52 joint visits with SAC colleagues to problematic addresses – a number anticipated to rise significantly due to redeployment of officers into the ASB role. 1213 disclosures to SAC have been carried out, with a fortnightly Multi-agency Tasking & Coordination (MATAC) meeting held between partners to exchange information and decide on an appropriate response to issues involving ASB.

Hate Crimes **decreased 24.9%** on the previous year to date and are down 12.6% on the 5- year average. The most common offences are racial incidents, 11 of which were recorded in the Q2 period. This represents a **21.4% decrease** compared to the previous year. There have been no repeat locations or victims identified.

Anti Social Behaviour – Excellent partnership work between Police Scotland and South Ayrshire Council continues to contribute to the reduction of overall ASB across our communities. A particular focus remains on locations where ASB continues to be reported. The introduction of joint visits by Police and SAC colleagues enable early intervention, addressing ASB incidents before escalation occurs. The Police ASB officer continues to work closely with partners to share information on a daily basis and to facilitate a co-ordinated and focused partnership approach to tackling anti social behaviour within the locality.

Hate Crimes are reviewed daily within South Ayrshire to ensure all investigative opportunities are identified and the victim is supported by the police following a report of hate crime. The South Ayrshire Local Authority Liaison Officer works closely with minority ethnicity communities to provide support, reassurance, and engagement, particularly during this period of heightened concern across the United Kingdom.

South Ayrshire and national officers continue to monitor the UK policing assessment of Anti-Immigration Protests as well as increasing attention over illegal immigration to detect and reduce community tensions and ensure a proportionate policing response.

Safer Communities

Safer communities, less crime, supported victims and a thriving workforce.

OFFICIAL

Robbery crimes have **increased 25%** on the previous year to date (10 reported compared to 8 in the equivalent period last year) however are 23.1% down on the 5-year average. 50% of these have been detected and several are still under investigation hence the detection rate may rise.

Overall Acquisitive crime has **decreased 8.7%** on the previous year to date and is **down 13.4% on the 5-year average**. Theft by housebreaking continues to reduce, with a 28% decrease in comparison to the previous year and 49% below the 5-year average.

Thefts of motor vehicles also continue to reduce, with a decrease of 25% on the previous year to date, and a decrease of 42% on the 5-year average.

In contrast with national trends, shoplifting offences in South Ayrshire have decreased by 10.2% in comparison with the previous year. The current detection rate is 67%.

Robbery – Officers maintain a focus on offenders in the community. Information regarding offenders recently released from prison is shared to support proactive policing. Working closely with partner agencies, officers aim to reduce the likelihood of reoffending. Data is analysed to ensure those locations and individuals most vulnerable to robbery receive the necessary support to prevent them being a victim of robbery. No repeat locations or victims have been identified.

Acquisitive crime. South Ayrshire officers work closely with retailers to ensure that prevention measures and security protocols are in place. In addition, South Ayrshire retailers were invited to a partnership input designed to provide up to date intelligence briefings with the assistance of Retailers Against Crime.

Prolific and repeat offenders are identified and proactive preventative measures are instigated, including restrictive bail conditions and the sharing of information with retailers.

The Prevention and Intervention officer for South Ayrshire continues to provide advice and guidance to retailers and vulnerable members of the community to reduce the likelihood of being targeted by offenders.

Acquisitive Crime

Safer communities, less crime, supported victims and a thriving workforce.

Road Traffic Offences have **increased by 29.4%** compared to the previous year to date and up 29.2% on the 5-year average. Intensive proactive work by both local and Roads Policing officers, responding to community concerns, has contributed to this increase. This is highlighted by a significant increase in speeding offences, up 146%, and mobile phone offences – up by 52.8%.

Drug/Drink Driving offences have increased 42.7% on the previous year to date, which is up 48% on the 5-year average.

Fatal RTC's have **increased 50%**, with two fatal crashes this year compared to one the previous year.

Serious injury RTCs however have reduced by 12% on the previous year to date.

Road Traffic Offences are centred around the 'Fatal 5' most common factors that cause fatal road traffic collisions (speeding, seatbelt use, distractions, drink/drug driving and careless driving). Analysis of police data, local concerns and complaints ensure that officers focus policing efforts on areas across South Ayrshire where the risk is highest. Officers are deployed in response to data and community reports of poor driver behaviour and are supported by Special Constables who provide an excellent service to the community by donating their free time to assist with action plans.

Within the reporting period, complaints of e-bike use have been the focus of proactive patrols. Several e-bikes and e-scooters have been seized and riders charged with offences under the Road Traffic Act.

Fatal and Serious Road Traffic Collisions - Road policing colleagues attend all serious road collisions and fatal road collisions. Investigations are carried out to establish the causation factors and liaise with COPFS regarding the outcome of the investigations. Across Ayrshire, the most common casualty group in Serious Road traffic collisions continues to be car drivers with the second most common group pedestrians.

Road Safety

Safer communities, less crime, supported victims and a thriving workforce.

OFFICIAL

Protecting the most Vulnerable – Officers in South Ayrshire submitted 1631 concern reports for individuals in the reporting period. 673 relate to vulnerable adults and 749 relate to child concerns. Concern reports are triaged by officers and shared with various partners where required, which ensures a multi agency approach to reducing vulnerability through partnership work. 1180 such reports were shared with partner agencies during this period.

Missing People - Within the reporting period South Ayrshire officers dealt with 111 reports of Missing People. This is a slight decrease from 119 in the previous year to date and utilises approximately 4,650 resourcing hours within the period. 57 of these reports related to a person under the age of 18 .

The South Ayrshire Preventions and Interventions officer works closely with partner agencies and third sector organisations to ensure that crime prevention advice is shared. Inputs are regularly held and provided to retailers, youth groups and older persons groups. This allows the sharing of vital information to ensure that we have fewer victims of crime across South Ayrshire and those most vulnerable across society are identified, protected, and appropriate safeguarding and support can be installed.

Campus officers continue to work with the Education department to deliver inputs across schools, focussing on the key local priorities within each area. Violence, ASB and road safety remain a priority.

Community Wellbeing

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Safer communities, less crime, supported victims and a thriving workforce.

Spotlight – Body Worn Video (early 2026)

The training and rollout of Body Worn Videos BWV (early 2026) will help to de-escalate incidents, improve public trust in policing and reduce complaints, support officer and staff safety, and bring wider benefits to the criminal justice system.

BWV provides officers and staff with an additional tool to gather evidence at almost every incident they attend. It increases public trust and confidence and provides transparency and accountability in respect of an officer's actions and decision making.

The cameras are small, visible devices that are attached to the officers' uniform. The position of the camera allows for those viewing the footage to review both audio and visual evidence of the situation and can support an officer's written and verbal record of events. They also provide an independent witness to police actions and interactions in an unbiased and secure recording. BWV recordings should be used to corroborate, rather than replace, traditional written statements. It is worth remembering that the camera records from a one-dimensional view from the officer's body and cannot allow those reviewing the footage to experience everything seen, heard or felt by the officer wearing the BWV camera.

Further information will be provided by our guest speaker who will provide insight to the technology, how it is working in other parts of the country and the benefits to policing in South Ayrshire.

Our Local Policing Priorities

- Serious Crime
- Safer Communities
- Violence Against Women & Girls
- Community Wellbeing
- Road Safety



South Ayrshire Performance Report

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Safer communities, less crime, supported victims and a thriving workforce.

South Ayrshire Council

**Report by Chief Executive
to Service and Partnerships Performance Panel
of 18th November 2025**

Subject: Local Performance Report: Scottish Fire and Rescue Service

1. Purpose

- 1.1 The purpose of this report is to provide Panel with information about the quarter two performance (2025/2026) of the Scottish Fire and Rescue Service (SFRS) in South Ayrshire.

2. Recommendation

- 2.1 **It is recommended that the Panel scrutinises the quarter two (2025/2026) performance report of the Scottish Fire and Rescue Service in South Ayrshire and provides feedback to the Local Senior Officer.**

3. Background

- 3.1 The Police and Fire and Rescue Reform (Scotland) Act 2012 created a national police force and a national fire and rescue service. The implications of the legislation for local authorities are that the Council will:

- Comment on SPA and SFRS Strategic Plans;
- Contribute to the preparation of the local plan for police and local fire and rescue plan and approve the plans;
- Monitor the delivery of police and fire and rescue functions in the area and make recommendations for improvement; and
- Provide feedback to the Local Police Commander and the Fire and Rescue Service Local Senior Officer.

- 3.2 The Local Fire Plan for South Ayrshire was agreed at [Leadership Panel](#) on 19 September 2017. A further review of the plan was carried out by SFRS in 2023 which was submitted to [Service and Partnerships Performance Panel](#) in June 2024.

4. Detail

- 4.1 The Local Senior Officer has provided the attached performance report (Appendix 1) which Panel members are invited to scrutinise and provide feedback on.

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 Not applicable

7. Human Resources Implications

- 7.1 Not applicable

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

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

8.2 *Risk Implications of Rejecting the Recommendations*

- 8.2.1 If the recommendation is rejected then there is a risk that the Council is considered to not have discharged its responsibility under the Police and Fire and Rescue Reform (Scotland) Act 2012 in terms of scrutinising local performance.

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 Three: Civic and Community Pride.

13. Link to Shaping Our Future Council Yes No

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 Brian Connolly, Council Leader and Policy Lead for Economy and Strategy and the contents of this report reflect any feedback provided.

Background Papers Report to [Leadership Panel](#) on 19th September 2017: Local Fire Plan

Person to Contact Kevin Anderson, Assistant Director (Corporate Policy, Strategy and Performance)
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Date: 27th October 2025



South Ayrshire

**South Ayrshire Council - Fire & Rescue
Scrutiny Group**

2025-26 Q1 & Q2

Scrutiny Report



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

**Working together
for a safer Scotland**

south
AYRSHIRE
COUNCIL
Comhairle Siorrachd Àir a Deas

South Ayrshire
South Ayrshire Council - Fire & Rescue
Scrutiny Group
2025-26 Q1 & Q2
Scrutiny Report

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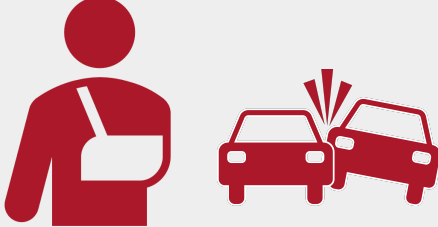



1	Summary
2	Trends
3	Accidental Dwelling Fires (ADFs)
4	Accidental Dwelling Fire Casualties
5	Non-Fire Casualties
6	Deliberate Fires
7	Non-Domestic Fires
8	Unwanted Fire Alarm Signals (UFAS)
9	Road Traffic Collisions (RTCs)
10	Home Fire Safety Visits (HFSVs)
11	Fire Safety Enforcement
12	Community Safety & Engagement
13	Glossary of Terms

About the statistics within this report

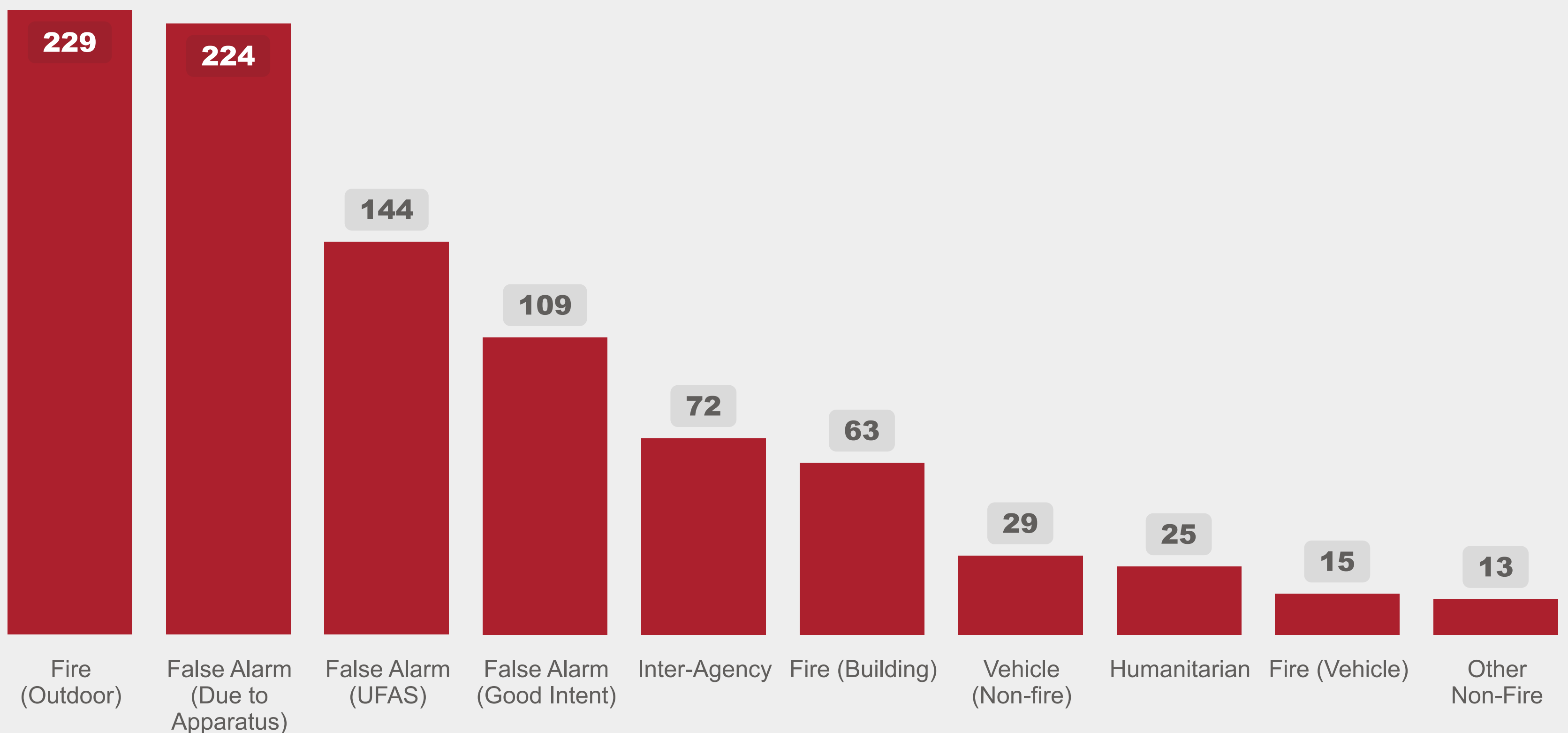
The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

1. Summary

2025-26 Q1 & Q2

 946 Total Incidents (Incl. Incompletes)	 307 Fires	 159 Non-Fire Incidents	 480 False Alarms	 144 UFAS
 29 People Rescued by Firefighters	 3 People Receiving First Aid or Hospital Treatment (Fires)	 0 Fire Fatalities	 17 People Receiving First Aid or Hospital Treatment (Non-Fire)	 9 Non-Fire Fatalities
 193 Home Fire Safety Visits	 102 Fire Safety Audits			

Top 10 Incident Types



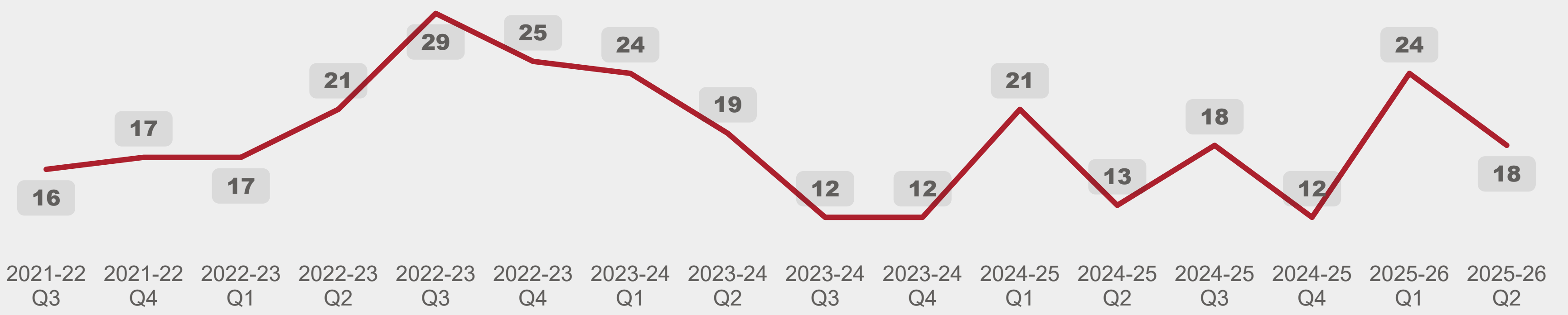
Summary Comparison for Same Reporting Period Q1 & Q2 for Previous Year -

Total number of incidents Increased from 784 to 946 = 20% Increase.
 Fires increased from 206 to 307 = 49% Increase.
 Non fire incidents decreased from 174 to 159 = 9% Reduction.
 False alarms increased from 404 to 480 = 15% Increase.
 UFAS incidents increased from 110 to 144 = 23% Increase.
 People rescued by Firefighters decreased from 45 to 29 = 35% Reduction.
 Fire related first aid or hospital treatment decreased from 8 to 3 = 62% Reduction.
 Fire fatalities remained the same - 0 Fatalities.
 Non fire related first aid or hospital treatment decreased from 34 to 17 = 50% Reduction. Non fire fatalities increased from 4 to 9 = 55% Increase.
 Home Fire Safety Visits (HFSV) decreased from 363 to 192 = 47% Reduction.

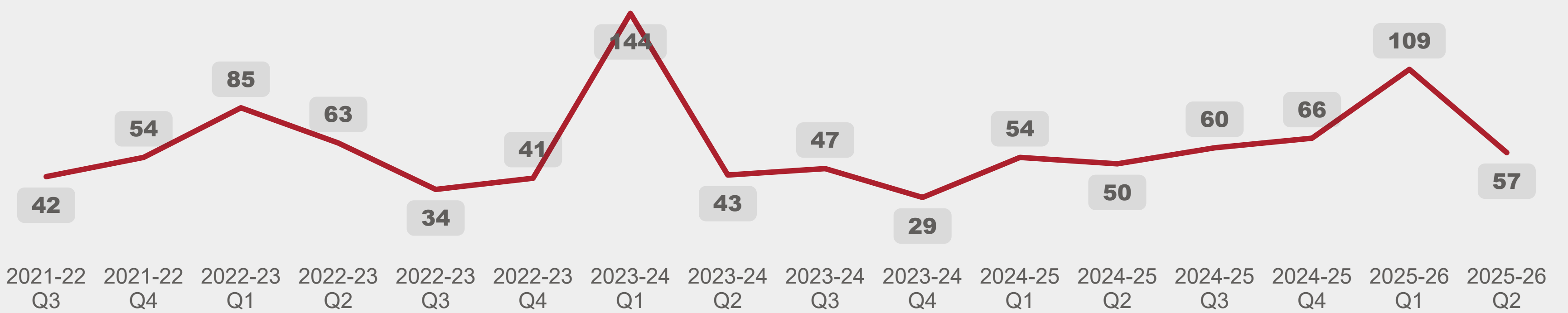
2. Trends

Previous 16 quarters (4 years)

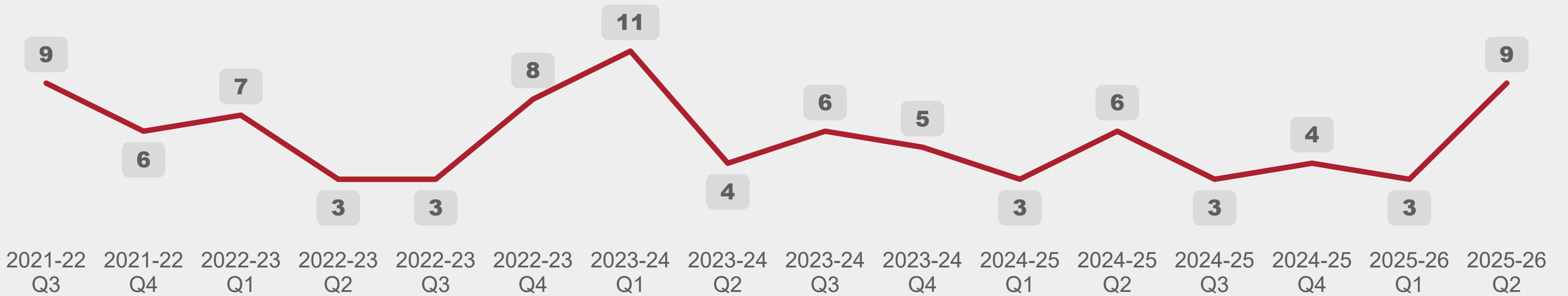
Accidental Dwelling Fires



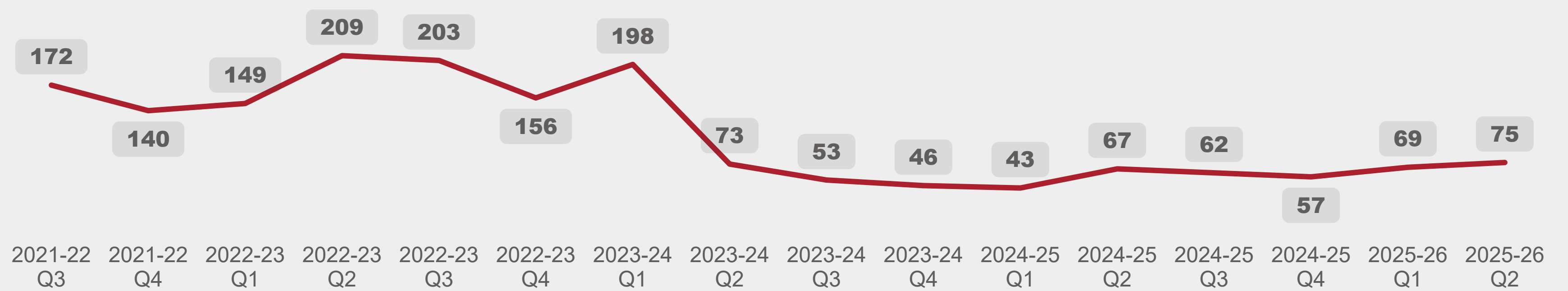
Deliberate Fires



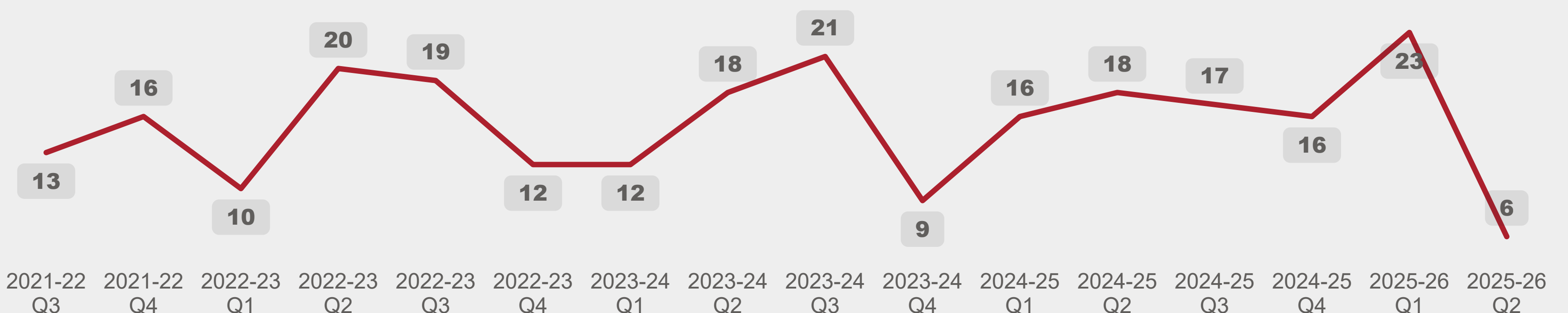
Non-Domestic Fires



Unwanted Fire Alarm Signals



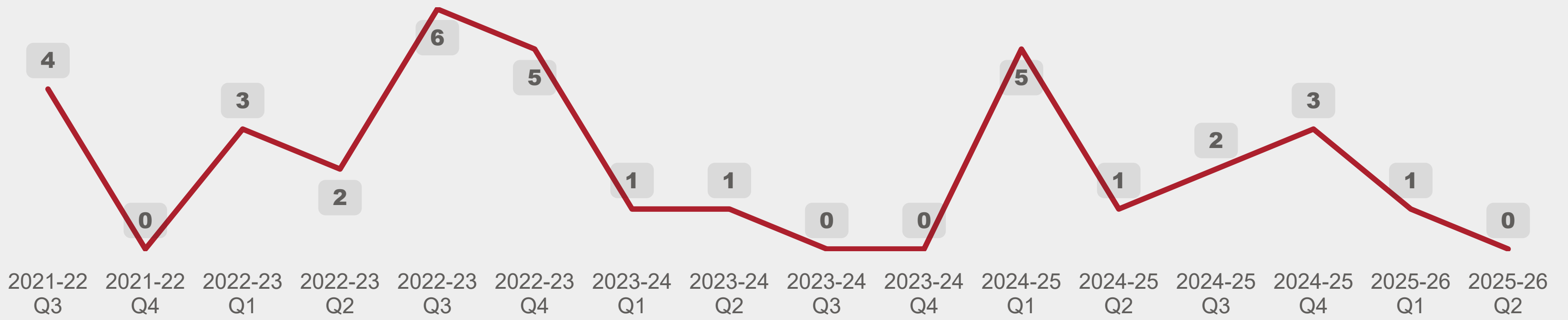
Road Traffic Collisions



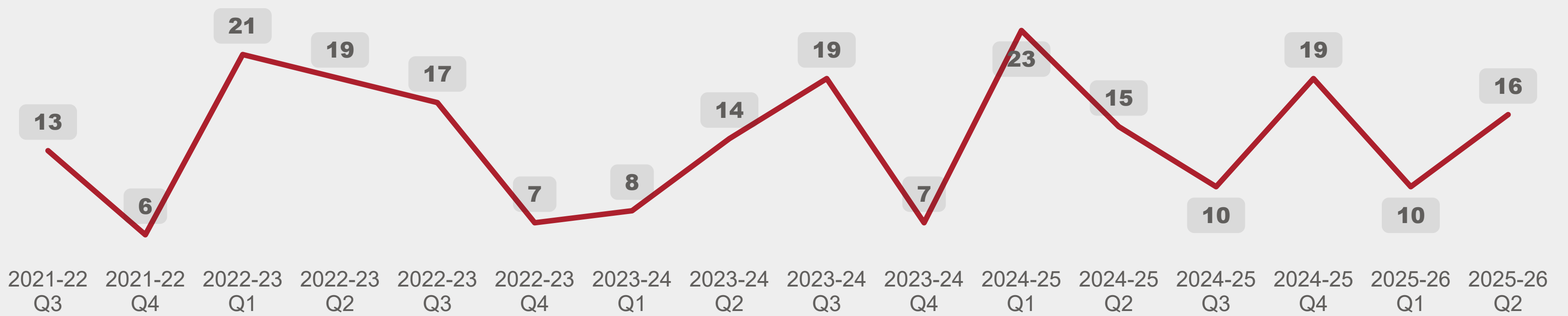
2. Trends

Previous 16 quarters (4 years)

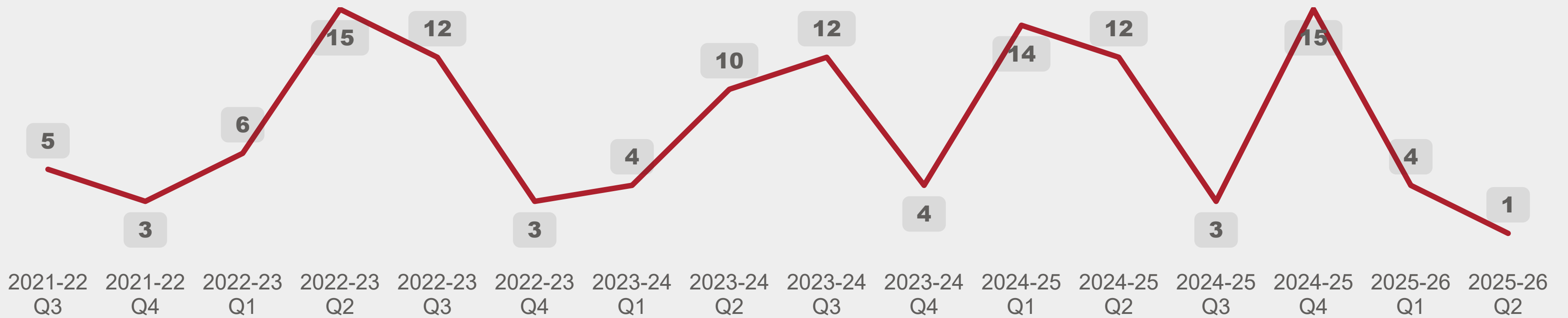
Accidental Dwelling Fire Casualties



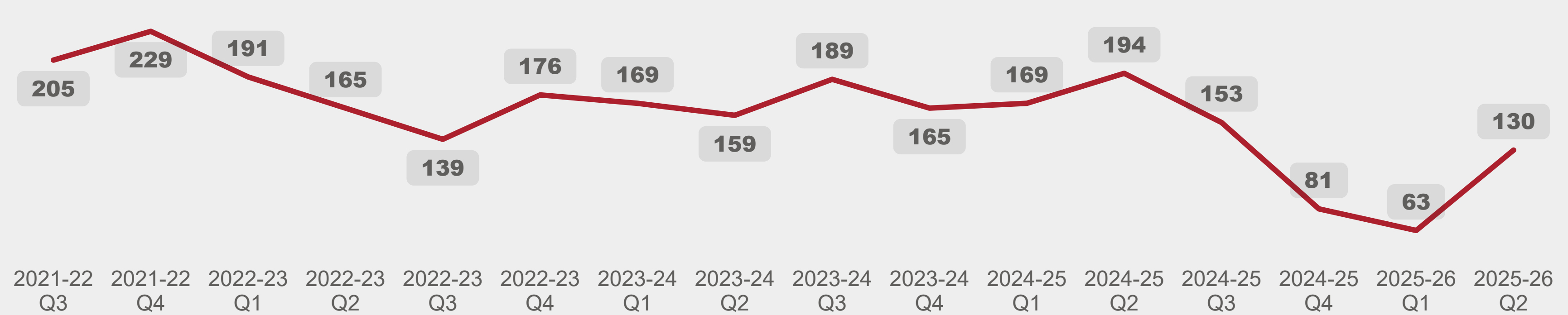
Non-Fire Casualties



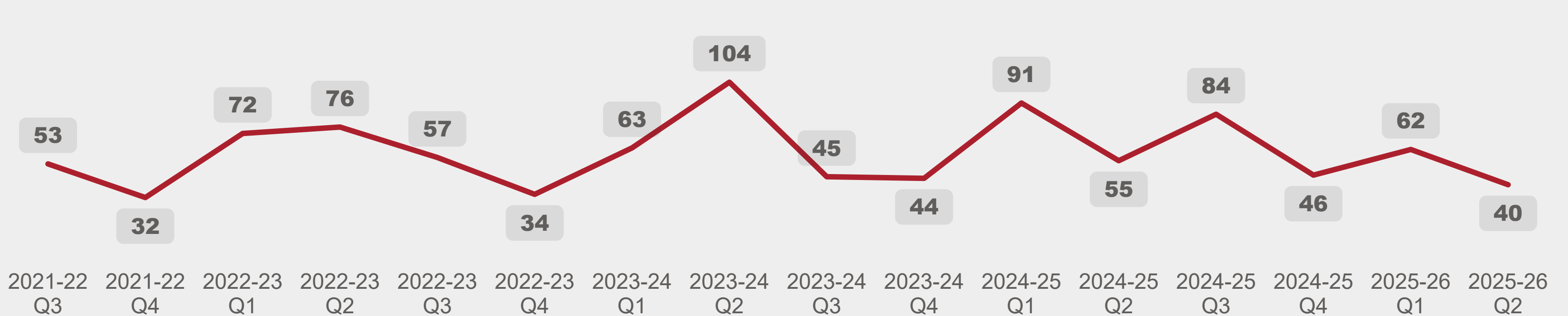
Road Traffic Collision Casualties



Home Fire Safety Visits



Fire Safety Audits



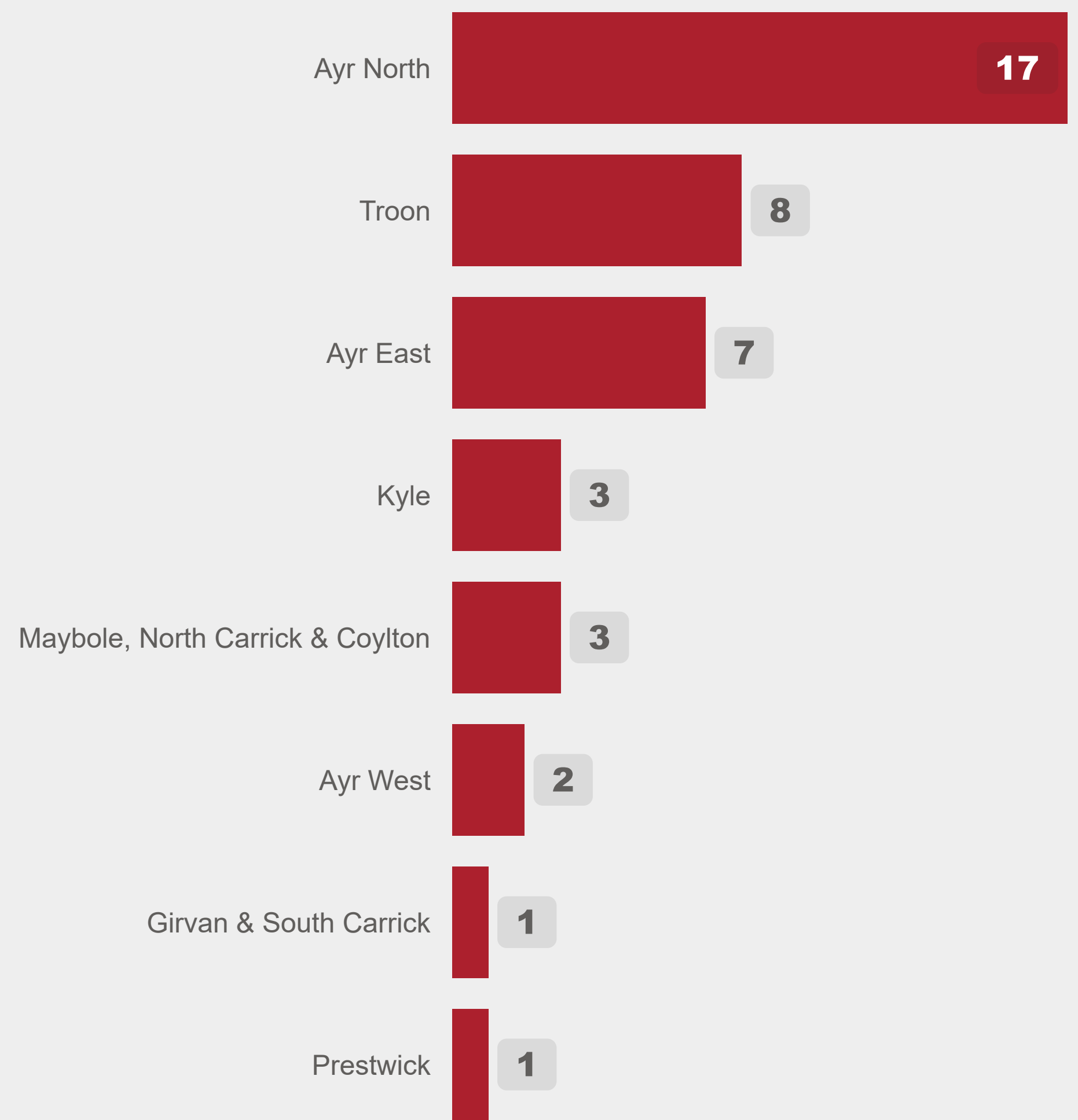
3. Accidental Dwelling Fires

2025-26 Q1 & Q2

Trend by Quarter (4 years)



Incidents by Ward

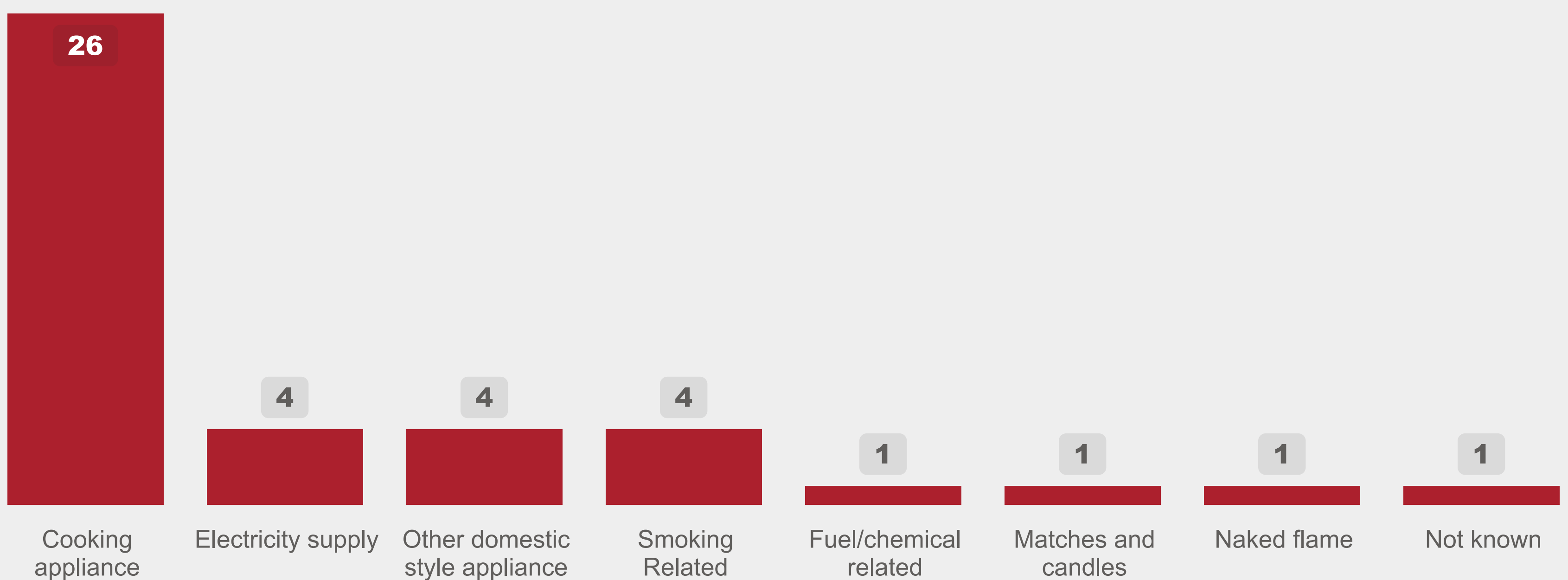


Extent of Damage	Incidents
Not applicable	29
Limited to item 1st ignited	5
Limited to room of origin	3
Limited to floor of origin (not whole building)	2
Limited to 2 floors (not whole building)	1
Roof space and other floors(s)	1
Whole roof (including roof space)	1

42

Accidental Dwelling Fires in this period

Source of Ignition (Top 10)



Total Incidents 42 = 19% Increase for same reporting period Q1 & Q2 as last year.

Alarm system present for 39 out of 42 incidents
 29 of these incidents required no firefighting action.
 22 Incidents caused by Adult between ages of 18 - 65
 13 Incidents caused by elderly 65yrs and older
 7 Incidents, age unknown.

Most common time of the day is between 15:00 and 19:00, however, no real trend on a particular day.

4. Accidental Dwelling Fire Casualties

2025-26 Q1 & Q2

Trend by Quarter (4 years)



Casualties by Ward

Ayr North

1

Nature of Injury/Cause of Death	Casualties
Overcome by gas, smoke or toxic fumes; asphyxiation	1

1

Non-Fatal Casualties

0

Fatal Casualties

2

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



0

First Aid Given at Scene



1

Hospital Slight Injuries



0

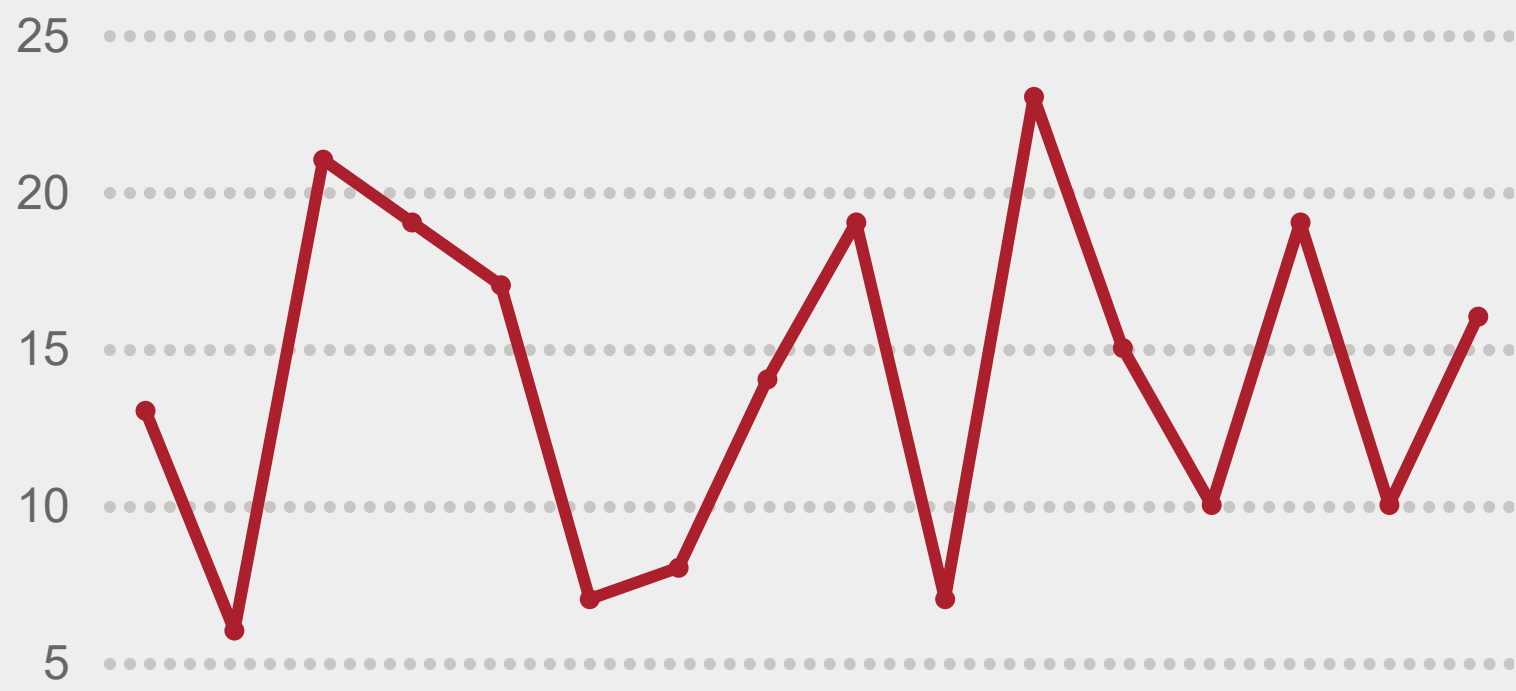
Hospital Serious Injuries

Accidental Dwelling Fire Casualties (ADFC) Reduced from 6 to 1 - A significant decrease from same period last year. 1 Casualty attended hospital for precautionary check up.

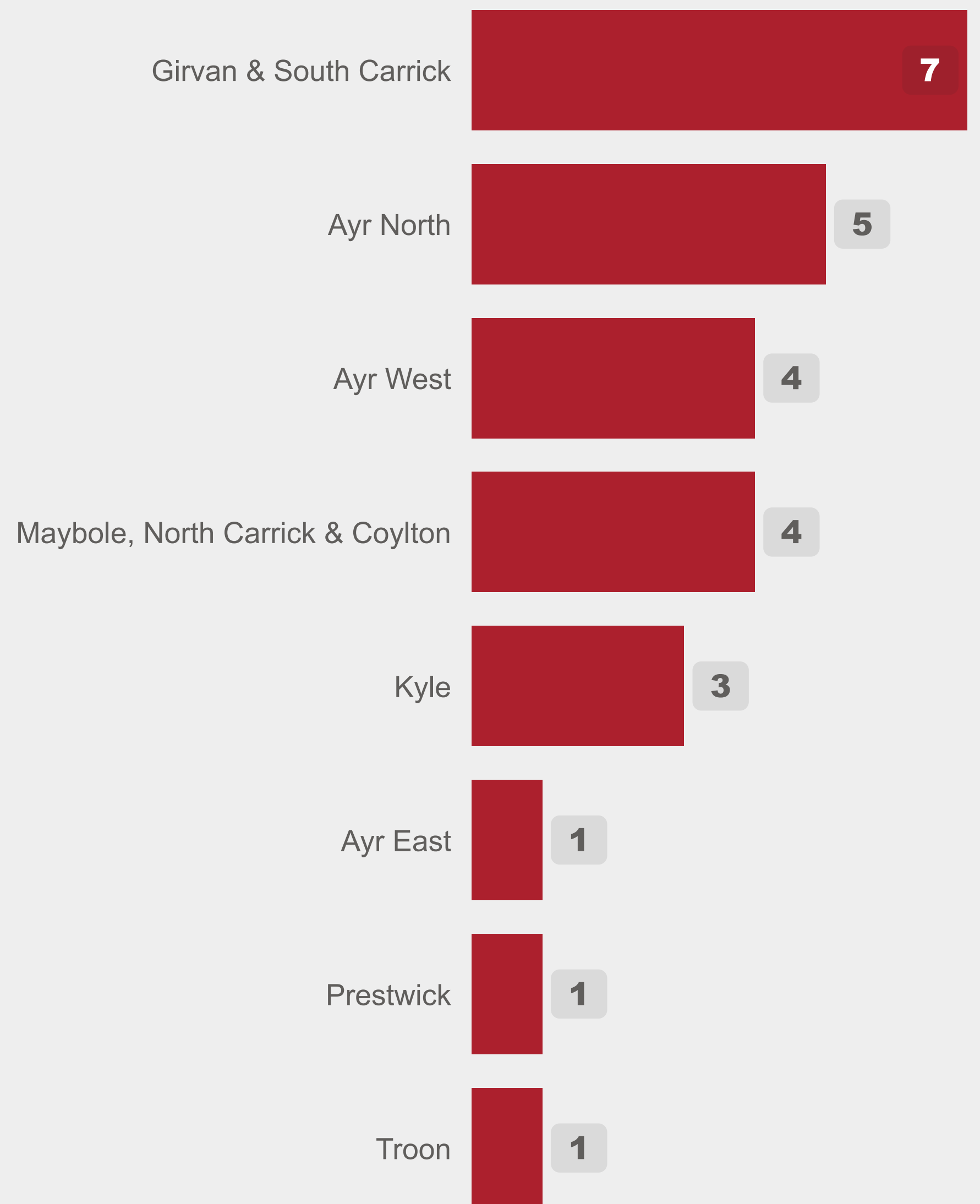
5. Non-Fire Casualties

2025-26 Q1 & Q2

Trend by Quarter (4 years)



Casualties by Ward



Nature of Injury/Cause of Death	Casualties
Other	5
Not known	4
Fracture	3
Back / Neck injury (spinal)	2
Bruising	2
Chest / Abdominal injury	2
Cuts/Lacerations	2
Drowning	2
Chest pain / Heart condition / Cardiac arrest	1
Other medical condition	1
Shock / Anaphylactic shock	1
Unconscious, fitting or unresponsive (no other evident significant injury)	1

17

Non-Fatal Casualties

9

Fatal Casualties

27

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



0

First Aid Given at Scene



13

Hospital Slight Injuries



4

Hospital Serious Injuries

Non Fatal Casualties:

Decrease from 34 to 17 = 50% Reduction for same reporting period last year.
 8 were related to Road Traffic Collisions (RTC)
 9 involved supporting other agencies, i.e slips, trips & falls.

Fatalities Breakdown:

Increase from 4 to 9 = 55% increase for same reporting period last year.
 7 Incidents involved supporting other agencies.
 2 Incidents were victims of drowning.

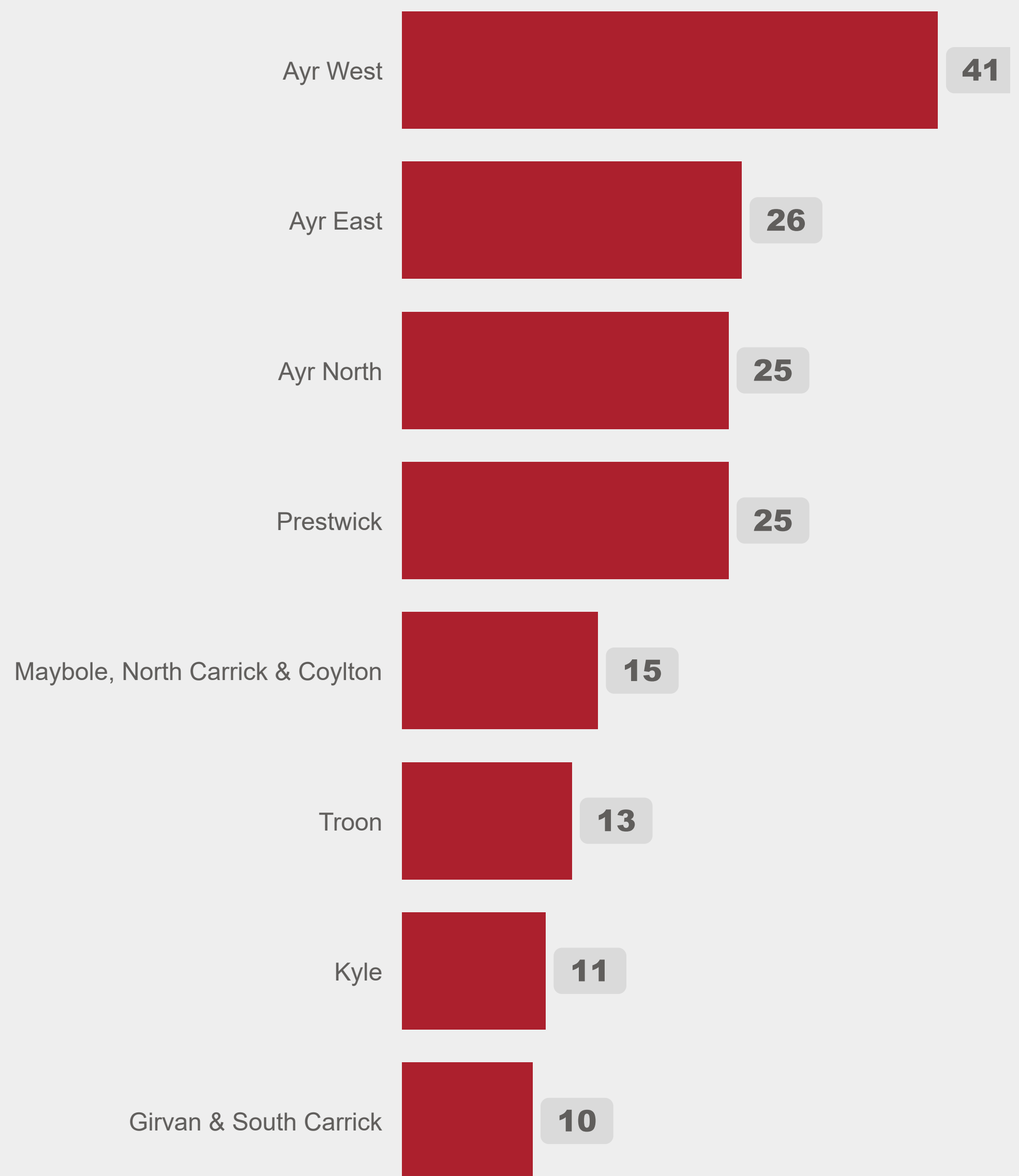
6. Deliberate Fires

2025-26 Q1 & Q2

Trend by Quarter (4 years)



Incidents by Ward

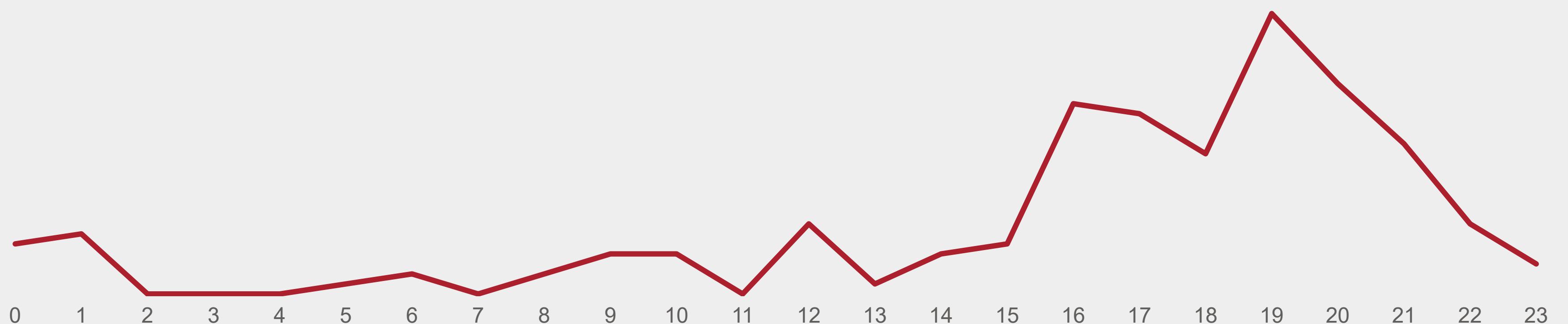


Property Type	Incident
Grassland, woodland and crops	65
Refuse	58
Other outdoors (including land)	35
Dwelling	4
Outdoor structures	2
Non Residential	1
Outdoor equipment and machinery	1

166

**Deliberate Fires
in this period**

Hour of Day



Increase of deliberate fires from 104 to 166 = 36% Increase.

Over 50% of these incidents were recorded as loose refuse, grass and beach front.
The most common time of the day was between 18:00 and 21:00 hours.
87% of these incidents occurred during Spring & Summer.

Our Operational Crews and Community Action Team (CAT) will continue to collaborate with partners on joint initiatives aimed at reducing these incidents.

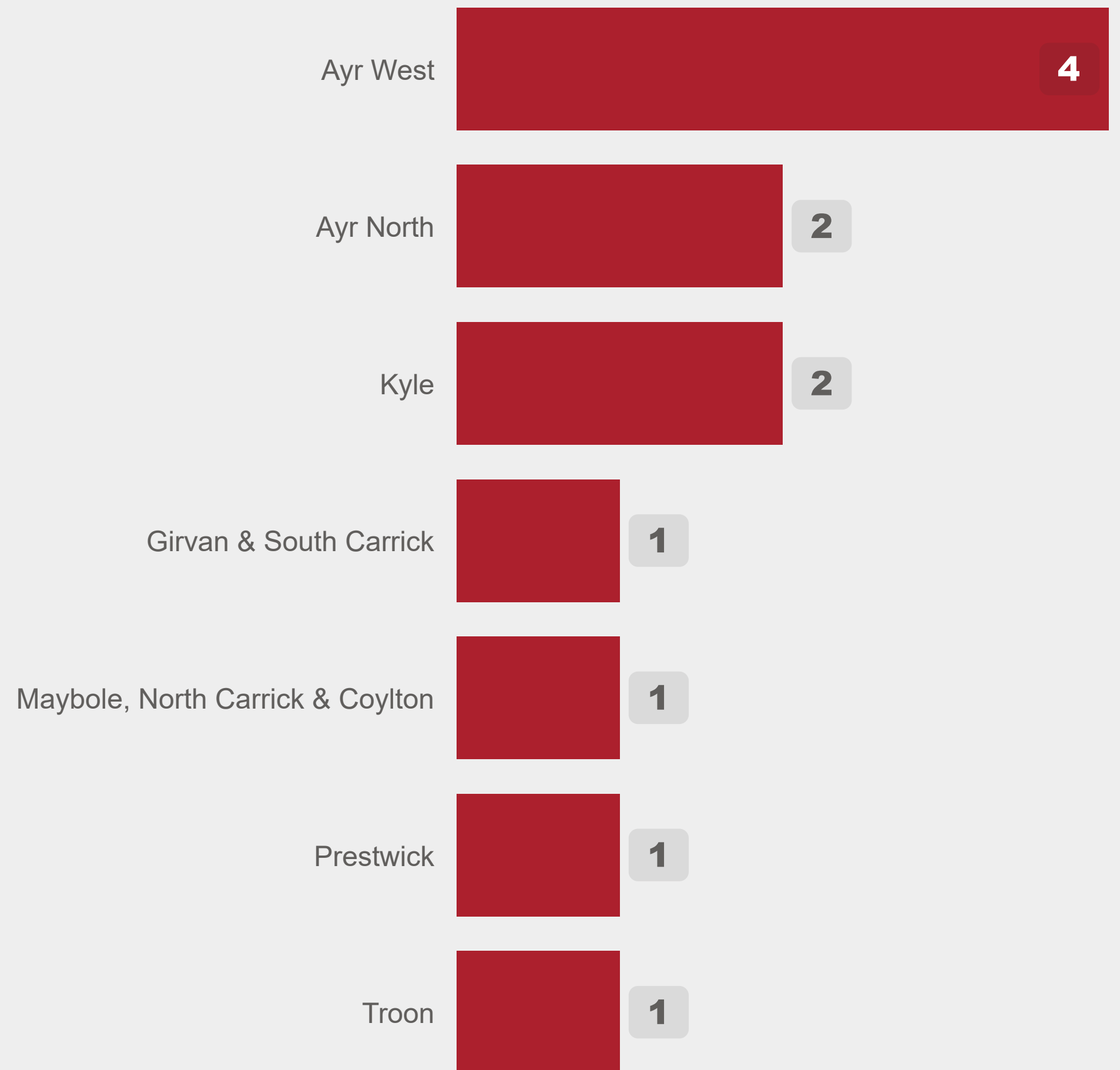
7. Non-Domestic Fires

2025-26 Q1 & Q2

Trend by Quarter (4 years)

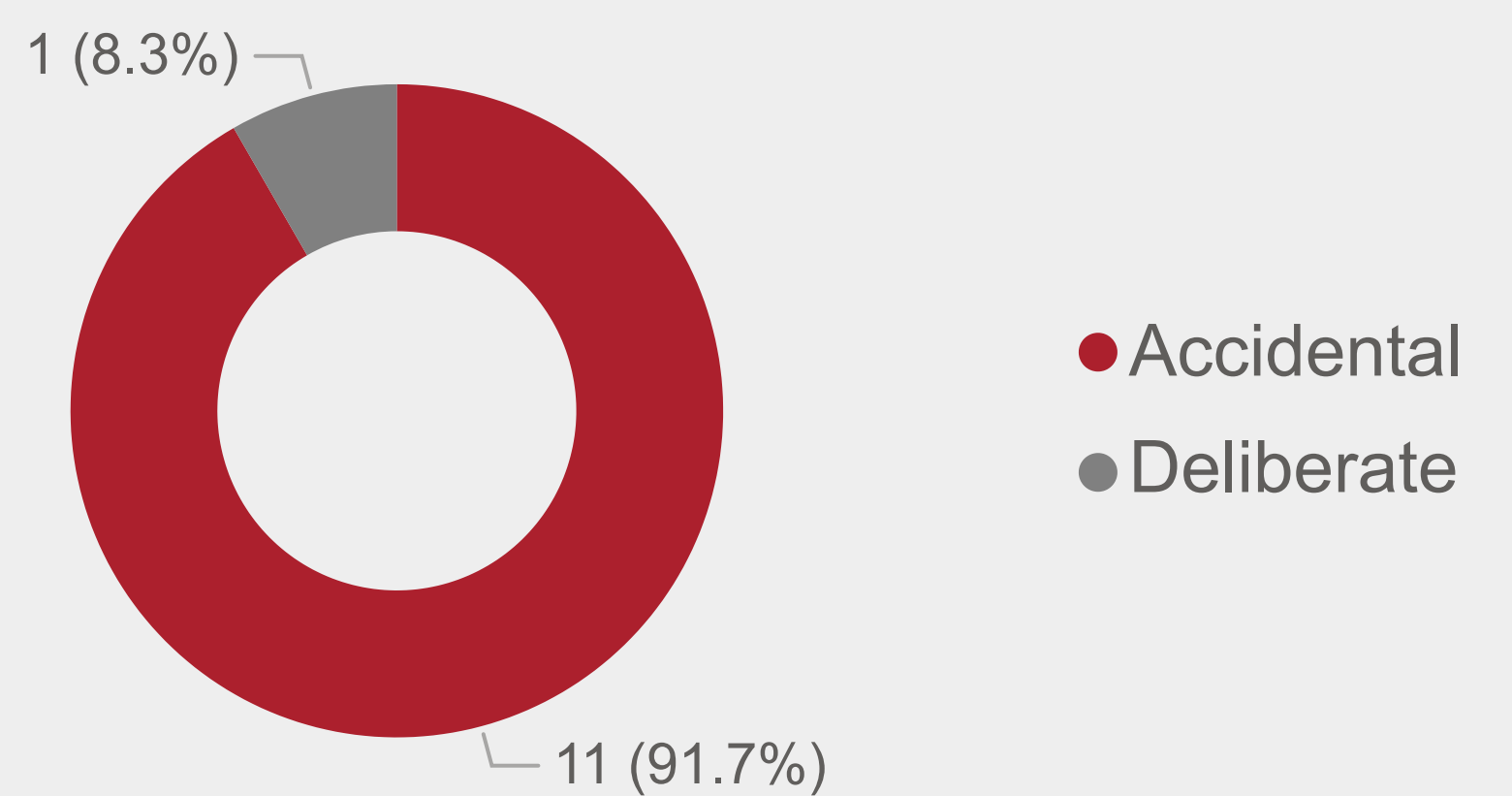


Incidents by Ward



Top 15 Property Types

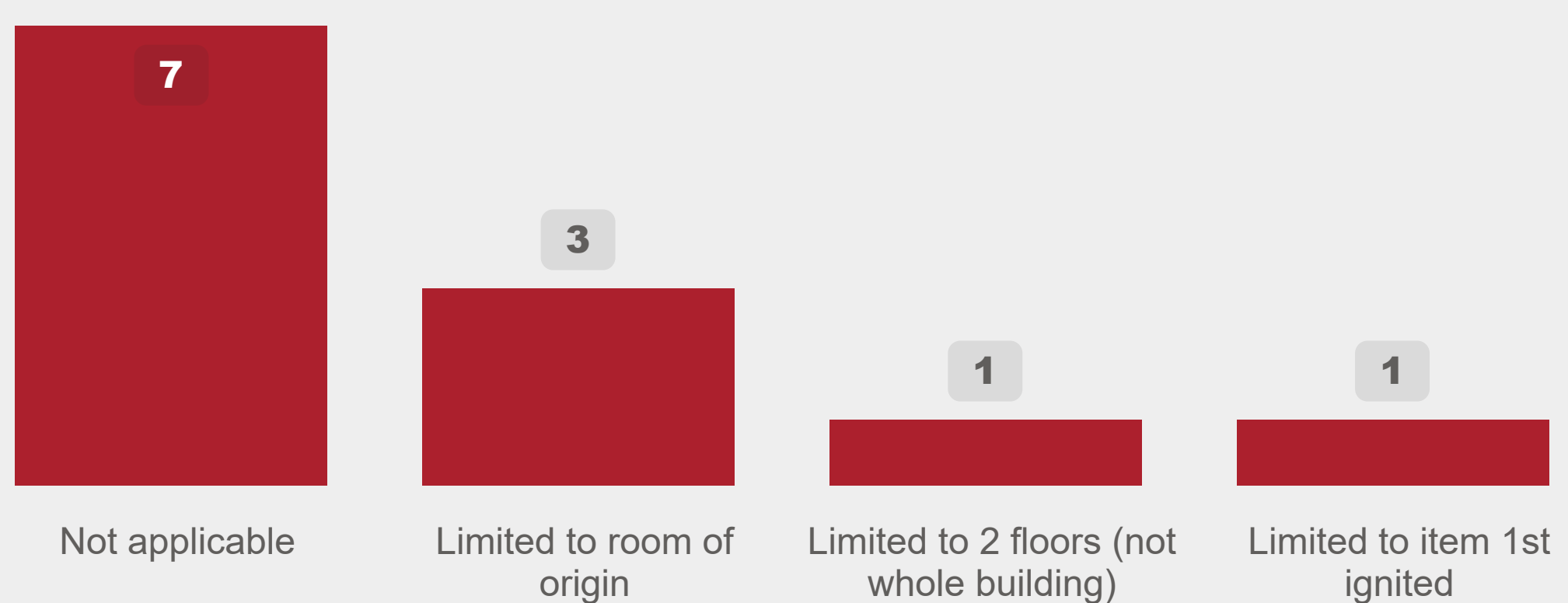
Property Type	Incidents
Food and Drink	3
Retail	3
Industrial Manufacturing	2
Industrial Processing	2
Car Parks	1
Hotel/motel	1



12

Non-Domestic Fires in this period

Extent of Damage



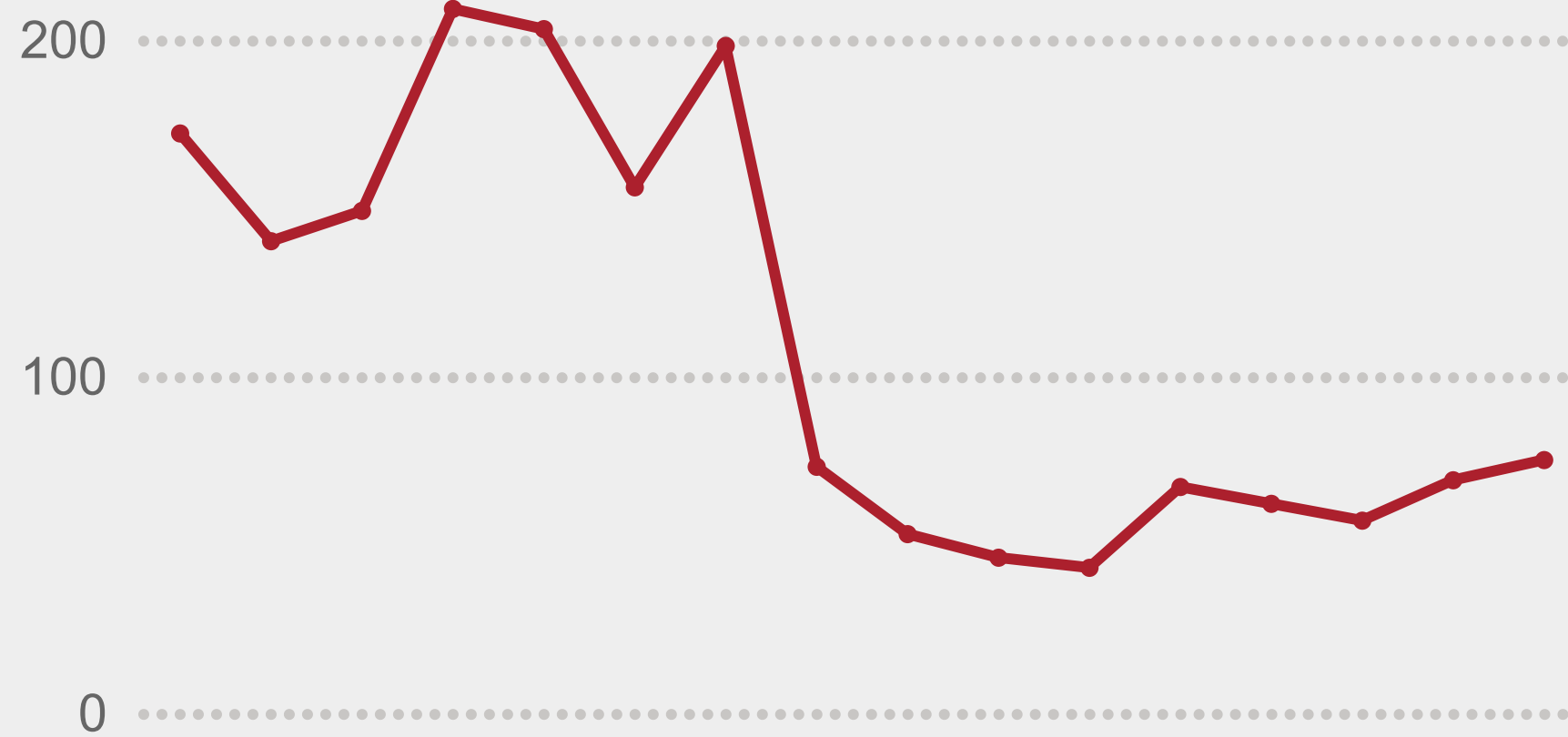
Non-Domestic fires remain in low numbers, however, there was a 25% increase from 9 to 12 for the same reporting period as last year.

- 3 incidents involved gardens sheds.
- 4 incidents were the result of faulty equipment/appliances.
- 1 incident was deliberate fire raising within Multi-Storey car park.
- 2 incidents - Unknown cause.
- 2 incidents - careless handling or disposal.

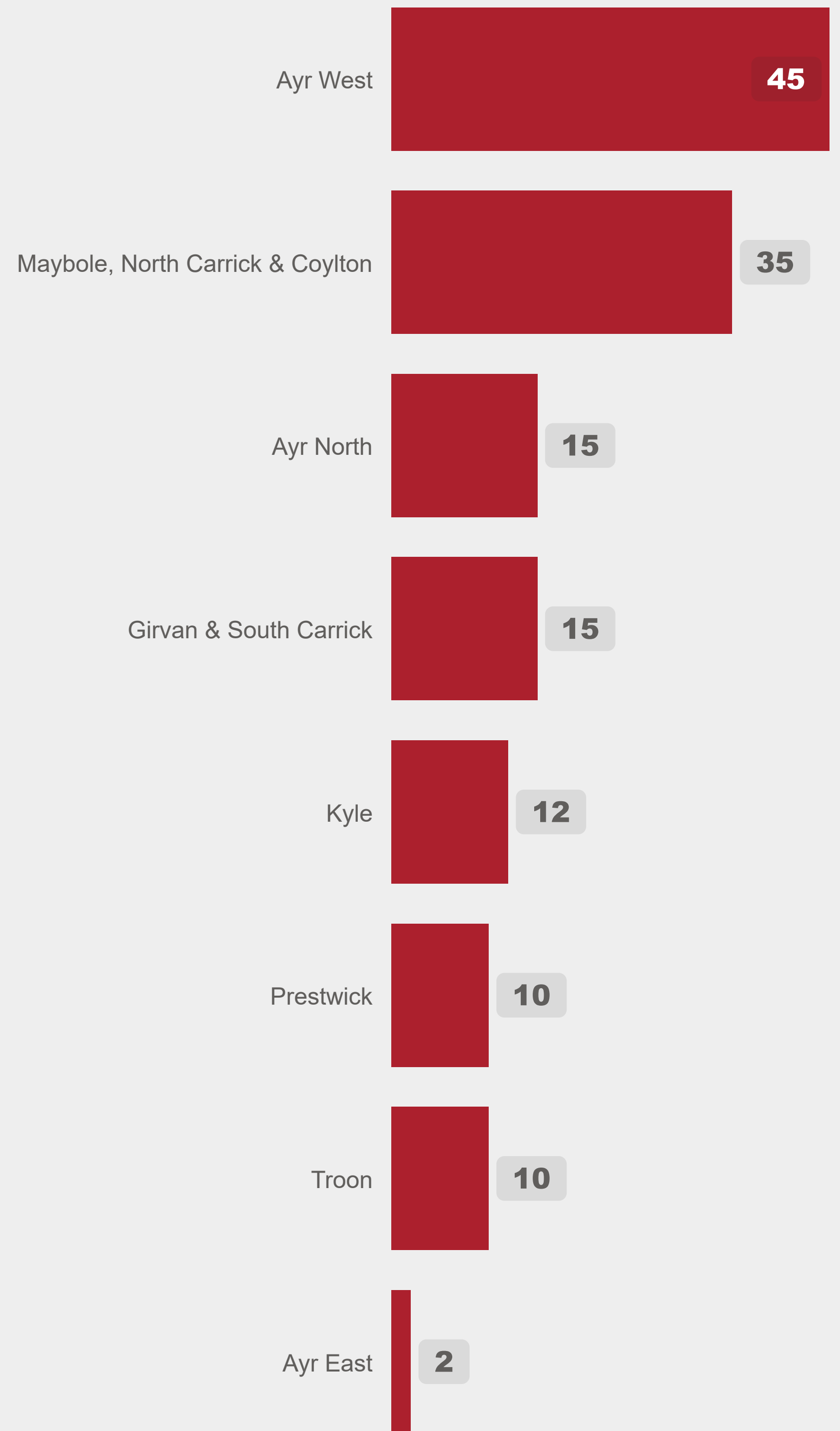
8. Unwanted Fire Alarm Signals

2025-26 Q1 & Q2

Trend by Quarter (4 years)



Incidents by Ward



Top 15 Property Types

Property Type	Incidents
Residential Home	73
Hospitals and medical care	23
Hotel/motel	13
Hostel (e.g. for homeless people)	6
Sheltered Housing - not self contained	5
Boarding House/B&B for homeless/asylum seekers	3
Industrial Manufacturing	3
Nurses'/Doctors' accommodation	3
Offices and call centres	3
Other holiday residence (cottage, flat, chalet)	3
Entertainment and culture	2
Other buildings/use not known	2
Other Residential Home	2
Retail	1
Student Hall of Residence	1
Youth hostel	1

144

Unwanted Fire Alarm Signals in this period

Increase in UFAS incidents from 110 to 144 — a 23% increase from the same period last year.

Common Causes: Predominantly human error or accidental activations.

Policy Impact: Since the July 2023 UFAS policy implementation, incidents continue to decline year on year.

Highest Impacted Premises: Residential care and nursing homes.

Policy Reminder: SFRS now only attends non-sleeping premises for confirmed fire indications; sleeping premises like hospitals remain unaffected.

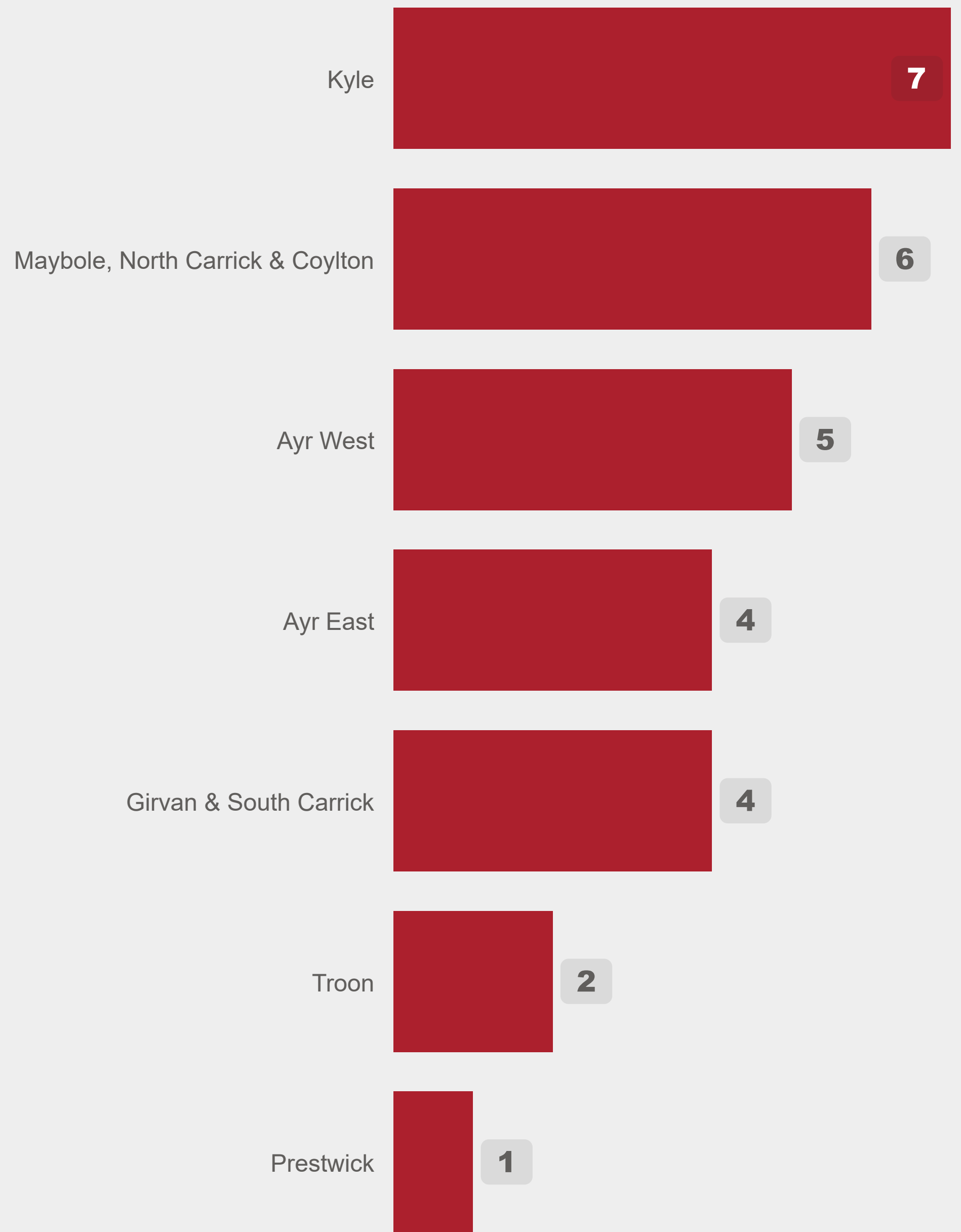
9. Road Traffic Collisions

2025-26 Q1 & Q2

Trend by Quarter (4 years)



Incidents by Ward



29

Road Traffic Collisions in this period

Property Type	Incidents
Car	24
Lorry/HGV	2
Van	2
Motorcycle	1

Incident Type	Incidents
Vehicle (Non-fire)	28
Fire (Vehicle)	1

5

Non-Fatal Casualties

0

Fatal Casualties

3

People Rescued by Firefighters

Extent of Harm (Non-Fatal)



0

First Aid Given at Scene



2

Hospital Slight Injuries



3

Hospital Serious Injuries

Decrease in RTC Incidents from 34 to 29 = 14% Reduction for same reporting period last year.

Significant reduction on non-fatal casualties & rescues from 37 to 8 = 78% Reduction.
We have also seen zero fatalities as opposed to 2 for the same reporting period last year.
75% of casualties were between the age of 40 - 69.

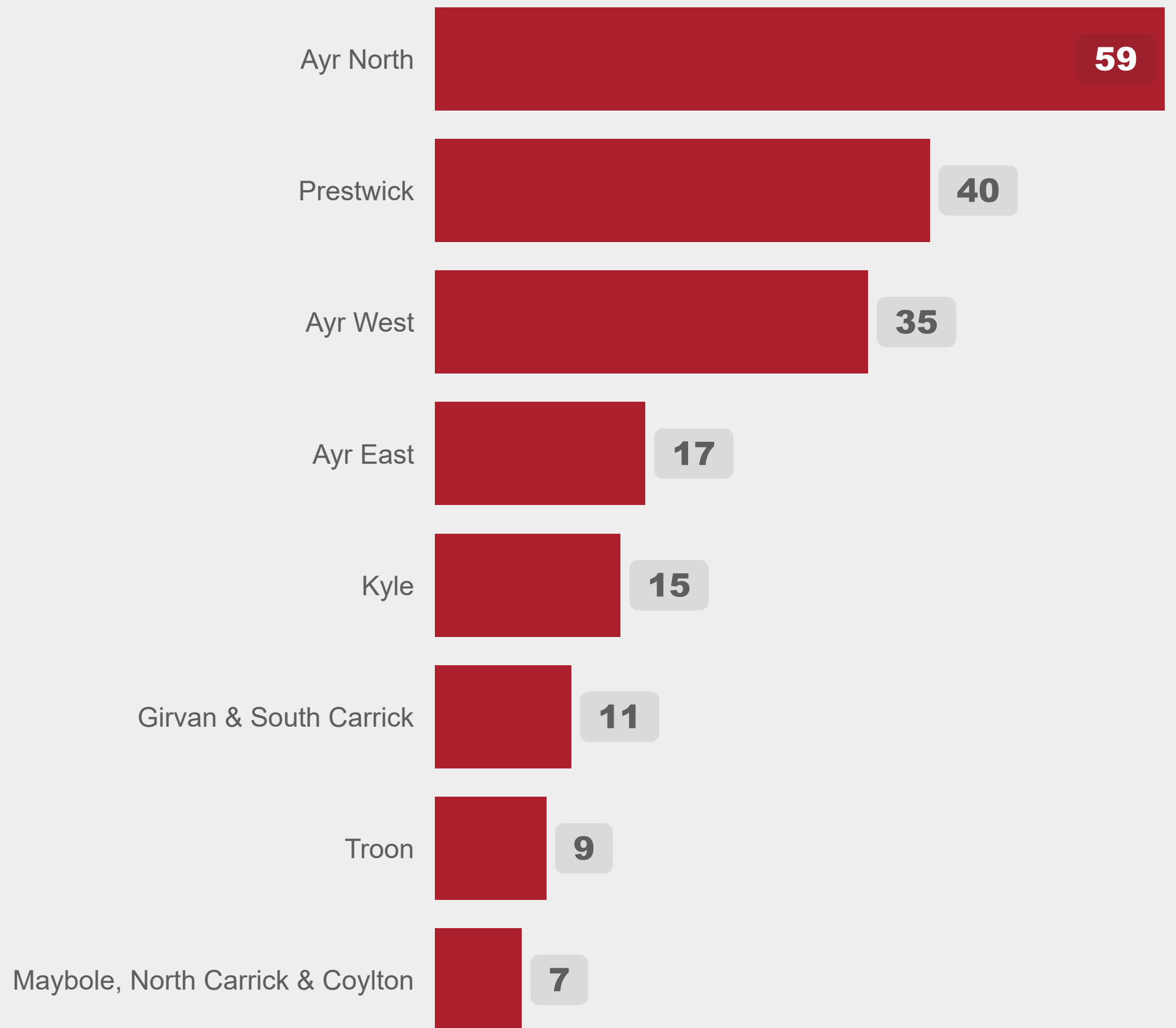
10. Home Fire Safety Visits

2025-26 Q1 & Q2

193

Home Fire
Safety Visits

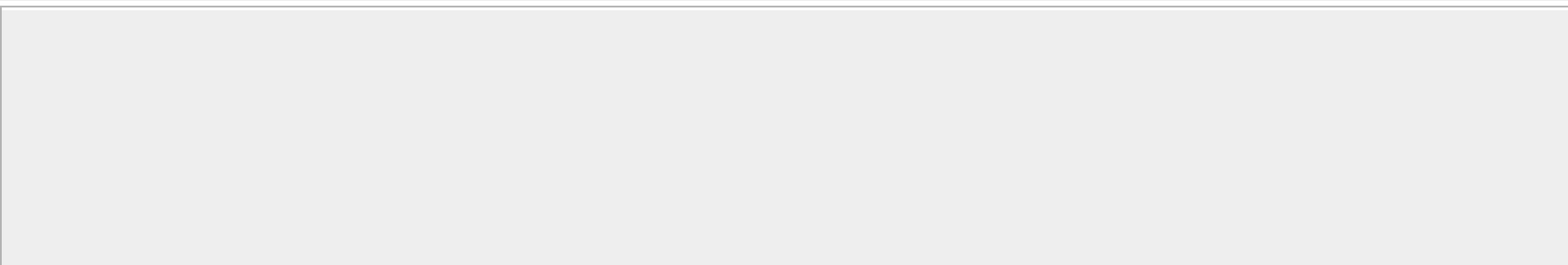
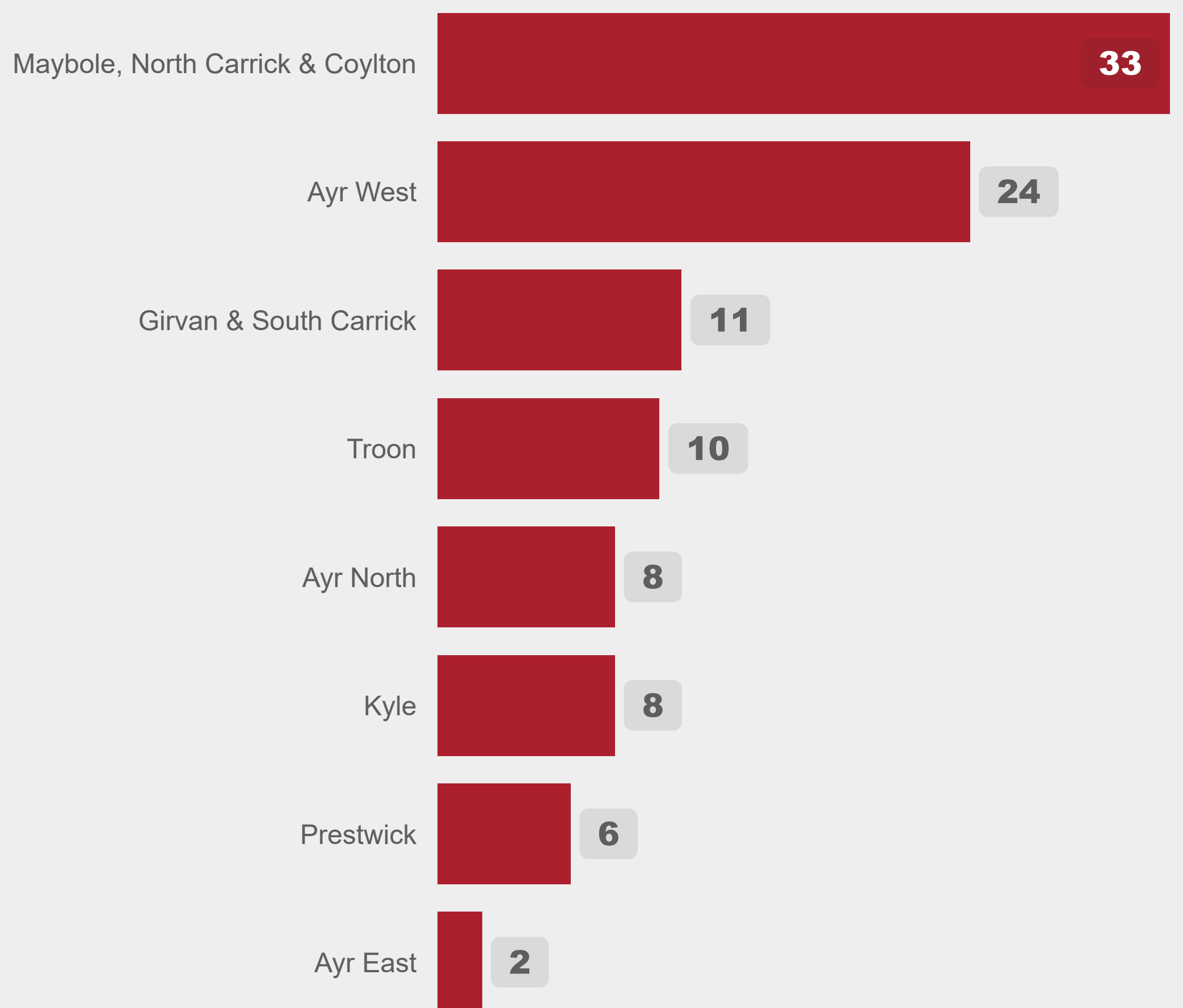
HFSVs by Ward



11. Fire Safety Enforcement

Job Type	Count
Audit	102
Short Post Fire Audit	1
Specific Visit	1

Audits by Ward



Partnership Working/Shared Concerns

51 AP1s submitted to partner agencies for Adult at Risk or Adult Concern. Fire-setter Intervention (FSSE) - 2
Educational inputs - 11 linked to syllabus.

Community Events - 22

Partner Training Events - 1

PDIR - 53

Fireskills - 1

Highlighted examples

Road Safety/Water Safety

Community Action Team members took part in the 'Child Car Seat Safety' initiative at both Girvan Community Fire Station and Troon Community Fire Station, offering a drop-in service to support members of the public in ensuring their child car seats were correctly fitted, they also assessed and addressed any issues related to seat positioning and security, provided guidance on safe removal and adjustment, and issued certificates confirming compliance with relevant regulations.

In addition, a road safety session was delivered to 200 pupils at Culzean Primary School, focusing on general safety when using public roads and travelling in vehicles. The day was split into two sessions, with water safety education also incorporated into the programme.

Anti-Social Behaviour (ASB) / Deliberate Fire-Setting (DFS)

Our Community Action Team and Operational Crews have presented our ASB/DFS input to over 950 pupils across South Ayrshire Primary and Secondary Schools, targeting those areas highlighted as 'hot-spots' for Deliberate Fire Setting.

Miscellaneous

A Fire Safety presentation was delivered to a group of vulnerable adults at Sutherland House, Ayr. The session was tailored to support individuals who had experienced head trauma through injury, focusing on practical safety advice and prevention measures.

Community Action Team members also attended a careers event at Ayr Town Hall, engaging with approximately 200 senior pupils from schools across South Ayrshire, promoting fire and community safety roles and opportunities.

Additionally, Fire Safety sessions were provided at various sheltered housing complexes across South Ayrshire, offering residents guidance on reducing fire risks and staying safe at home.

On-going Engagement

We are pleased that our Community Action Team and Operational Crews continue to respond to requests from schools across South Ayrshire to deliver presentations aligned with the ENSA Education Syllabus (issued to all schools in March), which supports the SFRS Thematic Action Plan throughout the year.

Over the past quarter, we have delivered inputs to Primary and Secondary Schools, as well as community groups, covering key topics including:

- Water Safety
- Road Safety
- Anti-Social Behaviour and Deliberate Fire-Setting

In addition, we continue to provide CPR Awareness training to both schools and community groups on request, supporting wider community resilience and life-saving skills.

13. Glossary of Terms

Term - What it means

ADF

Accidental Dwelling Fire.

HFSV

Home Fire Safety Visit.

PDIR

Post Domestic Incident Response, a term used to indicate actions taken following attendance at a fire or other incident in the home. PDIRs include amongst things the offer of a free follow up home fire safety visit.

RTC

Road Traffic Collision.

Special Service

Calls to incidents which are not fires or false alarms such as RTCs, rescues, flooding, incidents involving hazardous materials or the provision of assistance to other agencies.

UFAS

Unwanted Fire Alarm Signals. When an automatic fire detection and alarm system is activated as a result of anything other than an actual fire the activation is classed as a false alarm. If an attendance is made to such an event by the Scottish Fire and Rescue Service, then the event is recorded as an UFAS incident.

UFAS Policy Change

In response to COVID, on the 6th May 2020, the SFRS decided to send 1 pump to UFAS premises that did not have their own Predetermined attendance (PDA).

As of 1st July 2023, the COVID interim 1 pump response was ended and a new UFAS policy was implemented.

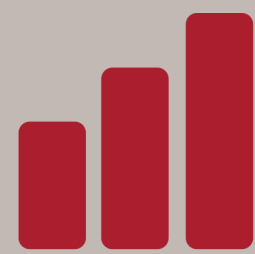
The new policy is to call challenge all UFAS incidents with the intention of non-attendance. Hospitals, care homes, and sleeping risk premises are all exempt and receive either 2 pumps or their premise specific PDA.



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**BUSINESS
INTELLIGENCE**

Design, figures and charts by the Business Intelligence team.

South Ayrshire Council

**Report by Assistant Director – Corporate Policy, Strategy and Performance and Depute Chief Executive and Director of Housing, Operations and Development
To Services and Partnership Performance Panel
of 18th November 2025**

**Subject: Local Housing Strategy (2024-2029)
Year 1 Annual Progress Report**

1. Purpose

- 1.1 The purpose of this report is to advise members on progress made during the first year of the Local Housing Strategy (2024-2029).

2. Recommendation

- 2.1 It is recommended that the Cabinet notes:

2.1.1 **Year 1 progress from April 2024 to March 2025 of the Local Housing Strategy (2024-2029) attached as appendix one;**

3. Background

- 3.1 South Ayrshire Council's [Local Housing Strategy](#) (LHS) was first presented to Cabinet in August 2023 requesting approval for submission to the Scottish Government for review. The Strategy was then finalised and published in August 2024 covering the planning period 2024/25 to 2028/29.

Under the Housing (Scotland) Act 2001, every local authority must prepare a LHS for approval by the Council and the Scottish Government which sets out how the Council will:

- Assess and meet housing needs across all tenures.
 - Support national housing priorities.
 - Co-ordinate housing investment through the Strategic Housing Investment Plan (SHIP).
 - Align housing with other services such as health, social care and community planning.
- 3.2 An Outcomes Action Plan is available as an appendix of the full Local Housing Strategy document to support the delivery of the agreed outcomes and actions. Following the completion of this Year 1 Annual Progress Report, Officers will review the Outcomes Action Plan to refine and develop the measures ahead of the Year 2 Annual Progress Report.

4. Detail

4.1 Members are asked to note the LHS (2024-2029) Year 1 Annual Progress Report for the reporting period April 2024 to March 2025, attached as appendix A.

4.2 Over the course of five years, the LHS aims to ensure:

- People across South Ayrshire can find a good quality home that they can afford, that meets their needs and is in an area where they feel safe and connected;
- People across South Ayrshire have a sense of identity and belonging in the places where they live. South Ayrshire's places are distinctive, safe, easy to move around, welcoming, adaptable, resource efficient and impact positively on those who use them;
- The possibility of homelessness is identified by a range of services at an early stage and homelessness prevention methods are utilised to assist. Good quality accommodation, advice and support will be available where it cannot be avoided;
- People with particular needs are able to live with freedom, choice and control in a home that maximises their health, wellbeing and independence; and
- People across South Ayrshire live in warm, dry, energy efficient homes which they can afford to maintain.

These principal outcomes are supported by 28 secondary outcomes and a range of actions all informed through engagement with our partners and communities.

4.3 Progress against the secondary outcomes is detailed at appendix A.

4.4 Many of the targets supporting the delivery of actions do not have a numerical value and are difficult to measure. This first iteration sets the foundation for further enhancement over the course of the LHS and will be reflected in the year 2 report update.

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 Not applicable

7. Human Resources Implications

7.1 Not applicable

8. Risk

8.1 *Risk Implications of Adopting the Recommendations*

8.1.1 There are no risks associated with adopting the recommendations.

8.2 *Risk Implications of Rejecting the Recommendations*

8.2.1 There are no risks associated with the rejection of the recommendations.

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.

- Appendix one allows for scrutiny of performance.

12. Link to Council Plan

12.1 The matters referred to in this report contribute to Priority one, two and three of the Council Plan: Spaces and Places, Live, Work, Learn and Civic and Community Pride.

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

14. Results of Consultation

14.1 There has been no public consultation on the contents of this report. There was wide ranging consultation during the development of the LHS.

14.2 Consultation has taken place with Councillor Martin Kilbride Policy Lead for Housing and Property Services, and the contents of this report reflect any feedback provided.

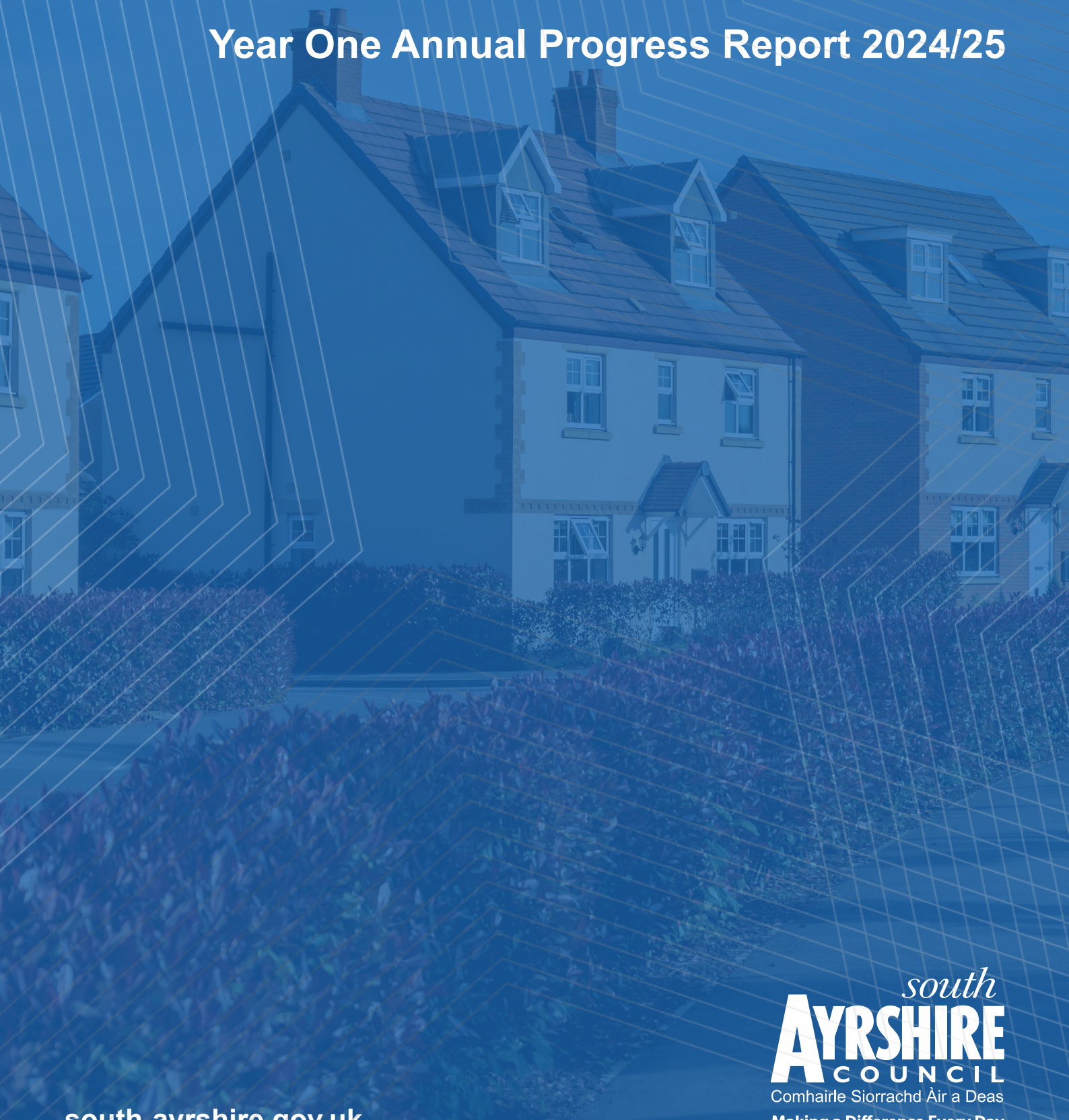
Background Papers [Local Housing Strategy 2024 - 2029](#)

Person to Contact **Chris Carroll, Service Lead (Housing Strategy and Regeneration)**
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Date: 5th November 2025

South Ayrshire Council Local Housing Strategy (2024-29)

Year One Annual Progress Report 2024/25



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Introduction

South Ayrshire Council's Local Housing Strategy (LHS) was first presented to Cabinet in August 2023 requesting approval for submission to the Scottish Government for review. The Strategy was then finalised and published in August 2024 covering the planning period 2024/25 to 2028/29.

Annex A of the LHS provides a framework for monitoring and reviewing progress against each of the actions. It also highlights the national and local priorities supported by the delivery of these actions.

There are five principal outcomes set within the LHS as follows:

- **Housing Delivery**

People across South Ayrshire can find a good quality home that they can afford, that meets their needs and is in an area where they feel safe and connected.

- **Placemaking**

People across South Ayrshire have a sense of identity and belonging in the places where they live. South Ayrshire's places are distinctive, safe, easy to move around, welcoming, adaptable, resource efficient and impact positively on those who use them.

- **Homeless Prevention**

The possibility of homelessness is identified by a range of services at an early stage and homelessness prevention methods are utilised to assist. Good quality accommodation, advice and support will be available where it cannot be avoided.

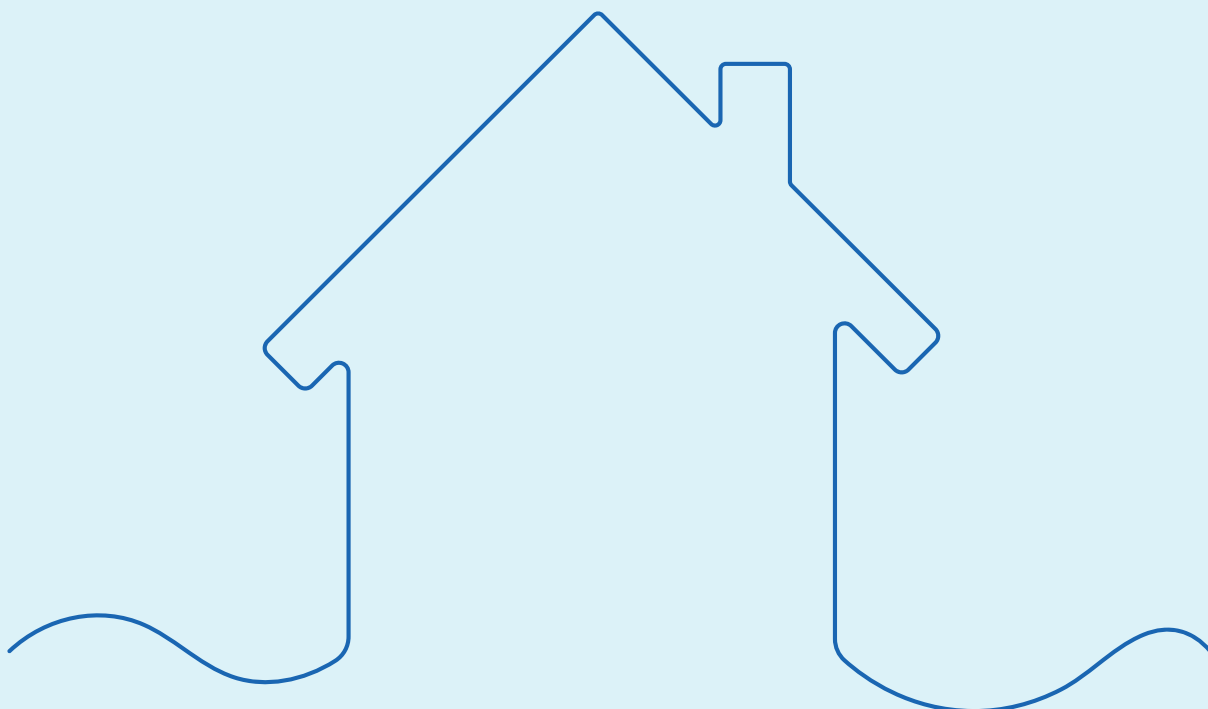
- **Specialist Provision & Housing, Health and Social Care Integration**

People with particular needs are able to live with freedom, choice and control in a home that maximises their health, wellbeing and independence.

- **Healthy Homes and Fuel Poverty**

People across South Ayrshire live in warm, dry, energy efficient homes which they can afford to maintain.

This report outlines the progress made toward achieving the LHS outcomes during the 2024/25 reporting period.



Housing Delivery Summary:

Action	Annual Target	2024/25 Achievement	Comments
Build or acquire 135 units of affordable housing each year.	135	258	25 RSL completions 196 SAC completions 37 acquired
Develop wheelchair accessible social housing units.	20	12	6 wheelchair accessible units - Mainholm 6 wheelchair accessible unit - St Ninians
New build units are highly energy efficient and sustainable.	Gold Standard	Silver Standard	Progress is being made toward achieving the energy efficiency gold standard.
New build units provide lifetime homes that can be easily adapted to meet changing needs, where required.	New build units achieve Housing for Varying Needs standard	All developments achieve this standard	Achieving the Housing for Varying Needs standard is a requirement of the Government subsidy.
Access to the private sector is promoted.	Additional 5 PRS units of accommodation available via Social Lettings Service (SLS)	4 additional PRS units	2 units were removed from the SLS in 2024/25. 9 units available in total at financial year.
Owners are encouraged to bring their long-term homes back to use.	19 empty homes brought back into use	16 empty homes brought back into use	An additional 9 complex cases were in progress in 2024/25 but did not complete within the financial year.

During the development of the LHS, a group of professionals representing key organisation met to discuss and agree a housing supply target and a wheelchair accessible housing target. This involved consideration of the findings of the Housing Need and Demand Assessment (HNDA) and the various factors likely to have an influence on new housing development.

Agreement was reached to set a target to build or acquire 135 units of affordable housing each year for the duration of the Strategy and for 20 of these units to be wheelchair accessible.

During 2024/25, Ayrshire Housing completed a development of 25 units of social housing at Westport, Tarbolton, South Ayrshire Council had 160 completions at Mainholm in Ayr and 36 completions at St Ninians, Prestwick and 37 units were acquired. This is an additional 258 units of social housing delivered within the 2024/25 financial year.

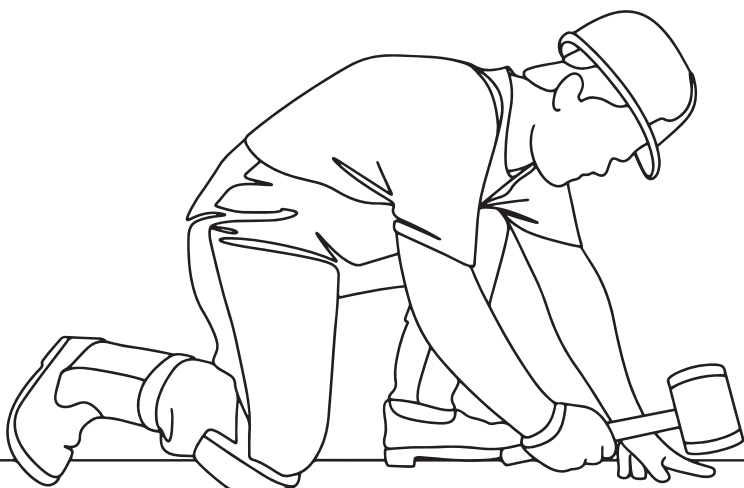
Plans for the new sites at St Ninians and Mainholm were underway when the 2024-2029 LHS was finalised and therefore changes had to be made to accommodate the wheelchair accessible target. The wheelchair accessible housing target will be considered from the outset in all future social housing developments.

Sustainability labelling was introduced for new housing development through the Building (Scotland) Act. The silver standard is an upper level offering substantial benefits in 8 sustainability aspects and is achieved across the Council's social housing developments. The gold standard is more demanding to achieve and due to the need for elements such as triple glazing, space for a home office, mobility space and noise separation there is an increased cost per unit to achieve the target set.

There is a requirement for all new social housing to provide lifetime homes for the households that live in them. This means that certain features are incorporated at the design stage to ensure that the home can be easily adapted to meet changing needs. House designers use the Housing for varying needs design guide which sets out the standards that should be met by all homes receiving Scottish Government subsidy through the Affordable Housing Supply Programme. Some examples of the design features incorporated are wheelchair accessible units being equipped with joists for hoists if the need arises, power at the bottom of stairwells to allow for the easy installation of stairlifts, level access to all homes via the front or back door and ground level toilets that can be adapted to wet floor shower rooms if required.

The Council's Social Letting Service "Your Choice" was developed in recognition of the important role that the private rented sector can play in preventing homelessness locally and aims to remove barriers to entry for low-income household. There are currently 9 properties let and managed by Your Choice. After engagement with private landlords during 2024/25 the service added 4 properties to the portfolio and 2 properties were removed. Market conditions over recent years have impacted on the expansion of this service but Housing Strategy and Regeneration is exploring opportunities for Your Choice to support work to bring empty homes back into use.

In April 2025 there were over 800 long term empty homes in South Ayrshire. Over the course of this LHS there is a target set to bring 95 long term empty homes back into use. The Empty Homes Officer engages with owners offering a range of incentives, advice and assistance. 16 homes were brought back into use during 2024/25 through direct involvement from the Empty Homes Officer. Over the previous 3 financial years, 51 long term empty homes have been brought back into use.



Placemaking Summary:

Action	Annual Target	2024/25 Achievement	Comments
The Place Principals are promoted in the design of new housing developments and the improvement and regeneration of existing neighbourhoods.	Affordable housing developments achieve the Place Principal	The Place Principal is achieved in the delivery of housing developments.	2024/25 social housing completions are designed to deliver homes and places that provide positive health and wellbeing outcomes.
Housing works collaboratively with appropriate services and local people to address complex issues within local areas.	Improvements delivered to meet the needs of local communities. Reduction in complaints of Anti-social Behaviour to Housing Services	Working for Wallacetown - 758 residents engaged. 2579 referrals to a range of services No. of complaints of anti-social behaviour reduced by 33% from 2023/24	Working for Wallacetown aims to address complex issues with an area of deprivation and has achieved significant positive outcomes. Complaints of anti-social behaviour 2023/24 - 442 2024/25 - 298
People with local and lived knowledge of the place have a voice in the future aspirations and plans for their area.	Local people are satisfied with the opportunities to influence plans for their community.	95.6% of tenants are satisfied with the opportunities to influence decision making.	An Ayr Town Centre Framework has been developed and shaped through engagement with local people. Engagement opportunities will continue in the development of a Delivery Action Plan.



The Place Principal promotes a collaborative approach to services and assets to achieve better outcomes for people and the communities in which they live. Community consultation events are fundamental in developing an understanding of the needs of a place and are available within the local area of any planned social housing development. Indicative drawings are displayed to allow for participation in the design of the development and the way in which it connects with the wider neighbourhood.

The 20-minute neighbourhood concept is incorporated flexibly within the design of all new developments. The large development at Mainholm, Ayr is an excellent example of a place where people can meet their daily needs within a 20-minute walk, cycle or wheel. The size of the site and its surroundings provided a real opportunity to create a place with affordable housing options, housing diversity and a place where people can age well.

Working for Wallacetown is a neighbourhood-based approach with the aim of addressing complex issues within an area of deprivation. The vision is to make Wallacetown a place where people are safe, healthy and want to live. During 2024/25, the service engaged with 759 resident and completed 2579 referrals to a range of services. The service also reports financial gain of £300,305.42 which equates to £396.18 per case. There is an emerging trend of reductions in incidents recorded by the police, the number of fire related incidents and A&E attendance since the development of the Working for Wallacetown approach.

The Local Housing Strategy emphasises the importance of people with local and lived knowledge having a voice in future aspirations and plans for their area. As of 2024/25, 95.51% of Council tenants felt that South Ayrshire Council is good at keeping them informed about services and decisions. 95.6% of tenants report satisfaction with the opportunities given to them to participate in South Ayrshire Council's decision-making processes.

The Council has developed an Ayr Town Centre Framework 2025-2035 to support regeneration and to encourage conversation and engagement from the local community in the development of a Delivery Action Plan. A draft Framework was available for public consultation in 2023 and received extensive and detailed feedback with 177 people attending events and workshops, 2017 online views and 1230 comments and feedback.



Homelessness Prevention Summary:

Action	Annual Target	2024/25 Achievement	Comments
Good quality housing advice is available and accessible to all in South Ayrshire.	Continued delivery of accredited housing advice.	2,103 cases receiving accredited housing advice.	Accredited housing advice delivered by: SAC Housing Options Service - 1033 Ayr Housing Aid - 1070
Services recognise households at risk of homelessness at an early stage and take appropriate action to ensure homelessness is prevented where possible.	Introduction of a partnership approach and increased early intervention to prevent homelessness.	1,328 cases receiving accredited housing advice did not result in a homeless presentation.	Early engagement provides a greater opportunity to prevent homelessness. Provisions within the new Housing (Scotland) Bill will be progressed in 2025/26
The provisions of the national homelessness agenda are implemented within South Ayrshire.	Introduction of a partnership approach and increased early intervention methods to prevent homelessness.	Homelessness Prevention Duties are included within the Housing (Scotland) Bill introduced in March 2024, currently progressing through Parliament.	Initial conversations to establish a partnership approach will commence during 2025/26.
Delivery of the Rapid Rehousing Transition principles including: - an increased focus on preventing homelessness, - minimising stays in temporary accommodation while supporting sustainable rehousing, - minimising transitions between types of temporary accommodation, - provision of appropriate housing and support options to meet people's needs and support tenancy sustainment.	Annual reduction in homelessness presentations. Annual reduction in time spent in temporary accommodation. Maximum Stay Target - 20 weeks.	26% reduction in homeless presentation in 2024/25 43% of households spent less than 3 months 63% of households spent less than 6 months	Homeless Presentations: 2023/24 - 936 2024/25 - 696 % of application spending less than 3 and 6 months in temporary accommodation: 2023/24 - <3m 47% 2023/24 - <6m 68% 2024/25 - <3m 43% 2024/25 - <6m 63%

<p>Housing First in South Ayrshire is available as a response to homelessness for those with complex support needs.</p>	<p>Annual increase in cases supported. Target = 50</p>	<p>Number of cases supported 30</p>	<p>Staff retention and recruitment challenges impacted on expansion. Progress is being made in 2025/26</p>
<p>Services for people who are homeless or at risk of homelessness are trauma informed, person-centred and strength based. Data sharing arrangements between all services prevents retraumatisatio, supports a “no wrong door approach” and makes best use of resources.</p>	<p>Housing staff recieving trauma training. Prior to 2024/25 - 86</p> <p>Involvement in Strategic Groups.</p> <p>Integrated Equalities Impact Assessment.</p> <p>Management Sessions and services Support. Improved data sharing.</p>	<p>143 employees based in Housing Operations and Housing Strategy and Regeneration attended trauma training.</p> <p>51 members of staff from our commissioned housing support provided have also recieved Trauma Training.</p>	<p>A total of 280 members of staff providing services to people who are homeless or at risk have attended Trauma Training, this consists of L1, L2 & L3 training, Housing Services and Third Sector partners continue to participate in strategic groups such as the Trauma Network. Recently reviewed strategic documents including the TP Strategy, Scheme of Assistance and the Empty Homes Strategy have been though the new IIA process, scoring the trauma impacts against the new strategies.</p>



Accredited housing advice is delivered by South Ayrshire Council's Housing Options Service and Ayr Housing Aid. During the 2024/25 reporting year, a combined total of 2,103 cases of housing advice were recording by these services.

Within the same 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.

The sustained pressure on temporary accommodation and reliance on hotel accommodation alongside the time taken to rehouse people who are experiencing homelessness impacts on our ability to minimise stays in temporary accommodation and minimise transitions between units of temporary accommodation.

The Housing (Scotland) Bill, introduced in March 2024, aims to ensure safe, secure and affordable housing for residents. The Bill includes measures to prevent homelessness with a key feature being the 'ask and act' duty which mandates social landlords, health boards and other public bodies to actively inquire about a households housing situation and to take appropriate action to prevent homelessness wherever possible. Housing Strategy and Regeneration is following the progress of this Bill and will work to establish a homelessness prevention partnership approach with public bodies in 2025/26.

South Ayrshire Council introduced Housing First in 2019 as an alternative approach to providing accommodation for those facing multiple disadvantage and repeated cycles of homelessness. This service is currently supporting 30 individuals with a target of 50 set within the Council's Rapid Rehousing Transition Plan. During 2024/25 the service experienced some challenges in relation to staff retention and recruitment and for this reason the number of people supported did not increase in the reporting year. Progress is being made in 2025/26. 17 people supported by Housing First have sustained the original tenancy allocated, 9 of these people have sustained their tenancy for over 5 years, 3 for over 4 years and 5 for over 2 years. 3 people have moved to accommodation that better meets their needs and continue to sustain their accommodation and 10 people have moved home due to personal circumstances including rehabilitation attempts, threats of violence and prison.

Trauma training continues to roll out across Housing Services and housing support providers to ensure that services delivered to those who are experiencing homeless are trauma-informed and person centred. During the 2024/25 reporting year, 194 members of staff attended training sessions.

Progress has been made with data sharing arrangements to support those being liberated from prison however General Data Protection Regulations continue to be an area of focus to enable effective partnership approaches in relation to homelessness prevention.

Specialist Provision Summary:

Action	Annual Target	2024/25 Achievement	Comments
Appropriate housing options are available to meet local needs.	<p>Approval of adaptations.</p> <p>Increase in Wheelchair Accessible housing units.</p> <p>Lifetime homes.</p> <p>Increase in ground level accommodation.</p> <p>Reduction in homeless presentations and urgent requests for rehousing.</p> <p>Increase in supported accommodation units, where need is identified.</p>	<p>356 adaptations approved</p> <p>12 new wheelchair accessible units developed.</p> <p>221 new units of social housing meeting lifetime home standards, of these, 95 provide ground level accommodation.</p> <p>26% reduction in homeless presentations</p> <p>South Ayrshire Council received 41 requests for urgent rehousing.</p>	<p>106 - Private sector 220 Council housing</p> <p>SAC developed 12 new units of wheelchair accessible housing.</p> <p>Social housing completions achieve lifetime home standards. Ground level units developed in response to identified need.</p> <p>Urgent requests by type in 2024/25: 2 Community Care 22 Individual Cases 17 Priority Medical</p> <p>47 units of supported accommodation available - no additions in 2024/25.</p>
Housing, Health and Social Care work effectively together to ensure early interventions prevent housing crisis and housing solutions meet the needs of the household.	<p>Introduction of a partnership approach and increased early intervention to prevent homelessness.</p> <p>Review provisions for those who have difficulty managing on their own.</p>	<p>26% reduction in homeless presentation in 2024/25</p> <p>Review of provisions for people who have difficulty managing on their own to progress in 2025/26 & 2026/27.</p>	<p>Early engagement provides a greater opportunity to prevent homelessness.</p> <p>Provisions within the new Housing (Scotland) Bill will be progressed in 2025/26</p> <p>Approach established to consider development of specialist housing models for people with particular needs.</p>
Effective information sharing arrangements between Housing, Health and Social Care support positive outcomes for people accessing services.	Continual review of data sharing arrangements and missed opportunities to achieve positive outcomes for local households.	Progress made in partnership with Information Governance towards effective arrangements with partners in relation to support planning for prison liberation.	<p>Appropriate documentation is in place to support effective information sharing where we have received permission from people supported.</p> <p>Further consideration required to an approach where there is a known risk of homelessness but no engagement or permissions to share information.</p>

<p>People across South Ayrshire have access to the information, advice and support they require to help them overcome adversity and live independently.</p>	<p>2023/24 Tenancy Sustainment Rate - 88.81%</p> <p>Continuation of Resettlement and Support Team</p> <p>Review of all housing information available online.</p>	<p>2024/25 Tenancy Sustainment Rate - 88.34%</p> <p>154 households receiving support from Resettlement and Support Team.</p> <p>Allocations Policy Review continued during 2024/25 and a review of information will follow the completion of a new Policy.</p>	<p>Council tenancy sustainment figures have remained comparable.</p> <p>Support continues to be available for refugees and asylum seekers to intergrate into local communities.</p>
<p>Housing, Health and Social Care ensure that people with lived experience have the opportunity to participate in housing related service design.</p>	<p>People are provided with a range of opportunities to inform service design via the Tenant Participation Strategy.</p>	<p>Tenant Participation Strategy under review in 2024/25</p>	<p>The Council's Tenant Participation Strategy is developed in partnership with involved tenants. The structures in place provide a range of opportunities for participation.</p>
<p>Housing, Health and Social Care ensure that people with lived experience have the opportunity to participate in housing related service design.</p>	<p>People are provided with a range of opportunities to inform service design via the Tenant Participation Strategy.</p>	<p>Tenant Participation Strategy under review in 2024/25</p>	<p>The Council's Tenant Participation Strategy is developed in partnership with involved tenants. The structures in place provide a range of opportunities for participation.</p>
<p>Housing, Services and partner agencies have a comprehensive understanding of the promise values in their approach.</p>	<p>The Promise values embedded in policy and service delivery processes.</p>	<p>The Promise is included in the Integrate Impact Assessment process which assesses how we support The Promise in shaping policy and practice across our services. Housing Services have a number of policies and strategies that have been through this process in 2024/25.</p> <p>The values of the Promise have been embedded in the initial redesign process of our Housing Support Services.</p>	<p>South Ayrshire Health and Social Care Partnership have a dedicated resource website Parenting Promise Resources - Health and Social Care Partnership</p> <p>South Ayrshires Embedding-The-Promise-in-Practice-2021-24 was shared at a Community Planning Partnership workshop on 8 May 2025.</p> <p>Members of South Ayrshire Champions Board used Housing Services, Communities Fun Day to raise the profile and understanding of The Promise.</p> <p>10 vision statements from the Promise Progress Framework – which Housing Services are a partner of, have been redesigned and are being monitored/tracked for embedding practice across services.</p>

Specialist provision has a focus on particular needs and ensuring people are able to live with freedom, choice and control in a home that maximises their health, wellbeing and independence.

During 2024/25, Housing Strategy and Regeneration commissioned research to better understand the housing needs of South Ayrshire's rural communities. This research was carried out by Arneil Johnston, a leading housing consultancy. The outcomes are being used to inform housing policy interventions within the Local Housing Strategy, Local Development Plan and the Strategic Housing Investment Plan. The research has focused on six rural housing areas; South Carrick, North Carrick, Kyle, Monkton Symington and Dundonald, Girvan and Maybole.

The aims of the research project were:

- Understanding the housing needs, aspirations and expectations of rural households by engaging with rural communities
- Building a credible evidence on rural housing needs.
- Testing whether housing in rural areas is accessible and affordable.
- Estimating current and future need and demand for housing in rural areas.
- Assessing the extent to which existing housing supply can meet need.

Adaptations are delivered in the public and private sector to ensure that people can live safely, comfortably and independent in their own home. Adaptations carried out in private sector homes are part or fully funded by the Council's Scheme of Assistance following an Occupational Therapy assessment. Practical assistance is available to support vulnerable people to navigate the application process and to progress the required works. People living in social housing owned by the Council can request an assessment. Any required adaptations are supported by the Housing Revenue Account. The Scottish Government funds adaptations required by tenants occupying RSL stock. In 2024/25 there was a total of 326 approvals for adaptations.

As previously reported, the Council has set an annual target for the delivery of wheelchair accessible housing. The HNDA identified an increasing need for this type of accommodation locally, and nationally there is a requirement for local authorities to set appropriate targets to meet local needs. A total of 12 units were developed in 2024/25 and there is recognition within our Local Housing Strategy that a target should be explored and set with private developers.

The lifetime home standards were achieved in all social housing developments in 2024/25, a total of 221 units of accommodation have been designed with key features to support tenants to age well in their home and to ensure adaptations can be easily delivered if the need arises.

South Ayrshire Council's HNDA identified a need for ground level social housing with 1 or 2 bedrooms due to the level of demand on the Council's housing list for this size and type of property. In 2024/25, 95 of the 221 new units provide additional ground level accommodation with 36 properties having 1 bedroom and 50 with 2 bedrooms.

Housing Services received 41 requests for urgent rehousing during 2024/25. A Community Care Category (CCC) supports our Health and Social Care Partners and is awarded to people being discharged from long term hospital care, leaving residential care to live in the community and at risk of reception into residential care or admission to hospital. A Priority Medical (PMED) is awarded where a move to more suitable accommodation is essential based on medical grounds and Individual Cases are urgent requests for rehousing based on personal circumstances. As the availability of social housing that meets particular needs is increased, urgent rehousing requests are likely to reduce although this must be considered in the context of an aging population.

Within the local authority area, sheltered housing, housing with care and residential care

are available as detailed within the LHS. Telecare is also available for elderly and disabled people where there is an assessed needs for this type of 24/7 care. The LHS identifies a need to explore the longer-term role of sheltered housing to ensure that supply meets the changing needs of the population. This work will progress in reporting year 2025/26.

Housing Strategy and Regeneration works alongside the Health and Social Care Partnership with an aim to address specialist housing needs. A number of Core and Cluster models have been developed or purchased to provide supported accommodation for those with learning disabilities and mental health support needs in recent years. At present, there is no further planning within the Strategic Housing Investment Plan (SHIP) for any additional units. There is a need for consideration of supported housing for people experiencing homelessness where complex support needs cannot be met by Housing First. An action is included within the LHS to review the Core and Cluster model to ensure that it is achieving its intended purpose. This will progress in future years.

In 2024/25 a total of 720 of the 815 tenancies created in the previous reporting year were sustained. This equated to 88.34% which is comparable to the overall sustainment rate of 88.81% in 2023/24. A review of the 95 ended tenancies revealed the primary reasons were abandonment, tenants relocating to be nearer to family and friends and tenant death. Housing First and our commissioned housing support services are examples of approaches supporting tenancy sustainment and preventing repeat homelessness.



Healthy Homes and Fuel Poverty Summary:

Action	Annual Target	2024/25 Achievement	Comments
Social housing stock in South Ayrshire continues to meet the local and national property condition standards.	89.90% achieving SHQS	92.49% achieving SHQS	Of the remaining properties not meeting the SHQS:- 324 properties are exempt from SHQS - 322 where it is too costly to undertake work to pass EESSH, and 2 are earmarked for disposal by the Council.
Properties in the private rented sector meet the Repairing Standard and landlords / owners are meeting their legislative responsibilities.	Landlords / owners are supported to meet their legislative requirements and tenants live in warm, dry and maintained homes.	Training delivered to private landlords to raise awareness of their legislative responsibilities.	2 training sessions held for landlords in 2024 in partnership with Under One Roof covering communal responsibilities and organising communal repairs.
	Approval of mixed tenure grant applications to support required communal works.	50 Mixed Tenure Grant applications approved to progress common works.	Missing shares guidance document is in production to be publicised late 2025. Approval of Mixed Tenure Grant applications with a value of £111,863.
Energy efficiency is improved and instances of fuel poverty are reduced across all tenures by utilising local and national funding.	Reduction in percentage of households living in fuel poverty and extreme fuel poverty. Reduction in Co2 emissions from fossil fuel-based heating systems.	External Wall Insulation installed: Council stock - 94 Private sector - 104 Spend - £2,747,333 4,317 tonnes of CO2 reduced. £2.4m of fuel bill savings 22,010 Mwh of energy saved.	External Wall Insulation reduces fuel poverty, carbon emissions and improves energy efficiency in homes. Delivery is focused in areas with high levels of deprivation. A reduction in fuel costs can impact positively on a household's finances.

<p>Homeowners landlords are tenants are aware of their rights and responsibilities in relation to poverty condition and are supported to uphold them.</p>	<p>Property condition improvements</p>	<p>2 training sessions delivered to private landlords to raise awareness of their legislative responsibilities.</p>	<p>Training focused on communal repairs.</p>
<p>Advice and assistance is available to help households reduce the risk of fuel poverty and child poverty and people across South Ayrshire are aware of how to access this assistance.</p>	<p>Reductions in number of households experiencing poverty.</p>	<p>External Wall Insulation installed: Council stock - 94 Private sector - 104 Spend - £2,747,333</p>	<p>External Wall Insulation reduces fuel poverty and improves energy efficiency in homes. Delivery is focused in areas with high levels of deprivation. A reduction in fuel costs can impact positively on a household's finances.</p>
<p>Repair, improvement and adaptation advice and assistance is available to homeowners and tenants across South Ayrshire.</p>	<p>Property Condition Improvements</p>	<p>Scheme of Assistance for homeowners and private tenants under review in 2024/25</p>	<p>A revised Scheme of Assistance will detail the information, advice and assistance available to support homeowners and private tenants to repair, improve and adapt their homes.</p>



Within the LHS there are a number of actions to support improvements in property condition and energy efficiency across the local housing stock.

The Scottish Housing Quality Standard is the minimum standard that all social housing in Scotland must meet. To achieve this Standard, homes must; be energy efficient, be safe and secure, be in a reasonable state of repair, have modern facilities and services and meet the Tolerable Standard. In reporting year 2024/25, 92.49% of South Ayrshire Council's housing stock met the Scottish Housing Quality Standard. The properties that are not meeting the standard are either exempt, in abeyance, too costly to undertake the work required to meet the Energy Efficiency Standard for Social Housing or are earmarked for disposal.

Housing Strategy and Regeneration has responsibility for private landlord registration and enforcement. Anyone wishing to operate as a private landlord must submit an application for registration to the local authority and meet the necessary criteria. In 2019, the Scottish Government introduced further scrutiny checks giving local authorities the power to request information regarding the safety compliance of a property including copies of safety certificates. South Ayrshire Council aims to carry out property inspections for a 10% sample of new or renewing applications for private landlord registration.

The Private Sector Enforcement Officer works alongside a range of partners to ensure properties in the private rented sector meet the Repairing Standard. Advice and assistance is offered to landlords and tenants to ensure compliance. Housing Strategy and Regeneration facilitate industry training sessions and promote good practice and accreditation to ensure private landlords are supported to meet their legislative responsibilities.

A Scheme of Assistance is published by South Ayrshire Council detailing the information, advice and assistance available to support homeowners and private tenants to repair, improve and adapt their home. A discretionary grant is available for homeowners and private landlords to progress common repairs and improvement works within mixed tenure blocks where there is Council ownership. In 2024/25 the Council approved 50 applications for mixed tenure grant with a value of £111,863. Grant funding to support roof replacements and door entry upgrades was approved for 25 blocks. In some cases, roof works will progress while external wall insulation is being fitted and scaffolding is erected to minimise the costs for owners.

A review of the Scheme of Assistance and in the information, advice and assistance available was underway in 2024/25. The suite of information leaflets available will be updated during financial year 2025/26 and a "Missing Shares" guidance document will be published to support homeowners to progress common repairs where there is a minority of owners who are unwilling or unable to pay their share or who cannot be found.

External wall insulation (EWI) is delivered as part of Scotland's Area Based Schemes (ABS) to reduce fuel poverty and improve energy efficiency in homes, with a focus on areas with high levels of deprivation. Heating costs are reduced impacting positively on a household's finances. In 2024/25, 94 properties within the Council's social housing stock and 104 homes in the private sector received external wall insulation at a cost of £2,747,333. Core funding for the ABS for private housing is provided by the Scottish Government in the form of a grant with a contribution required from homeowners. Capital funding supports the delivery of EWI to the Council's housing stock. These energy efficiency measures have provided tenants and resident with estimated lifetime fuel bill saving of £2.4 million and an estimated lifetime carbon emissions saving of 4,317 tonnes of Co2 with 22,010 MWh of energy saved.

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South Ayrshire Council

**Report by Depute Chief Executive and Director
of Housing, Operations and Development
to Service and Partnerships Performance Panel
of 18 November 2025**

Subject: Performance Reporting for Planning and Building Standards Service

1. Purpose

1.1 The purpose of this report is to provide an update on statutory key the performance indicators of the Planning and Building Standards Service in the period 2022/23-2025/26 (to period 6).

2. Recommendation

2.1 It is recommended that the Panel:

2.1.1 notes the performance of the Planning and Building Standards Service for the period April 2022 to September 2025 relative to the Key Performance Indicators;

2.1.2 notes the performance of the Planning and Building standards Service for the 12 months period September 2024 to September 2025 relative to the Key Performance Indicators; and

2.1.3 agrees that a report on these Key Performance Indicators will be presented to this Panel on an annual basis.

3. Background

3.1 South Ayrshire Council Building Standards Service are the Scottish Ministers' appointed Verifiers under Section 7 of the Building (Scotland) Act 2003 for the South Ayrshire Council area until 30 April 2029, subject to meeting required performance levels. As part of this Verifier status the Building Standards Service reports performance quarterly to the Scottish Government Building Standards Division against a set of Key Performance Outcomes(KPOs). The headline KPOs are set out in [Appendix 1](#) while the full range of KPOs are set out on the Council's web page for public scrutiny. [Performance - South Ayrshire Council](#)

3.2 The Scottish Ministers closely monitor performance of Building Standards Services in undertaking their verifier role. This is assessed annually with a Building Standards Verification Performance Report being forwarded to each Council. The Council's report for 2024/25 has returned an amber assessment on all indicators. This reflects a downturn in performance and a downturn in investment in the service relative to fee income being achieved. Paragraphs 4.2-4.8 outline these matters more fully.

- 3.3 With regard to Planning, the Council is the Planning Authority as set out under the Town and Country Planning (Scotland) Act 1997. The Planning Service is responsible for the determination of Planning applications (Development Management) and the preparation of the Local Development Plan (Planning Strategy).
- 3.4 In relation to Planning applications, the performance of the Planning Authority is measured against the statutory targets of: 2 months determination period for Local Developments applications, and a 4 month determination period for Major or National developments. The Planning Service is required to report our performance on these criteria on 6 monthly basis to the Scottish Government. The headline performance figures are set out in [Appendix 2](#) and the full range of performance statistics are available on the Council website for public scrutiny. <https://www.south-ayrshire.gov.uk/article/27661/Planning-service-performance>
- 3.5 In relation to the preparation of a Local Development Plan, the Scottish Government has set a target date for each Planning Authority to have a Local Development plan adopted under the new legislation by May 2028. The progress of South Ayrshire's Local Development Plan preparation is reported to the Scottish Government annually. [Appendix 3](#) sets out our Development Plan Schemes which provides the time line for the preparation of the next Local Development Plan. [Local Development Plan 3](#) The Development Plan Scheme is approved by Council annually.
- 3.6 The Scottish Government continues to emphasis the importance of monitoring performance of Planning and Building Standards. This report provides key performance statistics for the Financial year 2024/25 and the first 6 month period of 2025/26. However, with the focus of the Scottish Ministers' of performance on Planning and Building Standards, particularly as they consider increases in fees, and the amber report from the Scottish Ministers on Building Standards performance it is recommended that this fuller performance report will be presented annually to this Panel.

4. Detail

Key Performance Statistics

- 4.1 The Planning and Building Standards Service staffing structure contain 49 FTE posts. Given the Council's financial constraints, freezing of external recruitment and the pending Service Re-design. Recruitment of key posts has first involved internal filling which brings with it delays in the overall filling of posts as recruitment takes time to cascade vacancy filling through the establishment. There has also been a halt to overtime and the use of agency staff. This has resulted in the Service having a high level of vacancies since 2022/23. These resourcing issues have presented challenges to performance for both services as reported in the following paragraphs of this report.
- 4.2 Building Standards Verification activity has remained broadly consistent over recent years, with a steady flow of building warrant applications and completions, alongside strong fee income levels. Application numbers have averaged around 1,100 per year, with 599 received to date in 2025/26, suggesting annual totals will remain in line with previous years. Fee income rose notably in 2024/25 to £965,938 despite a slight fall in application volume as a result of national fee increases. The total value of developments enabled through the warrant process has remained

stable at around £150 million annually, demonstrating sustained construction investment within the area. Performance in issuing first reports has shown a gradual decline, with a reduction from 95.7% issued within 20 days in 2022/23 to 82.7% in 2025/26 to date. Investment in the Service and careful management of processes and resources will be essential to return performance to previous levels ensuring timely verification of warrants and completions

Summary – Verification of Building Warrants and Completion

- 4.3 Overall Building Standards activity has remained steady, with consistent levels of warrant applications and a strong value of developments enabled through the process. Fee income has increased over time, reflecting the national increase in Building Warrant fees, even as overall application volumes have remained stable. However, performance in issuing first reports has shown a gradual decline, with a reduction from 95.7% issued within 20 days in 2022/23 to 82.7% in 2025/26 to date. This trend coincides with a reduction in staffing from 20 to 18 officers.
- 4.4 During 2024/25, each officer managed an average of 118 building warrant applications, which is a slight reduction compared with previous years. The 'average' per officer is a mean average and with the varying complexity of cases, which can range from small domestic alterations to major commercial or housing developments different officers can be carrying substantially different case loads.

Non Verifier Work

- 4.5 Despite reductions in recorded Verification cases since 2023/24, the Building Standards team continues to face substantial non-verifier workload, particularly in Property Enquiry Requests, Licensing, and Housing Referrals. The continued increase in Property Complaints reflects the broader decline of the high streets and the growing issue of vacant neglected commercial premises. These cases often demand urgent complex interventions diverting staff from verifier duties and intensifying service pressure. Addressing this trend requires cross service collaboration and dedicated resources and are challenges that are likely to increase in future years.

Overall Observation:

- 4.6 While verification performance in 2024/25 and 2025/26 show a dip, this likely reflects increased non-verification work which combined with fewer staff has reduced service capacity for Verification work.
- 4.7 If current trends continue for the rest of 2025/26, with application numbers rising and staffing levels remaining static whilst recruitment is underway, the average workload per officer is projected to increase further for a short period, each officer could be responsible for around 155 applications which is a significant increase compared to the first 6 months of 2024/25. When combined with the additional time spent managing non-verifier cases, overall workload pressure will intensify. This may lead to longer turnaround times and increased challenges in maintaining performance targets and statutory verification standards for a short period until key vacancies are filled. Service Redesign is aiming to provide a structure that maintains service standards and meet statutory targets whilst also providing resources that can continue to work on process improvements and efficiency.

Planning Development Management

- 4.8 [Appendix 2](#) sets out the volume and type of Planning applications dealt with during the periods. It also demonstrates an increase in the time taken to determine planning applications, in all categories, particularly within the householder category. The tables also show a de-prioritisation of planning enforcement as a result of the recent pressure on resources. While there has been an overall decline in performance, the Service has focused on Business and Industry applications with 100% of these being dealt with inside the 2 months during the April to September 2025 period.
- 4.9 The number of planning applications being received in each year 22/23-25/26 is set out in [Appendix 2](#), Table 1 across all development types. It can be seen that the number of planning applications received has slightly declined since 2022/23 from 1,035 to 891 in 24/25. Projections for 25/26 indicate a return to 22/23 levels. However, the level of fee income being received is not so far mirroring the number of planning applications being received. This is due to the different level of fees that are charged for different types of planning applications- major development planning applications have significantly higher fee levels than all other types of applications. With only 1 major development planning application in 25/25 compared to 6 in 22/23 can mostly account for the fee decline from £1.02m in 22/23 to £0.78m in 24/25 and a similar fee figure projected for 25/26.
- 4.10 Similar to Building Standards, the Planning Authority has a volume of work that sits outwith the determination of planning applications, such as, but not exclusively, enforcement complaints, general correspondence, Correspondence with Elected Members, Short Term Lets Consultations and Licencing Consultations. As demonstrated in the [Appendix 2](#) these generate a volume of work which unfortunately has not been prioritised in recent times due to staff resource issues.
- 4.11 The level of staff vacancy throughout this period has been high. This has had an impact on the case load per officer with cases per officer increasing from on average 86 per officer in 2022/23 to 99 in 2024/25. Average caseloads per officer for 25/26 are projected at 74. Caseload levels have undoubtedly had an impact on performance on determination timescales.
- 4.12 It is very important to note that these averages have been calculated only on the basis of dividing the number of new planning applications by the number of staff in posts. The effect of a backlog in dealing with planning applications are not accounted for in this methodology. It is highly likely that caseloads have remained higher for longer due to a backlog in dealing with applications when the caseloads per officer were particularly high. In order to establish a more reliable measure of performance on this indicator the service will look to implement a live recording of planning applications per officer. In so doing a more accurate measure of caseloads and other workload relative to performance on determination timescales will be evident.
- 4.13 Recruitment is now underway into key posts that remain vacant following the internal filling of posts mentioned in paragraph 4.1 above and it is expected that a further 3 posts will be filled before the end of the financial year. With the filling of these posts it is expected that backlog will start to be cleared and performance improved.

Planning Strategy - Local Development Plan

- 4.14 As detailed in [Appendix 3](#) the Local Development Plan 3 is programmed to be concluded in June 2029 missing the Scottish Government target of May 2028. The Scottish Government has recognised that many Planning Authorities are struggling to achieve this target and have offered financial support to obtain short term resources. It is expected that the recruitment of 2 external planners, currently underway, will assist in the positive realignment of development plan timeline.

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 noting the content of the Report.

8.2 Risk Implications of Rejecting the Recommendations

- 8.2.1 There are no risks associated with the rejection of the content of the Report.

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.
- 11.1 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 One -Spaces and Places, Priority Two - Live, Work, Learn, and Priority Three - Civic and Community Pride of the Council Plan

13. Link to Shaping Our Future Council Yes No

13.1 Not applicable.

14 Result of Consultation

14.1 Consultation has taken place with Councillor Bob Shields, Policy Lead for Planning and Regulatory Services, and the contents of this report reflect any feedback provided.

Background Papers None

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Date: 10 November 2025

Building Standards Data

Table 1 - Verification of Building Warrants and Completion Certificates Activity (2022/23-2025/26 to Period 6)

Verification of Building Warrants and Completion Certificates Activity				
	2022/23	2023/24	2024/25	2025/26 to Period 6
Number of Building Warrant applications received	1215	1103	1106	599
Building Warrant Fee Income	£807,666	£742,833	£965,938	£478,496
Value of Developments enabled through the Building Warrant Process	£140.2m	£150.2m	£149.9m	£48.8m
Completion Certificates accepted	891	811	1018	372

Table 2 – KPO1(b) – Time to issue a first report (2022/23-2025/26 to Period 6)

	2022/23	2023/24	2024/25	2025/26 to Period 6
Number of first reports issued	1202	1046	1062	560
% within 15 days	90.52%	81.84%	77.59%	71.07%

	2022/23	2023/24	2024/25	2025/26 to Period 6
% more than 15 days and within 20 days	5.20%	9.66%	13.47%	11.61%
Target - 95% of first reports (for building warrants and amendments) issued within 20 days	95.72%	91.50%	91.06%	82.68%
% more than 20 days and within 35 days	3.00%	6.98%	7.34%	12.68%
% more than 35 days	1.25%	1.53%	1.60%	4.64%

*First report is the letter sent from the Building Standards Surveyor to the Architect detailing issues in the Building Warrant application.

Table 3 – KPO1(b) – Workload per officer involved in verification of Building warrants. (2022-2026)

	2022/23	2023/24	2024/25	2025/26 to Period 6
Number of first reports issued	1202	1046	1062	560
Verification staff – Surveyors	9 (6 perm 3 agency)	10 (7 perm 3 agency)	9 perm	7 perm
Workload Average cases per officer	134	105	118	80

Table 4 - Building Standards - Non-Verifier Work

	2022/23	2023/24	2024/25	2025/26 to Period 6
BWENQ - Building Warrant Enquiry	151	162	154	80
HMO - House of Multiple Occupation	5	18	13	2
LIC - Licensing	22	94	84	64
PC - Property Complaint	91	108	125	73
PRPENQ - Property Enquiry Request	N/A	152	228	168
SCT50 - Section 50 Application	15	4	4	6
Section 89 Application	16	11	57	11
SNN - Street Naming and Numbering	92	80	75	35
Housing Grant Referrals	N/A	200	409	139
Structural Consultations SAC	508	348	337	201
STL Consultations	640	512	409	139

Development Management

Table 1 - Planning Applications time periods 2022/23-2025/26 to Period 6

Decision Making Timescales (average in weeks)					
	Target	2022/23	2023/24	2024/25	2025/26 April/ Sept
Major Development	16	16.1	15.1	24.1	55.9
Local (non-householder) development	8	8.6	8.2	9.3	9.6
Householder Development	8	7.2	7.3	8.9	10.5

Table 2 - % of Local Planning Applications determined within two Months (8 weeks)

% of Local Planning Applications determined within two Months (8 weeks)				
	2022/23	2023/24	2024/25	2025/26 April /Sept
All Local Development	80.8%	75.6%	62.3%	57%
Householder	85.8%	82.6%	60.25	50%
Local Non-Householder development	73.7%	67.8%	64.4%	65%
Business and Industry	68.1%	75.8%	76.4%	100%

Table 3 - Planning Applications Received 2022/23-2025/26 to Period 6

Application Type	Financial Year			
	2022/2023	2023/2024	2024/2025	2025/2026 (to date*)
Advertisement Consent	44	18	24	10
Certificate of Lawfulness	82	66	54	39
Conservation Area Consent	4	2	2	2
Deemed Permission	4	2	2	1
EIA Scoping Request	1	2	0	3
EIA Screening Request	13	9	10	6
Further Planning Permission	14	26	24	7
Further Planning Permission (Major)	8	2	2	1
Hazardous Substances Consent	1	0	0	1

Application Type	Financial Year			
	2022/2023	2023/2024	2024/2025	2025/2026 (to date*)
High Hedge Application	0	0	3	2
Listed Building Consent	76	84	68	48
Matters as Specified in Conditions	9	7	5	0
Matters as Specified in Conditions (Maj)	2	0	0	0
Modification and Discharge of Obligations	3	1	2	4
Planning Permission	635	555	540	303
Planning Permission (Major)	6	2	1	1
Planning Permission in Principle	15	20	13	9
Planning Permission in Principle (Major)	0	0	1	0
Prior Notification	89	60	70	33
Proposal of Application Notice	7	2	6	4
Tree Works Application	0	58	39	33
Total	1035	932	891	522

Table 4 - Decisions Issued 2022/23-2025/26 to Period 6

Decision	Financial Year			
	2022/2023	2023/2024	2024/2025	2025/2026 (to date*)
Application Permitted	657	614	609	318
Application Refused	31	19	22	14
Application Withdrawn	79	56	67	27
Permitted Development	65	50	42	26
Prior Approval Not Required	68	54	43	30
Prior Approval Required - Permitted	2	1	2	0
Response Issued	16	8	14	9
Total	918	802	800	424

Table 5 – Income 2022/23-2025/26 to Period 6

	Financial Year			
	2022/2023	2023/2024	2024/2025	2025/2026 (to date*)
Income Received	£1,026,293.80	£800,652.00	£781,453.50	£382,489.64

Table 6 - All Enforcement Cases Received

Breach Type	Financial year			
	2022/2023	2023/2024	2024/2025	2025/2026
Breach of Planning Conditions	33	40	10	10
Breach in Conservation Areas	3	7	4	7
Flyposting	2	3	1	0
Listed Buildings	4	5	4	4
Minerals	0	1	0	0
Other Unauthorised	9	11	5	3
Unauthorised Signage	7	4	4	7
Unauthorised Use	43	45	24	6
Unauthorised Work	57	91	54	27
Total	158	207	106	64

Table 7 - Non-Application Work

Type	Financial Year			
	2022/2023	2023/2024	2024/2025	2025/2026
General Planning Enquiry	158	284	298	244
Exempted Caravan Sites	9	7	6	7
Licensing Consultation	78	84	78	45
Section 50 Application	9	7	3	7
Short Term Let Consultation	36	252	306	41
Total	290	634	691	344

Table 8 – Average Cases per officer 2022/23-2025/26 to Period 6

	2022/23	2023/24	2024/25	2025/26 to Period 6
Number of applications received	1035	932	891	522
No of staff – Planners	12	10	9	7
Workload Average cases per officer	86	93	99	74

***Figures to not include any backlog casework or non- application casework**

Appendix 3

Table 1 – Local Development Plan – Development Plan Scheme

Plan Preparation Stage	Publication Date
Publish Development Plan Scheme	December 2023 Q3 (2023); March 2025

Evidence Report	Revised Date
'Call for Evidence' Topic Papers- review of existing evidence against NPF4 policies, identify need for additional evidence and assess likely need for LDP3 to develop local policies or depart from NPF4. Includes consultation/engagement with stakeholders on the what further evidence should be collected.	February 2024 – September 2025 Q4 2024/25 – Q2 2025/26
Main evidence gathering and preparation of Evidence Report Engage with public and stakeholders on evidence	September 2025- June 2026 (Q2 2025/26 – Q1 2026/27)
Finalise and Publish Evidence Report and SEA Scoping Report	June 2026 – September 2026 (Q1 -Q2 2025/26)

Gatecheck	Revised Date
Examination of the Evidence Report (DPEA suggest 3 month turnaround)	September 2026- December 2026 (Q2 2026 – Q3 2026)

Proposed Plan	Revised Date
Call for Ideas	June 2026 – September 2026 (Q1 -Q2 2025/26)
Plan Preparation	June 2026 – November 2027 (Q1 2026 – Q3 2027)
Publish and consult on Proposed Plan and the Environmental Report	November 2027 – March 2028 (Q3 2027 – Q4 27/28)
Assess representations. Consider any changes and progress to examination stage	March 2028 -October 2028 (Q1 2028 – Q2 2028)

Examination	Revised Date
Examination of Proposed LDP3 and Environmental Report	October 2028 – February 2029 (Q3 2028 – Q4 2028/29)
Consider Examination recommendations. Publish any changes. Resend modified Proposed LDP3 to Scottish Ministers	February 2029 – April 2029 (Q4 2028/29 – Q1 2029)

Adoption	Revised Date
Publish and Publicise Adopted LDP3 and Environmental Report	June 2029 (Q1 2029) This will miss the Scottish Government's expected date of May 2028