



**North Ayrshire Health and Social Care Partnership**  
**Annual Performance Report**  
**2024 to 2025**



## Reflections from the Director

Welcome to our Annual Performance Report for 2024 to 2025. This report focusses on the performance of services during another challenging year for our communities and health and social care services. Our services continued to face pressures over the period, with growing demand and individuals requiring more support. Despite these challenges there have been many significant achievements, and these are outlined in this report

The year 2024 to 2025 is the third year of our Strategic Plan 2022 to 2030, 'Caring Together'. Through delivery of this plan, we continue to strive for a North Ayrshire where everyone can live a safe, healthy, and active life. Working together, we can develop a vibrant and proactive health and social care service, that is adaptable to the changing needs and demands of North Ayrshire and provide our communities with the right service at the right time.

Health and Social Care services across Scotland face increasing pressures in a context of resource limitations, we face challenges in North Ayrshire in meeting the specific needs of our population who face acute challenges with poverty and deprivation, poorer healthy life expectancy and with some living in remote and rural areas. The IJB will continue to face significant challenges in being able to resource and finance the services which are required to meet those needs and improve outcomes for our communities. Our North Ayrshire partnership being a key partner in the Collaboration for Health Equity in Scotland pilot for the next two years will ensure partners work together on these challenges to maximise resources and promote and secure better outcomes for residents.

We remain ambitious in how we want to change and modernise our services and will focus on the integration of services to deliver real change to the way services are being provided. Our transformation programme will focus on service redesign to align future service models to strategic priorities and our reducing resources, maximising on the opportunities that our highly skilled and experienced workforce and digital opportunities present.

In conclusion, I want to acknowledge the tremendous efforts of staff across the Health and Social Care Partnership who have been under immense pressure for a sustained period, whilst continuing to deliver services with professionalism and dedication. I look forward to the next twelve months with optimism and know that we will continue to work with our partners to meet the needs of our communities.

**Caroline Cameron**

Director, North Ayrshire Health and Social Care Partnership



## Contents

Annual Performance Report 2024 to 2025 .....	1
Reflections from the Director.....	2
Visions, Values and Priorities.....	4
Our Local Priorities .....	5
Structure of this report .....	6
Provide Early and Effective Support .....	7
Tackle Inequalities .....	15
Enable Communities.....	22
Develop and Support Our Workforce .....	31
Improve Mental and Physical Health and Wellbeing .....	38
National Health and Wellbeing Indicators .....	47
Performance in relation to the three Children’s Outcomes and three Justice Service Outcomes ...	50
Children’s Outcomes .....	51
Justice Outcomes .....	54
Reporting on localities.....	63
Transformation Programme .....	69
Reporting on lead partnership responsibility .....	79
Mental Health Services.....	80
Child Health Services .....	84
Inspection of service .....	88
Financial performance and best value .....	93
Appendix.....	99

## Visions, Values and Priorities

North Ayrshire Health and Social Care Partnership (NAHSCP/the Partnership) is working towards a vision where:

**“All people who live in North Ayrshire are able to have a safe, healthy and active life.”**

Our Partnership includes health and social care services within **Health and Community Care Services (H&CC)**, **Mental Health and Learning Disability Services** and **Children, Families and Justice Services**.

In this annual performance report, we look back on the progress we have made, share some of our successes and reflect on some areas that have proved challenging.

This report aligns with our “Caring Together” Strategic Commissioning Plan 2022 to 2030. This is the first time the Health and Social Care Partnership has set out such a long-term plan for how we intend to improve services and the health and wellbeing of the local community. The plan set out our pandemic recovery intentions, as well as offering a longer-term vision for local health and social care services.

Over the period of this strategic plan, the Health and Social Care Partnership will seek to:

Provide Early &  
Effective  
Support

Tackle  
Inequalities

Enable  
Communities

Develop &  
Support Our  
Workforce

Improve Mental  
& Physical  
Health and  
Wellbeing

We see these priorities as interlinked, and we expect that where we see success against one priority, it's effect will positively impact against others.

People who use our services and North Ayrshire residents will experience our Partnership **values** in the way our staff and volunteers engage with you and how we behave. We will treat you with:

Care

Empathy

Respect

## Local Priorities

The themes of the strategic plan are how the HSCP will plan services and seek positive outcomes across the whole of North Ayrshire, but each community within North Ayrshire will have unique challenges and different inequalities. As such, the HSCP is required to develop planning in a smaller geographic area for different localities, which in North Ayrshire are:

- Arran
- Garnock Valley
- Irvine
- Kilwinning
- North Coast and Cumbrae, and
- Three Towns

The HSCP previously had in place Locality Planning Forums, which brought together officers working in each locality to discuss local issues, however these were interrupted during the pandemic. In 2024, the Locality Planning Process was revised to ensure greater community engagement and participation in the planning process, and a more robust data element, in order to develop Locality Plans. These plans are being developed over a 2-year process, to analyse local data, engagement, and service information, and ensure continued community feedback and leadership to develop robust, informed plans. This process is currently at the halfway point, with two periods of engagement carried out last year and two further periods planned for this year.

## Structure of this report

We have measured and evaluated our performance in relation to:

- Partnership Strategic Objectives
- Scottish Government National Health and Well-being Outcomes
- Children's and Justice Services Outcomes
- Local measures

The North Ayrshire Health and Social Care Partnership continues to have lead partnership responsibilities across Ayrshire and Arran for Mental Health and Learning Disability Services as well as Child Health Services (including immunisation and infant feeding). We have reflected on some of the highlights and challenges of leading these services across Ayrshire.

We will show that all our services (those provided by our Partnership staff and those provided by other organisations on our behalf) are providing high quality care and support to the people of North Ayrshire.

Finally, the partnership continues to face financial challenges in delivering and improving services from within the available budget, during the year we have made significant progress towards achieving financial balance and overall service sustainability. We have detailed our financial position and reflected on how we continue to provide assurance that we are delivering Best Value in North Ayrshire for Health and Social Care services.

# Provide Early and Effective Support

## National Outcomes

- 1 People are able to look after and improve their own health and wellbeing and live in good health for longer.
- 2 People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
- 3 Health and social care services contribute to reducing health inequalities.

**1.1** The **Partnership's Executive Team** with the NHSAA Chief Executive and NHSAA Board members visited the staff and teams on Arran to receive an annual face to face update on progress. They toured the Emergency Department of Arran War Memorial Hospital and met with some of our new Emergency Department Nurse Practitioners. The Team heard about plans to develop the Single Point of Contact on Arran and had a demonstration of the Netcall telephone system in the GP practice. This telephone system allows digital triage of patient requests so they are automatically connected to the right service, at the right time. The IT Infrastructure work to enable the roll out of Netcall across the hospital is currently underway and is anticipated to be completed during 2025. The members also heard about the excellent national primary care survey results for Arran, which showed higher levels of patient satisfaction than other areas of Scotland.



The Arran team have recently been joined by a new Activity Coordinator, who is based in the islands Care Home, Montrose House. This role has been developed, in recognition of feedback from staff, residents and from formal regulatory inspection. A key function of the role is to develop person centred activities for residents, to enhance daily outcomes and experiences and to support and maintain both physical and mental wellbeing. The Care Inspectorate commended the implementation of this role at our most recent inspection and noted the boost it has given to the quality of social stimulation and range of activities enjoyed by our residents both inside and outside of the home.

**1.2** To enhance our **adult support and protection arrangements** after a recent North Ayrshire Inspection, an Improvement Plan is in place. This plan describes the strategic response to the Care Inspectorate's recommendations. The Partnership has prioritised improvements in Advocacy services, commissioning a new Advocacy Service, launched in April 2024. The service is subject to ongoing monitoring particularly around the numbers of referrals being made for adults who have been identified as being at risk of harm.

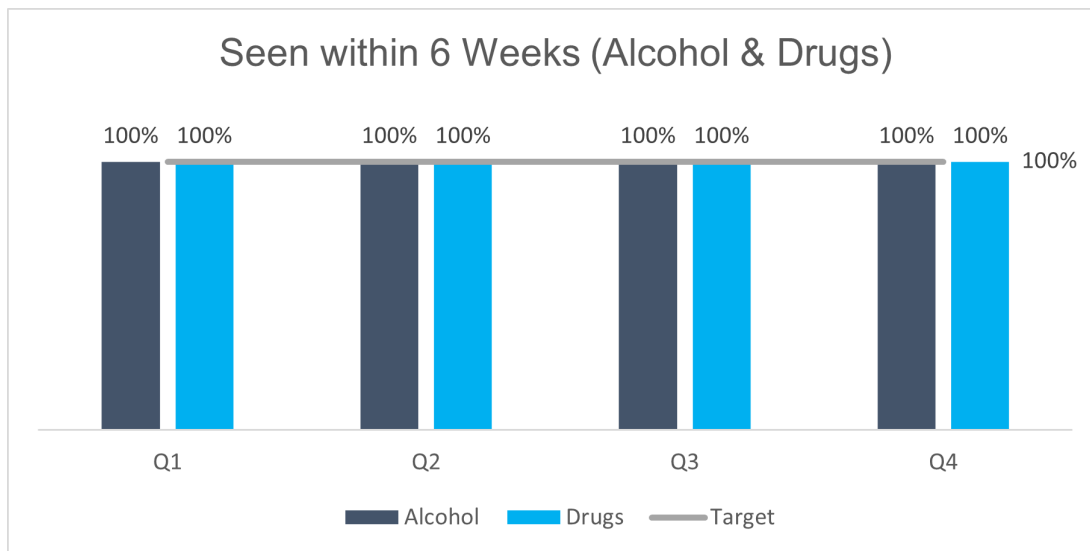
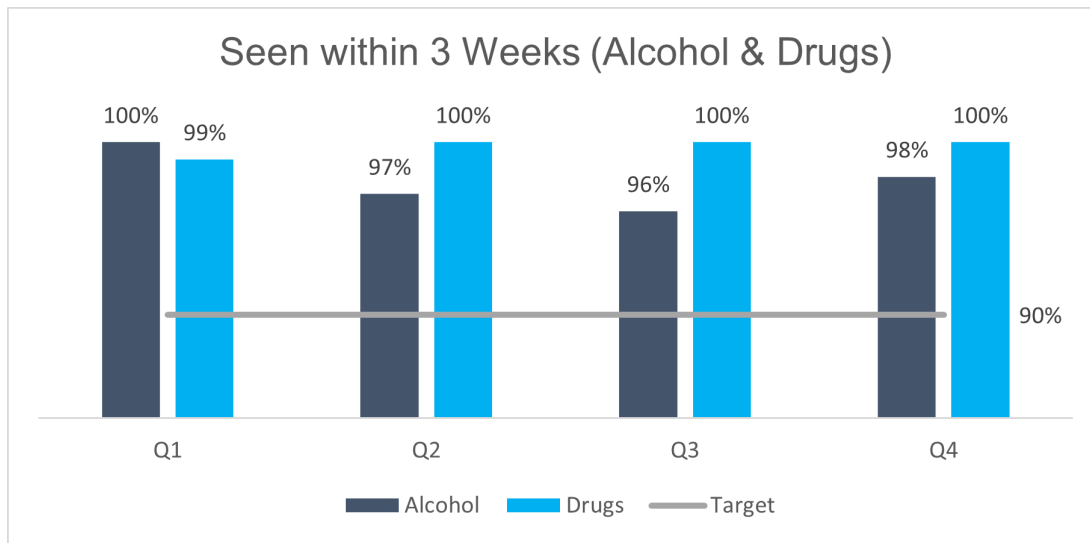
Although not explicitly listed in the improvement plan, the inspection report highlighted additional areas for enhancement which we are actioning in Health and Community Care. These include:

- Refining chronologies
- Advancing the ASP escalation protocol
- Developing ASP training for Team Managers
- Informing adults that they have been referred as an 'adult at risk of harm' and supported to engage as fully as possible in the process
- Documenting reasons when adults do not attend their ASP Case Conference
- Extending invitations to police and health officials to case conferences when beneficial
- Establishing a multi-agency high-risk screening group

We maintain an ongoing collaboration with the Care Inspectorate and convene quarterly meetings to ensure the effectiveness of our improvement initiatives and to jointly monitor the Partnership's progress.

**1.3** The **North Ayrshire Drug and Alcohol Service (NADARS)** has continued to demonstrate high levels of performance by meeting national and local standards and targets, such as access to treatment waiting times, provision of alcohol brief interventions (ABIs), the roll-out of Naloxone supplies and increasing patient choice regarding Opiate Substitution Therapy (OST) medications.

Figures for those seen within 3 weeks for Alcohol were no lower than 96% during any quarter, while those seen within 3 weeks for Drugs were no lower than 99% during any quarter in 2024 to 2025. 100% of referrals for Alcohol and Drugs were seen within 6 weeks.



The team continues to identify new ways of working to provide a more agile and streamlined service and further improve performance. This work has been evidenced by the delivery of early intervention services in the delivery of Alcohol Brief Interventions (ABI) in both priority (Primary Care, A&E and Antenatal) and wider settings.

Indicator	2022-23	2023-24	2024-25
Target set by Scottish Government – Priority Settings	3,420	3,420	3,420
Total ABI delivery in Priority Settings (Ayrshire & Arran)	4,933	6,398	5,940

Indicator	2022-23	2023-24	2024-25
Target set by Scottish Government in Wider Settings	855	855	855
Total ABI delivery in Wider Settings (Ayrshire & Arran)	1,207	1,216	1,325

- 1.4 The **Dirrans Centre** has been participating in a collaboration with the Ayrshire Hospice Living Well Service since June 2024. This collaboration was created to support the development of a Living Well Service within North Ayrshire. North Ayrshire residents looking to access the service previously required to travel to one of the three bases within East and South Ayrshire which presented some difficulties for North Ayrshire residents due to transport difficulties.

The Dirrans Centre offered the use of the lounge and multi-purpose space to the Living Well Service with a view to working towards a collaborative approach to supporting individuals with long term, life limiting conditions within North Ayrshire. The Living Well Service in North Ayrshire runs every Tuesday afternoon and has a focus on promoting healthy living and enhancing quality of life.

- 1.5 The **Mental Health Unscheduled Care Service** officially launched their new mental health assessment hub on Friday 13th September. This assessment hub, based in Woodland View Hospital provides nurse led assessment for a period of up to 72 hours, allowing intensive input to consider longer term mental health and support needs.

- 1.6 We are delighted to announce that North Ayrshire Health and Social Care Partnership (HSCP) was awarded the **Bronze Digital Telecare Implementation Award** in recognition of the progress made on our analogue to digital telecare transition project.

To achieve Bronze status, a Telecare Service Provider must have successfully deployed digital-ready alarm devices to at least 50% of all dispersed and group alarm users. This is the first major milestone in the transition to digital telecare and sets the foundations upon which the rest of the digital telecare transition will rest.

North Ayrshire HSCP has been preparing for the analogue to digital switchover for a few years now. In 2022, a project board was set up and the project team recruited in early 2023. There have been many challenges along the way including equipment shortages, procurement obstacles and a tender for a call receiving partner to overcome. It is hoped that the remainder of the equipment rollout will be straightforward, with a new aim to achieve Silver status. The team are on course to have the project completed during 2025.

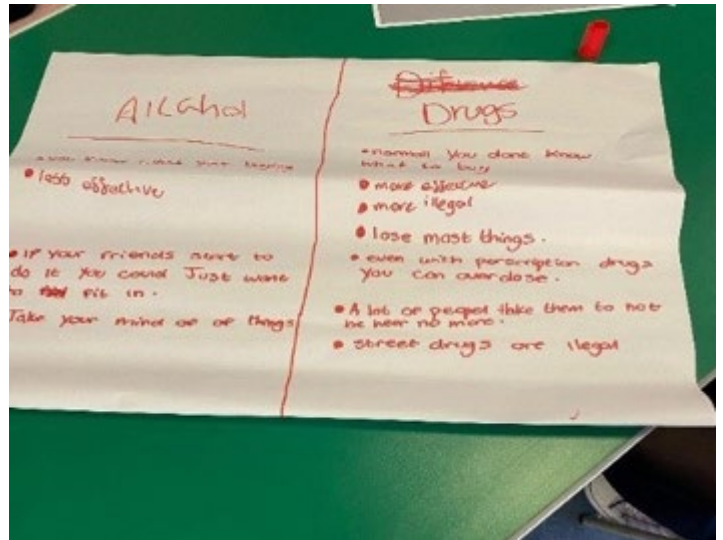
Kevin Queenan, TEC Lead, said: “We’re delighted to have achieved our Bronze Award. Our technicians are very knowledgeable and a pleasure to work with, and our fantastic

management and project board have supported us throughout – keeping us on the right path as digital is new to all of us”.

Alan Boyle, Digital Technician, said: “We’re enjoying the role, it’s great to learn new technologies and rewarding to know that we’re keeping our service users safe”.

Achieving this Award is a significant achievement and once the rollout of equipment is completed, North Ayrshire HSCP will move towards the first phase of testing with alarms and peripherals.

1.7 North Ayrshire Alcohol & Drug Partnership (ADP) welcomed 70 young people from across our secondary schools to take part in the first **ADP Young Person’s event**. Two alcohol and drug education days were also facilitated at Arran High School in June 2024 where 250 young people engaged in the events.



The aim was to engage young people and listen to them about their experience of alcohol and drugs education and how it can be improved.

The event was facilitated by multi-agency partners and included speakers with lived experience and active workshops for young people to develop knowledge and capture their views and voice.

Workshops included the Lived Experience Workshop, Stigma Workshop, Myth Busting Workshop and Future Learning Workshop. The ADP tailored separate workshops to Arran as there are different complexities for the island. This included the addition of sessions in smoking/vaping, emergency first aid, and KA Leisure Champions for Change workshops.

Young People got a lot out of these sessions, feedback included:

“Very interesting to see how others assumed people were taking drugs because of their appearance.”

“It was interesting hearing about a real-life story and how it affects someone.”

“(Voice of lived experience) made it seem more real as it was someone’s life, not just statistics.”

1.8 In 2022, the Scottish Government created the £500 million **Whole Family Wellbeing Fund** (WFWF) for the life of the current parliament (2022 to 2026) to facilitate the delivery of holistic family support, with the expectation this will reduce inequalities in family wellbeing, lessen requirements for family crisis intervention and decrease the number of children and young people living away from their families.

The Fund is now in year three of the four-year implementation period. There are a total of 16 projects and services in North Ayrshire that have benefitted from WFWF including, Family Centred Wellbeing Service, Dads Worker, Barnardos Stronger Families and Helping Hands.

Seven projects are Third Sector projects, six are NAC/HSCP projects while 3 are independent projects.

**1.9 Prevent** is a strand of the UK Government's Counter-Terrorist Strategy that aims to reduce the threat to the UK by stopping people from becoming terrorists or supporting terrorism. It is about preventative action and is focused on the early stages where a crime has not yet been committed.

Local authorities, Health and Social Care Partnerships, the NHS, colleges/universities, prisons and the Police all have a duty to protect vulnerable individuals and work together to stop them from being exploited and radicalised.

The North Ayrshire Prevent group was created several years ago and continues to meet on a monthly basis with regular attendance from representatives from a range of partner agencies including the Health and Social Care Partnership, Housing, Education, Connected Communities, Legal Services, NHS Ayrshire and Arran, Police Scotland and the Prevent Delivery Unit.

The North Prevent group in conjunction with The Safeguarding and Vulnerabilities Team, the Prevent Delivery Unit and the Ayrshire Counter Terrorism Liaison Officer, continue to share knowledge and develop best practice to support those vulnerable to being exploited and radicalised.

In order to support our workforce, develop their understanding and improve practice in this area, a variety of training was accessed throughout Quarter 3. This included Extreme Ideologies Training which allowed practitioners to broaden their knowledge and understanding of Extreme Right-Wing ideologies, Islamist ideologies and concerns categorised under Emerging Extremist ideologies. This training was delivered by academic experts in these areas. In addition, a training session was also provided in Trauma, Adversity and Violent (TAVE) extremism, this training session focused on the overlap between trauma, experiences of trauma and involvement in violent extremism.

**1.10 Recovery Across Mental Health (RAMH)** North Ayrshire Wellbeing & Recovery College brought the community together in December to enjoy its latest pop-up pantomime. The performance at South Beach Baptist Church in Saltcoats was the culmination of a five-week project, with Moxie productions supporting students to explore drama and performance skills.

Together, they crafted a fresh and meaningful spin on the classic tale Snow White, embedding a thoughtful mental health message with the humour and energy of a traditional panto. What made the event even more special was its 'pop-up' nature. Although students participated in designing the story and characters, they only received their scripts and began rehearsing on the morning of the performance!



Recovery College Coordinator Lainey McKinlay praised the participants, saying: “The confidence and bravery to stand on the stage, putting themselves out there, is remarkable. The growth in these students since they began with the college is a privilege to witness.”

The pop-up pantomime highlights the transformative work of the Recovery College, which focusses on supporting students to self-manage their mental health and wellbeing by blending creativity, self-expression and mental health awareness to provide a powerful platform for growth, recovery and connection.

**1.11 Break the Silence** is a local charity providing professional counselling support in East and North Ayrshire for those affected by childhood sexual trauma, as well as their partners and family members. Break the Silence has recently secured re-accreditation from the British Association of Counselling and Psychotherapy. This fantastic achievement demonstrates that the service continues to offer an accountable, ethical, professional and responsive service to clients, staff, volunteers and stakeholders.

The charity has also recently launched a new self-help tool, which offers advice and resources for service users while they wait to gain access to the counselling service, including an overview of what they can expect from the service, access to a survivor’s guide, relaxing audio and video resources. Referrals can be made for North or East Ayrshire residents of all genders, aged 18 years and over, via the [Break the Silence website](#), where individuals can also self-refer.

**1.12 The North Ayrshire Primary Care Development Manager** worked successfully with 11 North Ayrshire GP practises, selected by the Scottish Government Improvement Service and HSCP Money Matters team, to implement the ‘Providing Welfare Rights in GP Practices’. The initiative saw Income Advisors based in these practices, who worked with patients and residents to carry out complete benefits checks, help them make claims and support them if they were disputing claims. Year 3 of the pilot resulted in:

- 536 referrals to the service (compared to 646 in the second year, 17% decrease)
- £3,126,685.18 has been generated for patients and residents of North Ayrshire in the Third year of the Project with a total £6,979,573.24 since project commenced in 2022 to 2023

### **1.13 Case Study: Dementia Support Service**

The Partnership’s Dementia Support Service have provided information regarding a recent interaction they had when supporting a lady in North Ayrshire.

Mrs Y had no family, had recently lost her husband and was experiencing cognitive impairment. She was referred to Dementia Support for social stimulation as she was feeling isolated.

Mrs Y was initially hesitant to accept that support, believing that she “did not need anyone” and noting that she “would not be told what to do”. The team took time to explain the service to her, offering continual reassurance that she would remain in control of her situation. She would receive a full explanation of why the suggested support would be beneficial and thereafter would dictate what, and when, support was delivered. She tentatively agreed to a trial.

Our skilled support workers developed a bespoke support plan for Mrs Y. The approach was predicated on engaging Mrs Y in dialogues about her emotions and memories, including the sorrow of losing her husband and the pangs of separation from her extended family due to health constraints. Gradually, Mrs Y's trust in the support system solidified. Now, she actively and joyfully engages with the support services, often indulging in fond recollections of her formative years and cherished childhood anecdotes.

## National Indicators

Indicator	NAHSCP	Scotland
Adults able to look after their health very well or quite well	89%	91%
Adults supported at home who agreed that they are supported to live as independently as possible	67%	72%
Adults supported at home who agreed that they had a say in how their help, care or support was provided	51%	60%
Rate of Emergency Hospital Admissions for adults (Per 100,000 population)	15,142	11,559
Rate of emergency bed days for adults	155,896	113,627
Falls rate per 1,000 population aged 65+	23.0	22.5

# Tackle Inequalities

## National Outcomes

- 3 People who use health and social care services have positive experiences of those services, and have their dignity respected.
- 4 Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
- 5 Health and social care services contribute to reducing health inequalities.
- 6 People who provide unpaid care are supported to look after their own health and wellbeing. Including to reduce any negative impact of their caring role on their own health and wellbeing.

**2.1** The Learning Disability service has delivered its Creative Scotland funded project, **‘What Comes Next’** including sharing the project film and involving clients in a panel discussion within the Accessible Book and Storytelling Festival in Edinburgh; and presenting the film as part of the Scottish Mental Health Arts Festival. The service has also been identified as a delivery partner by Scottish Commission for Learning Disability (SCLD) with regard to a Scottish Government funded project looking at Digital Inclusion.

**2.2** North Ayrshire Council has been awarded by charity ‘The Smallest Things’ with the nationally recognised **‘Employer with a Heart’** charter mark. The change in the Council’s Maternity Scheme has been made to support employees affected by premature birth.

Parents – employed by North Ayrshire Council – of babies born at or before 37 weeks will be entitled to receive an extra week’s Premature Baby Leave and Premature Baby Pay for every week until their babies original due date. The leave entitlement will be added to the end of the employee’s agreed Maternity leave period after the Maternity Leave entitlement has elapsed. Once the employee has ended their maternity leave, they will then move to the premature baby leave/pay. This leave will be paid at full pay.

Fiona Walker, Head of Service for People and ICT, shares: “I am delighted that the Council has received the ‘Employer with a Heart’ Charter status. “It is vital as one of North Ayrshire’s largest employers that we help employees and local families who may be dealing with the premature birth of their baby.

**2.3** This summer, the thought-provoking **How We See Ourselves** exhibition ran at the Garrison House in Millport, featuring the work of a talented group of customers from Trindlemoss and members of Neighbourhood Networks.

‘How We See Ourselves’ used poetry, visual art and animation to move the lives, interests, talents and challenges of people with learning disabilities – as well as those who support them – from being a marginal conversation within communities to a central focus. The exhibition provided a multi-media invitation for us all to pause and ask ‘how we see ourselves’ as individuals and as a collective, as well as reflecting on inclusion in its broadest sense.



**2.4** **The Health and Mind project** is a new initiative within Woodland View Hospital funded for 12 months through the Connecting to Care fund (SCVO). The aim of this funding is to support digital inclusion and engagement work which aims to connect people to digital services and supports for health care needs.

The Health and Mind project has been a collaborative project involving development and support from a number of teams across NHS Ayrshire and Arran, North Ayrshire Health & Social Care Partnership and The Ayrshire Community Trust (TACT).

The Health and Mind project involves trained volunteers coordinated and supervised by the TACT team and clinical staff to provide digital support sessions to current in patients within Woodland View on a Tuesday morning and Thursday afternoon.

As part of the funding, ward areas have been provided with devices to support the learning of service users in-between sessions using agreed resources built into devices for ease of access.

Devices can be provided free of charge to service users if identified as needed to engage with the project.

This project has been supported by the National Digital Health and Care team along with training being provided to volunteers and staff through the Mhor Collective.

**2.5 The Kilbirnie Family Care team** hosted a well-attended community 'Back to School' event in August at the Garnock Valley/North Coast locality area centre. As well as enjoying arts and crafts, biscuit making, hotdogs, drinks and snacks, families were able to choose from a range of pre-loved school uniforms, schoolbags, lunchboxes and pencil cases.

Stationery supplies and free haircuts were also on offer, with one parent saying: "I haven't been able to get my girls' hair cut for a long time."

**2.6 The New Scots ESOL (English for Speakers of Other Languages) Hub** provides lessons Monday to Friday 9am to 12.30pm. We have welcomed 4 new students into our class and they have integrated well bringing the number of students to 11. The class is currently working at SQA National 3 ESOL level, which is equivalent to A2 of the Common European Framework of Reference. Students are making excellent progress in all areas of their English skills, reading, writing, listening, and speaking.



We plan to achieve a National 3 ESOL qualification for each pupil and support them on to a positive destination while taking into account their asylum status and their ongoing legal proceedings. The New Scots ESOL Hub is more than just English lessons. It provides the opportunity for our young people to be part of a community. They also receive ongoing support with any issues and wellbeing while two sessions of sport are provided per week.

**2.7 Teams from across NAHSCP** once again helped to spread some festive cheer among service users in the lead up to the holidays.

The Three Towns Children and Families team once again had great success in raising funds throughout the year to provide Christmas dinner packs and children's gifts for families in need throughout the Three Towns locality.

The Garnock Valley Family Care Team ran a successful toy appeal and hosted a well-attended open day at the Kilbirnie Area Office, where over fifty of the families they work with came along and received some toys and food to help out over Christmas. The team held its annual movie event the same day, where families enjoyed a screening of The Polar



Express, hot food and drinks, and a visit from special guests Santa and the conductor from the Polar Express. Children also took away a book gifted from North Ayrshire Libraries and carrots and reindeer dust for Rudolph on Christmas Eve.

And the Care at Home team at Trindlemoss in Irvine - having recognised that there would be a number of service users spending this festive period without their families - organised a three-course Christmas lunch event, bringing everyone together. This was made possible thanks to kind donations from staff, as well as community champions from Tesco and Asda in Irvine and the Spar in Saltcoats, and this generosity also led to special meals being provided on Boxing Day and New Year's Day for residents to enjoy.

## 2.8 The rain didn't dampen spirits at **Trindlemoss Day Opportunities** as service users and their families, staff, and members of the public came together to enjoy the annual summer fayre.

Despite outdoor activities being cancelled due to wet weather, there was plenty to keep everyone entertained indoors, with a range of stalls selling everything from crafts and sweet treats to jewellery, personalised cups, candles and much more.

Guests tried their luck at the raffle and bottle stalls, with free hotdogs, burgers and tempting international food on offer, as well as a Tiki bar providing non-alcoholic drinks and the Baristamoss team brewing up teas and coffees.

Entertainment was provided by a DJ, human fruit machine and a fantastic magic and balloon art show, with a limbo dancing contest also proving popular.

Staff at Trindlemoss would like to thank everyone who came along on the day, as well as the stallholders and those who contributed prizes for the bottle stall and raffle.



## 2.9 **Input** are an organisation based at Towerlands Community Centre in Irvine that provides work preparation for people with additional educational needs.

This skills development programme is based on the refurbishment of digital devices, with trainees learning about computers, their components, where they go and what they do, gaining valuable employment skills like communication and teamwork and boosting their confidence along the way.

The refurbished devices are then distributed throughout the community to those who are digitally isolated, or to local charities. Referral for trainees is usually via a support organisation such as schools, social work or social care services, however prospective trainees can also approach Input directly.

In addition, Input holds drop-in tech sessions on Fridays from 1pm to 3pm at the community centre, where members of the public can pop along for some tech advice and support from the trainees.

**2.10** Pupils from St Bridget’s Primary in Kilbirnie brought some Christmas cheer to Anam Cara on Wednesday, where guests enjoyed a festive sing-along with their ‘Wee Pals’.

The Wee Pals project has been running since 2015, with pupils regularly meeting with guests at the facility to interact, share meaningful activities, learn from each other and have fun. Depending on the content, these sessions are also sometimes held at the school, community hub or local library.

The aim of this intergenerational work is to help prevent isolation and reduce loneliness for people with dementia in a respite setting. It also helps to create an environment where children feel comfortable around people with dementia and can build in confidence.



**2.11** North Ayrshire Council and Carers Gateway North Ayrshire have signed up to a new UK-wide commitment aimed at improving the lives of young carers and young adult carers, with NAC leading the way by being the first local authority in Scotland to sign up for this important initiative.

**The Young Carers Covenant** was launched by the Carers Trust and the Young Carers Alliance, setting out a series of outcomes for organisations to work towards to ensure the life chances of young carers are improved.

Caring can have a serious impact on a young person’s education and long-term future, with many young carers missing out on important parts of their childhood. This means it is vitally important that they receive the right support at the right time to enable them to continue in a caring role while being a child or young person first.



By signing up to the Young Carers Covenant, North Ayrshire Council and its partner Carers Gateway North Ayrshire have made the commitment to work towards ten key outcomes that will improve life chances for young carers, ensuring they are identified at the earliest opportunity, receive timely support, are able to thrive in education and employment, have time for themselves, and are able to maintain good physical health and wellbeing.

This will involve continuing to work with education services, including colleges and universities, to ensure staff and students know who young carers are, the effects of caring roles and how to identify and support them

**2.12** North Ayrshire Council is one of three Scottish local authorities that are collaborating with health experts on ways to **improve health and wellbeing for residents**.

The wide-ranging partnership will examine ways to strengthen and accelerate actions that will reduce health inequities for people living in North Ayrshire, Aberdeen City and South Lanarkshire.

Health boards in each of the three areas will also work alongside Public Health Scotland (PHS) and University College London's Institute of Health Equity (IHE), on the two-year-long Collaboration for Health Equity in Scotland.



The local partnership was officially launched in February at Saltcoats Town Hall and Councillor Marie Burns, Leader of North Ayrshire Council, welcomed attendees including Professor Sir Michael Marmot, Director of the IHE, as keynote speaker.

The partnership approach will see the three councils working with independent experts to receive practical guidance and support to introduce positive change at local level.

North Ayrshire Council engaged with partners from the Community Planning Partnership (CPP) and Integration Joint Board (IJB) before submitting an expression of interest to be involved, which was subsequently accepted.

The Collaboration will offer guidance that is aligned with the Council's "wellbeing" priority, which includes helping residents to navigate the continuing Cost-of-Living Crisis and tackling child poverty.

**2.13 Harbourside Men's Shed** was established in 2018 to tackle issues of social isolation and mental health by providing support and activities for men in Irvine and the surrounding areas.

Aimed at all men over the age of 18, everything that is provided for members is free to use, ensuring that no one is excluded due to poverty.

Based at 29 Kyle Road, Kyle Industrial Estate, Irvine, the Men's Shed is open from 10am to 3pm, Tuesdays to Thursdays, with anyone welcome to go along on a drop-in basis, take part in a range of activities in its well-equipped workshop, and enjoy a cuppa and a chat.

Tuesdays and Thursdays cater mainly for woodworkers, with Wednesdays mostly attracting those who are more interested in model making and painting. However, there is nothing to prevent anyone attending any day the shed is open to work on whatever project they wish.

The Shed also works closely with other charities, schools and private customers to build and supply garden furniture, planters, and other handmade wooden items.

A major study by Glasgow Caledonian University and Age Scotland found that Men's Sheds are delivering tangible benefits for both physical and mental health in members, with improvements in fitness through participation in physical work, and a reduction in health visits

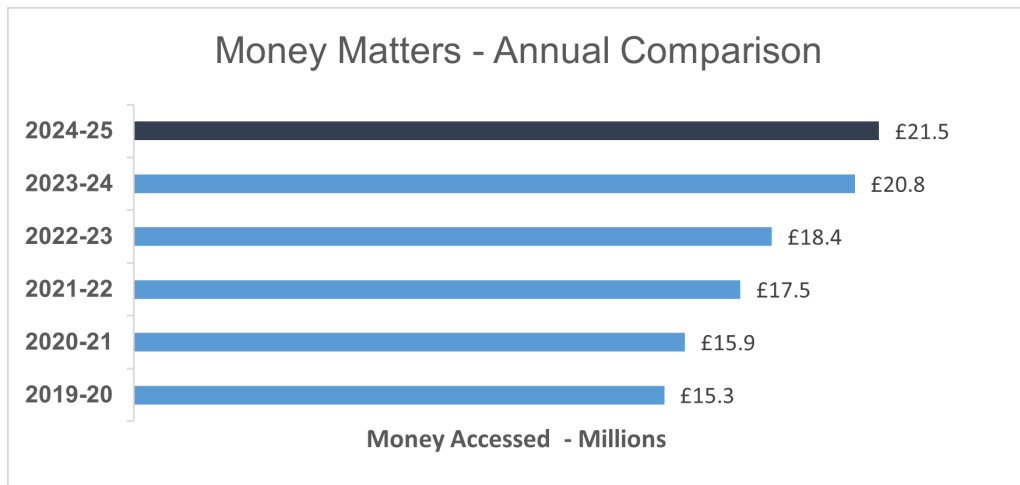
such as GP appointments. Shed visits were also found to give participants a renewed sense of purpose.

**2.14 Money Matters** has had a dedicated Welfare Rights Officer providing advice in North Ayrshire secondary schools since 2021. The service has been a huge success and has put more than £1 million into the bank accounts of families during this time.

The project has now expanded, with an additional two Welfare Rights Officers joining the team. This will enable the team to offer advice to all parents / carers with children in any education establishment, including early years, primary and secondary.

The three Welfare Rights Officers will be split across the localities and referrals can be made direct to the officer by phone, email or 'contact us' form.

In total, across all areas, the Money Matters team accessed benefits across to the incredible sum of £21,530,176.11, an increase of almost £1 million pounds from 2023-24.



## National Indicators

Indicators	NAHSCP	Scotland
Carers who feel supported to continue in their caring role	31.6%	31.2%
Adults who are supported at home who agreed they felt safe	67.5%	72.7%
Premature mortality rate (Under 75s age-standardised death rates for all causes per 100,000 population)	507 (2023)	442 (2023)

# Enable Communities

## National Outcomes

- 3 People who use health and social care services have positive experiences of those services, and have their dignity respected.
- 7 People who use health and social care services are safe from harm.

**3.1 The Family Centred Wellbeing Service (FCWS)** are a team of 14 wellbeing workers who support families with children between the ages of 5-18. We support over 170 families in North Ayrshire, with sessions provided within the family's homes, within our offices, community buildings, and schools. We seek to build on existing parenting capacity and provide practical support, advice, and guidance that will enhance family wellbeing and relationships.

The team use the facilities in Meadowcroft to bake/cook with our families, giving them an opportunity to connect, bond and learn life skills that can have a positive impact on their wellbeing and finances. We use the garden to develop play-based skills and to encourage positive mental health and wellbeing.

Over the summer, the team devised and facilitated a summer programme that ran twice a week for the full summer for our families. They utilised accessible community resources in every area (for example, Fairlie beach, low green Irvine, Dalry Park, Eglinton Park, Ardeer Beach) and did free activities for our families to help build their confidence and show parents and carers how to access outdoor activities that will have a positive impact on their physical and emotional health. It also encouraged families to access local community resources and build further contacts within the community, reducing the impact of social isolation.

**3.2** During 2024 to 2025, 171 **compliments** were received by the Health and Social Care Partnership relating to the services provided and the professionalism demonstrated by partnership staff.

### Compliments

"We are obviously in the very early days following my Dad's passing but I would like to take the opportunity to bring to your attention the absolutely fantastic service and support which we have received from the 3 Towns Social Services in Saltcoats thus far - particularly [name] who attended to carry out the initial assessment for my mum on the same day her needs were brought to her attention, and [name] who has been following up with the arrangements.

We acknowledge that there is, as ever, acute pressure on resources but they have gone out of their way to make us feel reassured in relation to my Mum's care needs, particularly while I remain overseas...

Theirs are stressful and intensive jobs, and I should be very grateful if you would bring their sterling performance to the attention of the relevant Council executives."

"I wanted to write this email to be passed on to the Crisis Team within North Ayrshire particularly the two ladies that visited my Aunt on the Friday night and then [name] and [name] who became involved over the weekend.

As I reflect today, I just want to say such a sincere thank you to the crisis team who were there to care for my Aunt at the most fragile time in her life and for supporting us as a family. The calm approach, values and support of the team are what got us through those early days before she was then moved on to ward 9 for a longer period of assessment. It is not often people pass on compliments, usually people are fast to complain. But on behalf of my Aunt, uncle and two cousins I cannot thank you enough. Thank you from the bottom of our hearts. You are definitely unsung heroes who we will always remember!"

"[name] called to advise he was extremely happy with the service he had received from [name] at the Blue Badge clinic last week. Made him feel at ease and received a fantastic service."

"My late wife who passed away last month was a client of the NAC Care at Home Team for the Kilwinning Area. I write to express my deep gratitude for the high quality service provided by this team over many years and particularly as [name] condition worsened. We would not have been able to have [name] at home until the end without the skilful care and compassion of team members at every level."

"My mum was receiving palliative care having being diagnosed with late stage pancreatic cancer. She wanted to be at home at the end of her life which was also my dad's wish. My sister and I were supported incredibly by the district nursing team, without whom we absolutely would not have managed to care for my mum at home as she wished. The care and attention shown by the team was incredible especially the way they absorbed the time demand required to support my mum seamlessly in response to her changing needs, in addition to the rest of their community caseload, never giving any sense of the time pressures we know they must have been under but always going the extra mile to ensure my mum was comfortable.

This often meant several visits a day and it was obvious that at times members of the team were working well beyond the end of their working day to make sure that my mum had what she needed before they went home. The quality of the nursing care they offered was outstanding, as was the care and compassion shown to my parents and us throughout. I was amazed that in spite of services in the community and resources being so stretched, such a quality of service is still being delivered and that is testament only to the very hard work, professionalism and values of the local district team who go the extra mile to care for those who depend of their care. What a tremendous asset they are to the local community in Largs."

**3.3** A total of **156** complaints were received during the year and were across all service areas, with **22** complaints being upheld.

Complaint Topic	Number
Service provision/delivery	81
Staff behaviour (including alleged or perceived)	34
Communication	17
Other	8
Continuity of staff	4
Community OT	3
Quality of care	3
Waiting times	3
Justice Services	2
Blue Badge	1

**3.4** **Refugee Festival Scotland** is an annual celebration of the contribution refugee communities make to life in Scotland. As part of the Refugee Festival Week in June 2024, service users

involved with our Refugee and Resettlement Team were invited by the Salvation Army in Kilbirnie to prepare a Syrian buffet for an event to celebrate different cultures. A Syrian meal for 35 elderly residents was prepared and included traditional Syrian foods as well as traditional Scottish cuisine. The feedback was fantastic, and everyone enjoyed sampling different delicacies. This event created an opportunity for people from different backgrounds to get to know each other and find out what they have in common thus enabling and building bridges across our communities.

- 3.5** In August, agreement was reached which saw the renewal of the HSCP's contract with **The Notre Dame Centre**, Glasgow, to provide intensive, therapeutic counselling support to children (and their families) who have experienced sexual abuse or other forms of complex trauma.

The support comprises of a 6-week assessment process followed by up to three blocks of 10-week intensive support tailored to the individual needs of the child. Various therapeutic approaches are available to the children including Talking Therapies, Play Therapy, Art Therapy and Eye Movement Desensitisation and Reprocessing (EMDR) for example. The most appropriate approach is identified through the initial assessment period.

The sessions are designed to create opportunities for children and their wider families to reflect on issues which are impacting on the child's life and to facilitate change and allow for recovery.

- 3.6** **Fullarton ConneXions** is a community hub serving the areas of Fullarton and Harbourside in Irvine and beyond. Operating as a social enterprise, the organisation hires out corporate meeting space and provides hospitality to generate income for community interest groups, peer support, a volunteering programme, and a recovery support group. It also runs a low-cost community cafe four days per week that everyone is welcome to use.



Most of the groups that run from the hub's premises at Fullarton Parish Church are organised and delivered by third parties, however, its booking system is structured in such a way as to give discounted rates and priority to activities that meet specific local needs and promote the building of healthy communities.

- 3.7** **The ILF (Independent Living Fund) Scotland Fund** fully reopened in April, with an initial investment of £9 million from the Scottish Government. This investment will enable up to 1,000 additional people in Scotland with the most complex needs to access the support they require to live independent lives.

ILF Scotland accepts applications from all Local Authorities across Scotland. North Ayrshire has an allocation of 32 new applications for the first year of reopening, where up to an extra £330 per week can be accessed per applicant who meets the following access principles for the fund:

- They live in Scotland

- They are aged 16 years or over at the time of application
- They access SDS (Self Directed Support)
- They receive a net weekly budget of at least £800

**3.8 The North Ayrshire Dementia Support Service** can provide support to those living with dementia, as well as their carers and families. Each individual's dementia journey is unique, and the service will tailor its support to meet their needs, whether that be at home or in the local community.

The service can provide guidance, information and rehabilitation services – including personal care – to help individuals remain in their own home for as long as possible. It can also assist them to attend hearing, eyesight, dental and GP appointments.

The team's specially trained support staff will also work with their carer or family, giving accurate and up to date information on the individual services that can provide the best support to people affected by dementia and those around them, as well as signposting to respite services.

Staff can make referrals through the local social work office. The assessment will help to determine their needs and decide how these can best be met. Individuals and families can also self-refer by contacting their local NAHSCP office. If they already have a care manager in place, they can also be referred by them to the service.

**3.9** Support for people with dementia in North Ayrshire received a boost after **Anam Cara** respite centre in Kilbirnie was officially reopened with a ribbon-cutting ceremony on Tuesday 4<sup>th</sup> June following an extensive refurbishment project.

The specialist dementia respite centre accommodates up to 9 guests aged 60 years or over, offering critical respite services within single room, en-suite accommodation. The support service, which is run by North Ayrshire Health and Social Care Partnership, had been temporarily relocated to the vacant Taigh Mor site in Beith to allow the service to continue while works were carried out.

The refurbishment project included a complete transformation of the main garden area, including new garden furniture, with a ramp installed from the conservatory to allow better access for guests to enjoy the outdoors. An additional, smaller garden area adjacent to the dining area has also had some landscaping improvements made.

A full revamp of the internal areas of the building has also been carried out, with works including wet wall installation in several of the bathrooms, replacement light fittings with energy-efficient LED bulbs and a full upgrade to



the reception area. An archway has been created within the dining area to improve the space, allow better access to the outdoors and create an improved flow for staff moving around the area, and a new boiler and generator have been installed.

**3.10 Scottish Breastfeeding Week** is an annual event, which this year ran from Monday 10 June to Sunday 16 June, which aims to enable new mums/parents to consider their breastfeeding journey and how they can be supported to:

- Breastfeed in public
- Breastfeed and return to work
- Access local and national peer support

As part of the celebrations, the Community Infant Feeding Team were at Irvine Library on Tuesday 11 June, where staff and members of the public came along to chat about all things feeding related, with an additional focus on this year's theme of returning to work whilst breastfeeding and the support available.

**3.11** In a groundbreaking achievement, **NHS laboratory specimens** were successfully delivered from the island of Arran by drone across the Firth of Clyde. This innovation, part of Project CAELUS, reduced delivery times from several hours to just 30 minutes, significantly speeding up diagnostic processes and treatment decisions. This project demonstrates the commitment to leveraging technology to enhance healthcare delivery, particularly benefiting remote and rural communities. The successful trial marks a significant step forward in addressing logistical challenges faced by remote communities.

**3.12 Beith Trust** supports community development and regeneration projects in North Ayrshire, focusing on creating inclusive, sustainable spaces for learning, culture and wellbeing.

At its core, the organisation is dedicated to improving the quality of life of Beith residents, however many of its services and groups impact those outside of the local community, including families, young people, and those seeking personal development, education or community engagement opportunities.

Beith Trust's activities are designed to strengthen local engagement through education, events and social enterprises, with projects including Lend an Ear Befriending Services, Garnock Valley Helping Hands and many more.



A variety of volunteer opportunities are also on offer, including project work, children's events, administration and facilities work. In return, volunteers receive funded training, skills development and networking opportunities to boost their CVs and gain valuable experience.

**3.13 The Scottish Centre for Personal Safety** provides empowering personal safety training to vulnerable individuals, organisations and businesses throughout Scotland.

Run entirely by volunteers, it offers empowerment-focussed, trauma-informed personal safety training for people in North Ayrshire, including female survivors of violence/abuse, youths affected by severe bullying, and people with learning disabilities. These sessions can help to increase self-confidence, lower anxiety levels, and can often improve self-esteem.

The charity's base at the Barony St John Centre in Ardrossan is also used as a wellbeing facility, hosting a range of activities including Tai Chi, sound therapy, Reiki, and gym access. A Wellbeing Café, sauna and ice plunge tank will also be available from later this spring, and additional wellbeing activities take place throughout the year, with therapeutic art and creative writing classes planned for summer 2025.



The centre is open to any member of the public suffering from low mental health; however, the focus is on female survivors of violence or abuse, children, people who are vision impaired, people with learning disabilities, ethnic minority groups (including refugees), and LGBT groups targeted by hate crime.

**3.14 Our Refugee and Resettlement Team** recently hosted an afternoon tea to help tackle social isolation among Afghan ladies living in North Ayrshire.

During home wellbeing visits to newly arrived families from Afghanistan, the team identified that the ladies often felt socially isolated and would benefit from meeting up with others from our Afghan community to make some new connections.

The event, which took place at Towerlands Community Centre in Bourtreehill, offered an opportunity for them to come together, make new friends, share experiences and provide support for each other. The invite was extended to all Afghan ladies living within North Ayrshire, including those who had newly arrived and others who had resettled here over nine years ago.

Participants enjoyed having the opportunity to meet up, exchange phone numbers and to discuss other events they would like to take part in to improve their mental health and wellbeing. A WhatsApp group was also created for them to keep in contact and continue to build friendships.

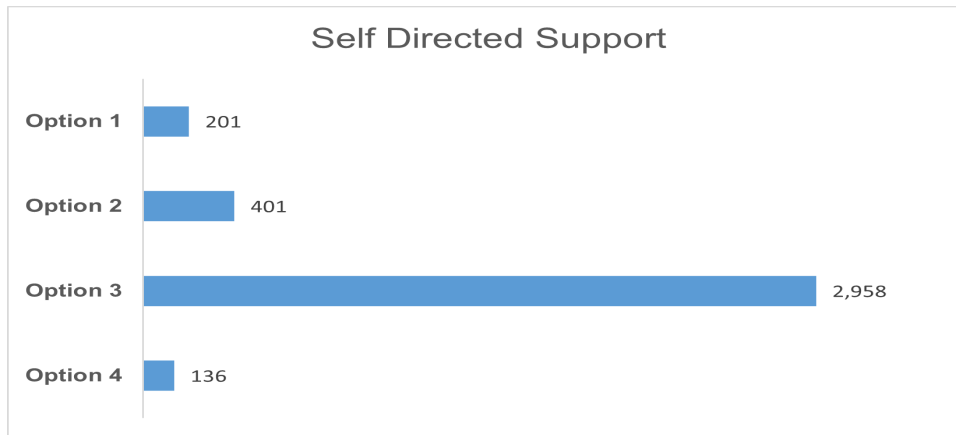
The feedback from the afternoon tea was very positive, with the ladies expressing that it had nurtured a sense of belonging and improved their confidence.

**3.15 Self-Directed Support (SDS):** For the reporting year 2024 to 2025, the following information indicates how people have arranged and directed their support in North Ayrshire.

Self-Directed Support offers four options. These are:

- Option 1 – a direct payment, which is a payment to you or third party to pay for your own support

- Option 2 – you direct the available support
- Option 3 – the local council arranges the support
- Option 4 – a mix of the above



This continues to demonstrate that traditional support options are offered and accessed most with 80% of people receiving Option 3, where little choice and control is exercised and support is chosen, arranged and directed by the Health and Social Care Partnership.

**3.16 Peace of Mind** is an innovative programme aimed at reducing social exclusion and isolation as a result of a disability, impairment or long-term health condition, with a particular emphasis on people who do not receive statutory services but still need support.

Run by social enterprise Peace of Mind Services, the programme has been successfully operating in Fife for the past three years and is now available in North Ayrshire thanks to funding from the National Lottery.

Core to the Peace of Mind principle is the ability of individuals to exercise choice and control over how, where and when they are supported to achieve their social outcomes, recognising that engaging and taking part in community-based activities is key to health and wellbeing.

As such, the organisation offers tailored experiences for individuals and groups based on their interests and aspirations. This can include independent living skills such as managing money, preparing healthy meals, attending the gym, or a wide range of activities such as going to art galleries and museums.

## National Indicators

Indicators	NAHSCP	Scotland
Adults receiving any care or support who rated it as excellent or good	68.4%	70.0%
People with positive experience of the care provided by their GP practice	60.0%	68.5%
Proportion of care services graded 'good' (4) or better in Care Inspectorate Inspections	86.6%	81.9%

# Develop and Support Our Workforce

## National Outcomes

- 6 People who provide unpaid care are supported to look after their own health and wellbeing. Including to reduce any negative impact of their caring role on their own health and wellbeing.
- 8 People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.
- 9 Resources are used effectively and efficiently in the provision of health and social services.

**4.1** The Children and Families Health Team have supported two members of staff to undertake the **Postgraduate Certificate in Child Protection** at the University of Stirling. In line with previous Scottish Government investment criteria, we have also supported one school nurse to undertake the Specialist Community Public Health Nurse (SCPHN) course at Robert Gordon University.

The Children and Families Health Team are also in the process of concluding the roll out of Trauma Skilled training to all staff within the service following two staff being trained as trainers earlier in the year.

Within the HSCP, we also have a very strong reputation for providing high quality student placements to help create a positive learning experience for the social workers of tomorrow. This aligns with our commitment to grow our own workforce as referenced in our learning and development strategy “Be the best you can be.”

Recently, a student who finished their placement within the HSCP offered the following feedback.

“I have just finished my first placement, which was based in Justice Services. The knowledge and skills I have developed during my time here has been invaluable. To see the value base and work ethic of each and every member of the team and the commitment they have to achieving the best outcomes with the people who use the Service has been such a positive experience and one I will take with me throughout my social work career. The demand on the service is exceptional and I know this can place workers and management under significant pressure but as I fed back to the management team at the end of placement, I hope that they do not lose sight of the invaluable work that they do and the difference they make. Going forward I hope Justice Services continue to take on students as I feel the experience there is unique and I am beyond grateful to have been lucky enough for this to have been part of my student journey.”

Placements provide fantastic opportunities for students to develop their knowledge and skills and get a solid grounding in relation to how social work interventions can support people through particularly challenging and distressing times in their lives.

**4.2** As **platinum award winners in Investors in People**, the Dirrans team were looking for a different challenge so went forward for a new award from Investors in people ‘We invest in wellbeing.’ The We invest in wellbeing framework looks for a strategy and approach to the health and wellbeing of staff. This should be measurable and understand the impact of this on staff practice. The team considered and improved practice by evaluating staff wellbeing through surveys and feedback. They created a wellbeing policy and strategy to guide wellbeing goals such as reducing sickness absence, improving job satisfaction and job retention. They also developed subgroups that focussed on physical, psychological, social and financial factors that can affect staff and shared this as a team to be more informed about what supports staff can access to help improve wellbeing.

The team reflected that they already felt that they had a strong presence for looking after staff however going through this process it highlighted areas for improvement and how the framework could improve the service. The We invest in Wellbeing framework comprises three indicators, each with three themes. This defines what it takes to reach each level of accreditation standard, silver, gold, and platinum.

It was intended to start at the first level of 'standard' however when receiving feedback, this had jumped to silver which is an amazing achievement, and the Dirrans Centre were confirmed winners of the silver award in August 2024.



We invest in wellbeing silver award means that you have an established wellbeing strategy or plan and that your people feel positive about your strategy, plans and activities. Developing and supporting our workforce ensures employees are more efficient and effective in their roles, helps retain our skilled and qualified staffing resources, and improves morale and job satisfaction.

- 4.3** The work of staff within **Trindlemoss Day Opportunities** was the focus of a recent very positive Care Inspectorate visit. Feedback noted the sector-leading quality of what was happening within the service. Ward 7A continues to experience significant pressure, with delayed discharge continuing to be a key issue. The Ward staff and management team are currently working with Healthcare Improvement Scotland to explore the impact of this, and related conversations are also taking place with Scottish Government to promote their understanding of the issue. Regular conversations are taking place with the adult Learning Disabilities Social Work Team and Children and Families with Disabilities team, in support of their planned integration. A service manager is now in post to support this work. The Learning Disabilities Social Work Team is also being supported via the recruitment of a second team manager.
- 4.4** The Health and Social Care Partnership are delighted to advise the launch of a formal model of support for workers in the creation of a **Staff Vicarious Trauma Service**. The Partnership recognises the secondary trauma, stress and burn out, which can occur when working in a complex human environment with many moving parts. The purpose of the venture is to support staff who are working within the live space, exposed to complicated human contexts.

The service will be delivered by Breaking The Silence, who have significant experience and knowledge in this field and beyond, supporting victims of profound and vicarious trauma. Staff will be able to access therapeutic support to work through the vicarious trauma they have been exposed to. This will provide a safe space to process their experiences, gain therapeutic insights/supports and build on their resilience to move forward. Incorporating coping strategies, wellbeing plans with the purpose of helping staff to continue work responsibilities without any detriment to their mental, emotional and physical health and wellbeing, protecting them from, and reducing the risk of vicarious trauma.

The contract will also provide two wider workforce training days each year for approximately 80 staff in total. The aim is to raise awareness of vicarious trauma per se - including learning, development, preventative/promoting self-care responses, sharing experiences and practice-based learning. Overall, the service aims to support staff's wellbeing, offer protection from the

exposure of traumatic human experiences, while building staff resilience and minimising disruption to the overall service through improved sickness absence and higher staff retention rates.

**4.5** Our first annual **Care at Home Manager Development Day** has taken place. This was introduced as a practical support for new and existing managers to enhance both confidence and skills, focusing on key areas such as:

- 1) Skill enhancement: Managers should continually develop their skills to keep up with best practices.
- 2) Leadership Improvement: Effective leadership is essential for the managers to motivate and guide their team.
- 3) Employee Development: Managers play a key role in the growth of their Care at Home Teams, by improving their mentoring, coaching and feedback skills they can better support the Carers whom they line manage.
- 4) Networking: The development days enable the managers to share experiences and learn from their peers.
- 5) Wellbeing: Investing in the development of managers supports their wellbeing.

The service will continue to support future sessions, engaging in new concepts, continuing to drive success and growth which also supports career progression.

**4.6** Following agreement at the Children's Services Strategic Partnership, a second 0.8WTE **Dads Rock worker** has been funded by the Whole Family Wellbeing Funding (WFWF) to be employed by Dads Rock. This increase in staffing capacity will have a positive impact on the number of requests for assistance being submitted. A second Dads Support worker will be able to expand support to the Irvine and Kilwinning area.

#### **4.7 Case Study: Community Nursing**

Connie, Newly Qualified Nurse (NQN), Garnock Valley and Kilwinning Community Nurse Team

I was assigned to the Garnock Valley (GV) District Nurse team as a year 3 student on my management placement. During this placement when the NQN recruitment process commenced one of the Staff Nurses had indicated she was going to retire. I was keen to work in community nursing and made this speciality my first choice on my application form.

During my placement I was able to take on a small, delegated caseload and was able to plan and assess the care for my patients with support from my Practice Supervisor and also from the other staff in the team. This experience gave me confidence in what I would expect as a Staff Nurse if successful at interview.

All students in my cohort were offered interviews and I attended and I was delighted to be informed I was the preferred candidate for the GV post. In the remainder of my placement, I ensured I was exposed to as much of the community staff nurse role and responsibilities as possible. I joined the team in September as a Band 4 Health care Support Worker while my Nursing and Midwifery Council (NMC) pin was processed which came through early October

and I transitioned to a Registered Nurse. Working as a NQN is a daunting experience for any individual, however I have only ever felt fully supported and valued. Ongoing induction and mentorship to the role from both the wider District Nurse team and participating in the NQN induction/education sessions has been beneficial to my journey and it also allows me to discuss the NQN pathway with my peers in other specialities and department. Although I'm a Staff nurse within the team I have access to every part of the wider Health and Social Care partnership team in providing high standard of care for our patients and their families.

- 4.8** All employees of NAHSCP and our providers can now enjoy a year's free access to **Holly Health**, a fantastic mobile app that can support you to make small, achievable changes that could help boost your health and wellbeing.

Using a compassionate, personalised approach tailored to your own health goals, interests and activities, the app can help you to reduce stress and anxiety, rebuild your relationship with food, increase exercise and movement and improve your sleep.

Holly Health will assist you in making small but consistent changes to your daily behaviours, helping you build healthier habits, promoting mindfulness and encouraging you to be more kind to yourself.

In-app coaching is available through a supportive chat bot system, with friendly, motivational reminders by text or email to keep you on the right track. The app also contains a wealth of useful articles and videos that you can browse at your leisure.

Funded by NAHSCP, you'll initially enjoy six months' free access to the app, before being invited to a further six-month subscription for free once that expires.

"I feel I have lessened how often I see my GP"

"This is a great idea and honestly feel this could help so many people if this is what doctors are able to prescribe! A year's free subscription to a brilliant self-help app, with no restrictions and no judgement. This has been a godsend during a tough time."

"The app is a great resource for reliably keeping on track with habits that are healthy and productive. It is also very generous to allow us to have access to this app for the time being. It is appreciated."

- 4.9** The winners of the **2024 Partnership Awards** were announced at our 'Promoting Wellbeing Together' event at the Redburn Community Centre in Irvine.

The event was a fantastic celebration of the staff, teams and individuals who deliver health and social care services in North Ayrshire, as well as the crucial work of those in our communities who support people with their wellbeing, including volunteers, community organisations and charities.



- 4.10** Congratulations to Eileen Welch, manager of Burnlea Care Home in Largs, who won the **Care Leadership of the Year Award** in the 2024 National Care Home Awards. The awards, hosted by Scottish Care, acknowledge the individuals, teams and organisations within Scotland's independent care home sector.

The winners were announced at a ceremony held at the Hilton Hotel, Glasgow on Friday 15 November. In addition, Burnlea, which is run by Pepperwood Care, made it to the final three in the Care Service of the Year and Meaningful Activity of the Year categories.

Abbotsford Care Home in Ardrossan - also run by Pepperwood Care - was also shortlisted in the Care Service of the Year category. Well done to all involved in these fantastic achievements.



- 4.11** The LiveWell group have partnered with KA leisure to bring **free health checks** to Council employees. The KA Leisure health check sessions include lifestyle and weight management advice along with cholesterol, blood pressure, blood sugar testing and the Boditrax machine – a clever system that assesses your body and, very quickly, delivers 14 different measurements, such as your ideal weight, your BMI and your metabolic age.

Our Chief Executive Craig Hatton booked in to one of the health check sessions and encouraged others to do the same. He said: "It's been brilliant having the opportunity to have my recent employee health check, thanks to the LiveWell group and our partners at KA Leisure.

I think it's important that colleagues understand just how vital it is to take time for their own health and learn about what they can do proactively to improve it. The reason I booked in to a recent KA Leisure health check was because I am mindful that I'm not getting any younger and I knew – for my own peace of mind – that making time to have the check done was going to be beneficial for me."



## National Indicators

Indicators	NAHSCP	Scotland
Readmissions to hospital within 28 days of discharge (rate per 1,000 discharges)	106	103
Percentage of adults with intensive needs receiving Care at Home (all levels of CAH)	77.0%	64.7%
Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000 population	1,266	952

# Improve Mental and Physical Health and Wellbeing

## National Outcomes

- 1 People are able to look after and improve their own health and wellbeing and live in good health for longer.
- 5 Health and social care services contribute to reducing health inequalities.
- 9 Resources are used effectively and efficiently in the provision of health and social services.

**5.1 Irvine Camera Club** is an enthusiastic group of people from across Ayrshire who share a common interest in photography.

The club is open to everyone, with members from all walks of life. Regular activities include photographic competitions, exhibitions, invited lecturers, studio nights, practical evenings, trips and social events - including visits to other clubs.

The group has also provided support to the NAC Arts & Culture Team and the Scottish Mental Health Arts Festival, as well as working with NHS Ayrshire & Arran to provide photography workshops.

**5.2 The Three Towns Community Shed** offers a safe and welcoming space for anyone over the age of 18 to drop in, take part in a wide range of activities, learn some additional skills and enjoy socialising with new friends.

This fantastic community initiative was launched recently after bringing together the existing local Men's Shed and recently formed, She Shed under one banner, with a base at 12C Castle Works, Hill Street, Ardrossan. While the two groups learn, create and socialise in their own right, they also enjoy combined experiences and social events.

Helping to combat social isolation, the Shed offers local people a chance to go along and take part in arts and crafts, woodworking, 3D printing, model building, bicycle repairs, fixing furniture or small personal items, and even a music group.



The Shed has recently been commissioned by both a local care home and primary school to build them memorial benches and has previously built planters for other community groups.

**5.3** A report produced by NHS Ayrshire & Arran's Prevention and Service Support Team has highlighted the positive impact of **Naloxone** distribution and use in North Ayrshire.

This safe and easy-to-administer medication temporarily counteracts the effects of opioids, such as heroin, methadone, codeine, morphine and buprenorphine, and can save lives by reversing an overdose for 20 to 40 minutes until emergency help arrives.

1,640 Naloxone kits were handed out in Ayrshire between April 2024 and March 2025 (741 of which were in North Ayrshire), with 73 lives reported to have been saved in that time (18 in North Ayrshire). However, the true number of lives saved is thought to be higher, with many instances of Naloxone use going unreported.

In addition, a total of 1,225 people received overdose awareness training across Ayrshire in the same time period, with a further 428 people attending a virtual or face to face Naloxone awareness course.

**5.4** NHS Ayrshire & Arran, in partnership with Coloplast Ltd, has launched a **successful pilot service** to improve the lives of people with multiple sclerosis (MS). This innovative service

focuses on managing neurogenic bladder and bowel dysfunction, a common issue for people living with multiple sclerosis. Key achievements include the introduction of a dedicated bladder and bowel clinical nurse specialist, early detection through patient questionnaires, and significant reductions in urine retention and urinary tract infections. Patients have experienced improved health outcomes, enabling them to engage more fully in work and social activities. This pilot sets a new standard for MS care, demonstrating the benefits of early intervention and integrated care pathways.

- 5.5** The latest inspection report for **Montrose House Care Home**, conducted on 29th October 2024, highlights a number of positive developments and improvements. The service has made substantial progress since the previous inspection, positively impacting residents' experiences and outcomes. The service received a "Good" rating for both supporting residents' wellbeing and for leadership. Effective methods for staffing assessment and planning have been implemented, ensuring safe and sufficient staffing levels. The introduction of robust quality assurance processes has led to continuous service improvement, with key tasks delegated to capable staff members. The employment of an activity coordinator has significantly enriched residents' daily lives, and the home has improved its cleanliness and infection prevention measures.
- 5.6** North Ayrshire's first ever **Dementia Connect** event was held, bringing together those living with dementia and their carers to learn more about dementia care and the supports available. Around 80 people attended the free event on 13th November at the volunteer rooms in Irvine. Guest speakers included Professor Elaine Hunter, National AHP Consultant for Alzheimer's Scotland, and Susan Holland, NHS Ayrshire and Arran's Nurse Consultant for Dementia. The event featured conversations based on the outcomes of the national strategy, activities highlighting the challenges faced by individuals living with dementia, and a marketplace with representatives from local and national support services. The event was a great success.
- 5.7 Case Study: Scottish Healthcare Awards 2024**

Our Multiple Sclerosis service based at Douglas Grant Rehabilitation Centre in Irvine were shortlisted as finalists in the 'Developments in the Management of Multiple Sclerosis' Award in the 2024 Scottish Healthcare Awards.

We are delighted to say that they were announced as winners of the category at the awards ceremony, which was held at the Crowne Plaza in Glasgow in November.

The team was recognised for its work in involving patients in future developments to better meet their needs, as well as its work in developing a suite of outcome measures to identify changes in patients' conditions at an earlier stage, allowing earlier intervention and sustaining function and independence for as long as possible.

The Scottish Healthcare Awards acknowledge and celebrate those working across NHS Scotland and its partners to deliver high quality health and social care services to the people of Scotland.

A huge congratulations go to everyone involved in the care of patients with Multiple Sclerosis in Ayrshire on this wonderful achievement.

**5.8** Recognised in Scotland's **National Dementia Strategy**, post-diagnostic support is crucial for people newly diagnosed with dementia. High-quality support over an extended period helps individuals and their families live well with dementia and prepare for the future. The Scottish Government guarantees a minimum of one year's support for every newly diagnosed person. Our team of Community Psychiatric Nurses provide timely emotional and practical support, helping individuals understand their illness, manage symptoms, stay connected to their community, and plan for future care. Additional practical help can be accessed via the local social work office.

**5.9** North Ayrshire Health and Social Care Partnership hosted a **Mental Health and Wellbeing 'Connect' event** on Monday 29 April at the Ardeer Community Centre in Stevenston. The public were invited to come along and chat to the many visiting support services, browse the stalls and participate in a variety of workshops focussing on a range of mental health topics.

Services such as VoiceAbility advocacy, North Ayrshire Carers Gateway, the NHS A&A Health Improvement team, the Primary Care Mental Health team, Community Link Workers, North Ayrshire Alcohol and Drug Partnership, the NHS A&A Suicide Prevention team and North Ayrshire Wellbeing and Recovery College were in attendance.

A series of mental health and wellbeing workshops were also held on the day, with attendees having the opportunity to take part in all of these, as well as some creative or active movement taster sessions.

The event also offered the chance to share views on mental health services and supports in your area, meet new people and chat to others with lived experience.

**5.10** Following extensive engagement work in 2023 around the topic of transition from child to adult services across learning disability and mental health services, a further phase of work was commissioned to support the development of a transition carer peer support group. This has been made possible through the commitment of some of the parents and carers that initially engaged with us over last year and shared their lived experience.

The group named its self '**Transition Together - Carer Peer support Group**' and launched in summer 2024. These sessions will be carer led but supported by the partnership engagement officers focussing on mental health and strategic planning, the CAMHS participation officer, wider support staff and Unity Carers Gateway team to ensure ongoing engagement is facilitated around this area of support. The purpose of the group is to:

- Provide peer support to other parents & carers
- Organise visiting expert guidance in order to share advice and resources
- Interactive workshops tailored to address specific concerns relating to transition
- Create an atmosphere of empowerment and resilience by building a stronger support network for those facing a transition journey from children to adult services

**5.11** The **North Ayrshire Mental Health Arts Festival** ran between 1st October – 27th October 2024. We were delighted to offer a number of events, providing us with opportunities to engage with our communities about mental health and wellbeing, whilst challenging stigma. As well as open events available to the public, we also had a range of closed projects, meaning we had one of the biggest programmes in Scotland.



**5.12** Staff and customers of **Trindlemoss Day Opportunities** in Irvine presented a workshop at the Accessible Book & Story Festival, which took place at the Scottish Storytelling Centre in Edinburgh in September.

The festival session allowed a group of North Ayrshire adults with learning disabilities to share their experiences of working with ShowWorks Theatre to produce an innovative performance piece around the theme of 'being and becoming', an initiative that was funded through Creative Scotland's Participatory Arts and Mental Health Fund and The Baring Foundation, in partnership with the Mental Health Foundation.



The 'What Comes Next' project, which also involved members of

Neighbourhood Networks, began with a series of weekly sessions exploring the theme of life changes - whether that be transition from child to adult services, transition into employment, transitions into and out of relationships, or the many other changes that can occur throughout life.

Over the course of six months, the group was actively involved in the entire creative process – from the initial idea to the music and characters. Those taking part were also supported by visual artist Lynn McNally to produce scenery, props and other responses to the theme.

The final performance piece included contributions from over 50 participants, with the project culminating in a vibrant performance at the Harbour Arts Centre in May, allowing those involved to share their aspirations in an imaginative and joyful way with their friends and family.

From this performance, and additional footage captured before and after it, an inspiring short film was produced by local film-maker Jim Gibb, which truly captures the energy and spirit of those taking part.

The festival workshop in Edinburgh saw customers and staff of Trindlemoss presenting the film to an audience, as well as taking part in a panel discussion afterwards, gaining extremely positive feedback from festival organisers 'My Kind of Book'.

**5.13 Harbour Ayrshire** provides a comprehensive support package aimed at reducing the effects of drug and alcohol addiction across Ayrshire.

As well as one-to-one support, the charity also runs support groups for men, women and their families, offering a safe space to share experiences and help in the formation of positive relationships. These groups also provide support in areas outwith addiction, including mental health, homelessness, education, skills training and bereavement.

Groups are open on a drop-in basis, with no appointment required. Or to access one-to-one support, anyone can self-refer by calling 1292 623016.

Harbour Ayrshire also offers a community support vehicle, helping those fleeing violence or moving from temporary or otherwise unsuitable accommodation. It also operates a minibus service, assisting those for whom transport is a barrier to accessing support.

**5.14 Working for a Healthy Economy** is funded by the Ayrshire Growth Deal. It aims to support the residents and work force of Ayrshire with any health and wellbeing difficulties that are impacting on ability to attend / make progress towards work.

You qualify for support if you:

- Live or work in Ayrshire
- Are Unemployed and looking to make progress towards work
- Are Self Employed
- Work for a company that employs less than 250 people

You don't need a diagnosis from a GP/Health Professional. If you think that support would be beneficial, you can self-refer. All support is free and confidential.

If you are motivated to make change but are experiencing difficulties with issues such as anxiety, depression, panic, sleep, self-esteem, pain, mobility, alcohol, drugs or other barriers that are preventing you from reaching your goals, help is available.

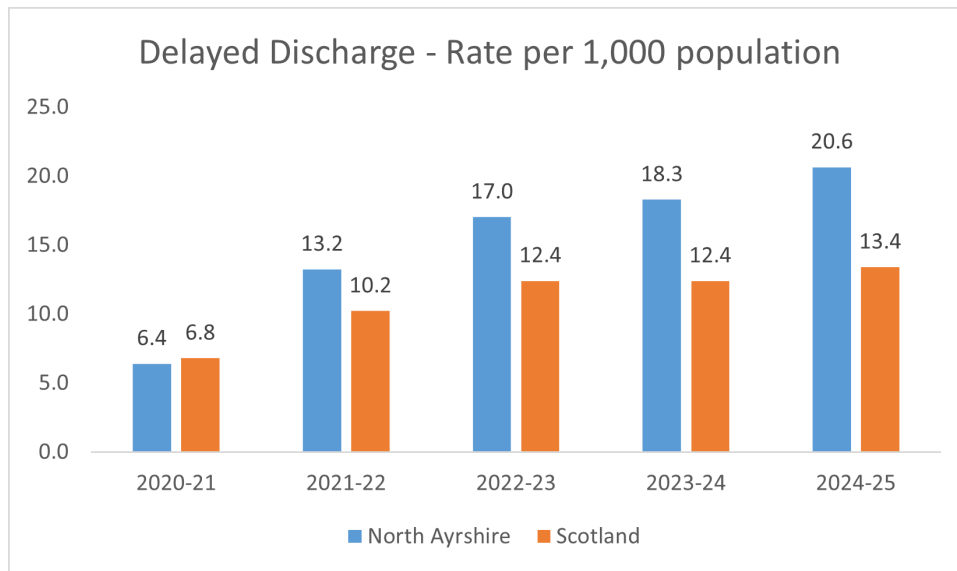
**5.15** A team from North Ayrshire's **Drum 4UR Life** (D4L) community drumming group presented a 'CHIME to Drum' workshop at the International Drum Circle Facilitator's Guild Conference in Myrtle Beach, South Carolina.

Drum 4UR Life is a community drum circle that supports positive mental health and wellbeing. It meets weekly in Ardrossan, as well as offering monthly workshops in Irvine and Largs. In addition, it has facilitated music-making experiences for over 100 community events and groups over the past year.

The theme of the conference was 'journeys', with the team powerfully sharing the evolution of Drum 4UR Life using the framework of the CHIME recovery model, as well as their own experiences around the connections, hope, identity, meaning and empowerment that come from being involved with the group. The workshop went down a storm, receiving a standing ovation lasting several minutes.

Drum 4UR Life grew out of the NAHSCP-funded North Ayrshire Wellbeing & Recovery College, one of only five such services in Scotland, which focuses on self-management for mental health and providing a strengths-based approach to learning and recovery.

**5.16 Delayed Discharge** rates per 1,000 population have continued to increase in North Ayrshire with the rate for 2024 to 2025 being 20.6 per 1,000 population compared to 13.4 per 1,000 population across Scotland.



The Health and Community Care Team have now moved into Year 2 of the Delayed Discharge and Winter Improvement Transformation Plan, a dynamic and evolving programme designed to help the Partnership meet the growing and complex needs of our communities.

North Ayrshire Health and Community Care representatives continue to work in collaboration with NHS Ayrshire and Arran colleagues, to support effective hospital discharge and delayed discharge plans, alongside plans to support winter resilience. The collaboration includes supporting the newly implemented frailty zones and wards within acute hospitals to promote early intervention and ensure safe ongoing care and support, in a homely setting from the earliest possible opportunity.

**5.17 The Community Led Action and Support Project (CLASP)** is open to anyone aged 50 and over, with an aim of reducing isolation and loneliness, improving health and wellbeing, improving digital skills, and providing information and advice on issues affecting older people.

The Stevenston-based charity offers a wide range of services across multiple venues and localities in North Ayrshire, including home/telephone befriending, social activities, health and wellbeing classes, weekly lunch clubs, and one-to-one/small group digital tuition and support.



Through its HOPE in the Community project, CLASP also provides a range of volunteering opportunities including befriending, digital buddies, activity support volunteers, minibus drivers, lunch club helpers and admin support. It is also seeking new trustees to join its Board/Management Committee. Training is provided and out of pocket expenses reimbursed.

## National Indicators

Indicators	NAHSCP	Scotland
Adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	67.6%	69.8%
Proportion of last 6 months of life spent at home or in community setting	87.6%	89.2%

## MSG Indicators

Indicators	Value
Emergency admissions to acute hospitals*	18,692
Emergency admissions to acute hospitals (Rate per 1,000)	139.9
Admissions from emergency department	8,584
Admissions from emergency department (Rate per 1,000)	64.3
Percentage of people at emergency department who go onto ward stay (conversion rate)	25.5%
Unscheduled 'hospital bed days' in acute hospital*	145,927
Unscheduled 'hospital bed days' in acute hospital (Rate per 1,000)	1092.5
Unscheduled 'hospital bed days' in long stay mental health hospital*	25,676
Unscheduled 'hospital bed days' in long stay mental health hospital (Rate per 1,000)	192.2
Unscheduled 'hospital bed days' in geriatric long stay*	7,533
Unscheduled 'hospital bed days' in geriatric long stay (Rate per 1,000)	68.9
Emergency department attendances	33,606
Emergency department attendances (Rate per 1,000)	251.6
Percentage of people seen within 4hrs at emergency department	65.00%

## MSG Indicators – Delayed Discharges

Indicators	Value
Delayed discharges bed days (all reasons)	27,099
Delayed discharges bed days (all reasons) (rate per 1,000)	247.7
Delayed discharges bed days (code 9)	9,410
Delayed discharges bed days (code 9) (rate per 1,000)	86.0
Delayed discharges H&SC Reasons	17,535
Delayed discharges H&SC Reasons Rates	160.3

\* Calendar year 2024 used as a proxy for financial year 2024/25 due to data completeness, following advice from Public Health Scotland.

## National Health and Wellbeing Indicators

The Scottish Government identified 23 (4 remain in development) indicators that were felt evidenced the 9 National Health and Wellbeing Outcomes. Nine indicators come from the biennial Health and Care Experience Survey (see below) and the additional 14 indicators (also below), which evidence the operation of NAHSCP, come from the NHS Information Services Division (ISD) survey. This survey represents a sample of the community and asks about the collective services received whether it be from Social Services, NHS, the collective HSCP, Private or Voluntary organisations. The survey responses do not separate each organisation's service provision.

The information below represents the most up-to-date information with further updates accessible from – [Public Health Scotland](#)

Health and Social Care Experience Indicators	2015-16	2017-19	2019-20	2021-22	2023-24	Scottish Average %	Rank against Family Group
Adults able to look after their health very well or quite well	94%	91%	92%	89%	89%	91%	2
Adults supported at home who agreed that they are supported to live as independently as possible	82%	84%	84%	81%	67%	72%	7
Adults supported at home who agreed that they had a say in how their help, care, or support was provided	78%	70%	75%	73%	51%	60%	8
Adults supported at home who agreed that their health and social care services seemed to be well co-ordinated	73%	74%	76%	64%	55%	61%	7
Adults receiving any care or support who rated it as excellent or good	81%	78%	77%	76%	68%	70%	5
People with positive experience of the care provided by their GP practice	83%	80%	73%	61%	60%	69%	6
Adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	83%	82%	79%	78%	68%	70%	6

Health and Social Care Experience Indicators	2015-16	2017-19	2019-20	2021-22	2023-24	Scottish Average %	Rank against Family Group
Carers who feel supported to continue in their caring role	41%	39%	31%	31%	32%	31%	6
Adults supported at home who agreed they felt safe	80%	80%	85%	83%	67%	73%	7

To support service improvement, the Scottish Government has identified local authority / Partnership benchmarking families. These family groups are made up of eight local authorities that share similar social, demographic and economic characteristics. Comparing our performance information with our family group should provide a more meaningful comparison with similar areas and allow for greater opportunities for shared learning and best practice. Rankings are on a scale of 1–8, where 1= best performing, 8=worst performing.

North Ayrshire is partnered in its family group with: East Ayrshire, Dundee, Western Isles, Glasgow, Inverclyde, North Lanarkshire, and West Dunbartonshire.

Indicators based on administrative data	2020-21*	2021-22*	2022-23*	2023-24*	2024-25*	Scottish Average	Rank against Family Group
Premature mortality rate. (Under 75s age-standardised death rates for all causes per 100,000 population).	516	568	527	507	Unavailable	442	4
Rate of Emergency Hospital Admissions for adults (per 100,000 population)	13,860	14,269	13,449	14,009	15,142	11,559	8
Rate of emergency bed days for adults.	138,799	155,206	151,553	142,222	155,896	113,627	8
Readmissions to hospital within 28 days of discharge.	122	113	100	101	106	103	5
Proportion of last 6 months of life spent at home or in community setting.	89%	89%	88%	88%	88%	89%	6
Falls rate per 1,000 population aged 65+	18	20	20	22	23	23	4
Proportion of care services graded 'good' (4) or better in Care Inspectorate Inspections.	87%	79%	78%	83%	87%	82%	3
Percentage of adults with intensive needs receiving Care at Home. (All levels of CAH)	73%	77%	77%	78%	77%	65%	1
Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1000 population)	382	805	1,038	1,087	1,266	952	7

\*Column contents are the most up to date data information received from Scottish Government statisticians.

As well as the National Health and Wellbeing indicators, we regularly report on local measures to help us to evidence performance against the nine National Health and Wellbeing Outcomes and our Strategic Priorities. The list of local indicators can be found in Appendix 1. The full list of indicators can be found in Appendix 2.

# **Performance in relation to the three Children's Outcomes and three Justice Service Outcomes**

# Children's Outcomes

**Outcome 1:** Our Children have the best start in life and are ready to succeed.

**Outcome 2:** Our young people are successful learners, confident individuals, effective contributors, and responsible citizens.

**Outcome 3:** We have improved the life chances for children, young people and families at risk.

**1.1** A transformation programme to improve outcomes and opportunities for care experienced children and young people in North Ayrshire is now under way, with progress being made since its launch in April 2024.

The **Brighter Pathways Programme Board** was set up to look at how services can be delivered differently to ensure care experienced children and young people have access to the appropriate resources and supports into adulthood.

In line with its Promise commitments, North Ayrshire Health and Social Care Partnership (NAHSCP) has a firm focus on providing the right support and intervention to allow children and young people to remain with birth family or wider family wherever possible, preventing them from coming into local authority care - for example, being placed in foster care or in residential children's houses.

To build on this already established early intervention work, the Board is currently looking at the supports available for families to identify if there are any gaps in service provision where additional early help and more intensive support could help more children to remain with their families.

An acute challenge in recruiting and retaining foster carers is having an impact nationally, which has been further impacted by the current cost of living crisis and a reduction in the number of potential foster carers having spare bedrooms due to an increase in home working and their own children staying at home for longer.



Recruiting foster carers for NAHSCP is further impacted by a number of independent fostering agencies operating in the area and taking on carers. In a bid to boost recruitment, which is a priority for the programme board, an investment in a long-term digital marketing campaign has recently been agreed, working with a provider that has a proven track record in local authority foster care recruitment.

**1.2** The **Annual Promise Conference 2024** was held on Monday 9th December and saw 73 young people from across our Secondary Schools join for a day of connection.

The aims of the Conference were to:

- Introduce young people to The Promise Plan 2024 to 2030
- Offer workshops centred around The Promise's foundation of voice
- Allow time for building connections with other young people and Corporate Parents

The day was hosted by Donna Anderson, North Ayrshire Council's Youth Participation and Democracy Officer, and Adam Johnson, local Care Experienced young person and MSYP for Cunninghame North.

Young people were involved in the planning of the Conference at all stages. This year's agenda included interactive workshops delivered by local Corporate Parents nominated by young people.

- 1.3** In December, the HSCP received notification from the Scottish Government that the **Delivering Equally Safe Fund** would provide a further 12 months funding to allow us to continue to develop our approach to providing crucial support to survivors of violence against Woman and their children.

This funding will be used to recruit a lead officer to further progress activities to embed the Safe and Together Model on a pan Ayrshire basis. The Safe and Together Model is an internationally recognised suite of tools and interventions designed to help Social Workers and other key professionals to engage with families experiencing domestic abuse, in a child centred, strengths-based way.

- 1.4** This year, the **United Nation's Convention on the Rights of the Child (UNCRC)** was fully incorporated into Scots Law - The Children and Young People's Commissioner Scotland.

The UNCRC articles provide for every aspect of a child's life from birth up to the age of 18 years. Guidance around UNCRC is clear that incorporation and adherence to UNCRC is the responsibility of all public sector organisations and services, including those services viewed as "adult services."

To support our work within the HSCP, it was seen as critical to establish a baseline of understanding and preparedness for implementation across all services. As such, in November 2024, using the Improvement Service's Getting Ready for UNCRC Incorporation Framework document, a benchmarking document was developed with an ask that all services within the HSCP complete to the best of their ability.

Responses provided related to current practice within each service. Results have been shared with all services. Moving forward each service will use the benchmarking exercise to identify compliance and any areas that require special attention to ensure implementation.

- 1.5** Across our Children and Families services, various **Christmas toy appeals** were organised to support our most vulnerable families during what can be one of the most stressful, difficult and expensive times of year for our families, especially given the levels of child poverty in North Ayrshire, which sits at 29%. Our Health Visiting Services alongside our Children and Families Social Work teams worked hard to fundraise and collect donations of toys and clothes that could be gifted within our local communities. Staff were humbled by the generosity of those who contributed but also moved by the appreciation shown from those receiving support.

**1.6** February saw the launch of a brand-new mobile app called '**CE4U**' (**Care Experience for You**), the mobile app for iPhone and Android has been designed specifically for care experienced young people. Launched as part of National Care Day, an annual awareness day to celebrate care and compassion of children and young people with care experience, the app has been developed with the help of pupils from local secondary schools over the past 18 months.

Free to download, its aim is to provide a hub of useful information and helpful advice on everyday topics including housing, travel, mental and physical health, recipes, job opportunities and entitlements.

Developed by young people for young people, the collaboration was made possible due to fortnightly Champions Board meetings that take place in our secondary schools. These drop-ins provide a safe space for care experienced pupils to get advice, plan peer events and access scaffolding and support to help them succeed.

The launch is part of the Council's wider Corporate Parenting Strategy to meet its statutory duties to keep The Promise to Scotland's care experienced community – in this case those living and studying in North Ayrshire.

**1.7** **The Tea & Tots programme** - run by the Breastfeeding Network (BfN) - has secured additional funding from The National Lottery, allowing BfN Ayrshire and Arran to continue offering these free peer support groups across North Ayrshire for all parents/carers with a baby or child under nursery age (open to all feeding types).

Tea & Tots infant feeding groups provide a space for emotional and mental wellbeing support, as well as providing information on feeding, starting solid foods, income maximisation and much more - including regular Bookbug sessions, sensory activities, and guests from local organisations like Child Smile and Messy Munchers.

The groups are free to attend and offer refreshments, toys, and books for little ones. Siblings and older children are also welcome to join in.

## Justice Outcomes

**Outcome 1:** Community Safety and Public Protection.

**Outcome 2:** The Reduction of re-offending.

**Outcome 3:** Social inclusion to support desistance from offending.

**2.1** The **Multi Agency Public Protection Arrangements (MAPPA)** are a set of statutory arrangements that allow for the assessment and management of the risk posed by people convicted of certain sexual and violent offences. In Scotland, arrangements were established by Sections 10 and 11 of the Management of offender's et cetera Scotland act 2005 and became operational in 2007. MAPPA brings together the Police, Local Authority Social Work Justice Services, the NHS and Prison Service. In addition, some other agencies are under a duty to co-operate with the Responsible Authority in respect to the arrangements. These include, local authority housing, the Reporter to the children's panel, certain registered social landlords and electronic monitoring providers.

The creation of an effective Risk Management Plan is the key factor in the MAPPA process. To support staff in this critical task, on 19th and 20th of June 2024, subject matter experts from the Risk Management Authority Scotland , provided training on the best ways to approach this task. The training was attended by over fifty members of staff from both the Police and Justice Services.

As a result of the training there has been an immediate improvement in the quality of the important foundation documents produced by Justice social workers with positive feedback received "Your Risk Management Plan was first class, comprehensively detailing the risk factors and the plans in place to mitigate risk and throughout the MAPPA meeting, your role in working with Mr A and the therapeutic relationship you have with him was highlighted by every other service".

## **2.2 Case Study: Employability Mentors**

Employment can contribute significantly towards desistance and the development of a pro-social lifestyle for service users involved in the Justice system. People released from prison without a job are twice as likely to re-offend as those released with employment opportunities lined up.

People with convictions may also face stigma and inequality associated with declaring a criminal record, or an unwillingness by some employers to provide those with criminal convictions with job opportunities. The Employability Mentors located within our Unpaid Work team assist service users involved with the Justice system to obtain skills that will enable them to gain employment and training opportunities to support reintegration into the community.

The impact of the work of our Employability Mentors is reflected in J's story.

J's Story

This is the story of J, who overcame significant personal and professional challenges to rebuild his life. J's journey from a tumultuous background to a promising future is a testament to resilience, support, and determination. Following a court order that mandated 18 months of social work supervision and 180 hours of unpaid work, his life took a difficult turn. This period marked the beginning of numerous challenges, including poor physical and mental health, which necessitated additional support from various departments, including addiction services.

### Employment History

J had a career in His Majesty's Armed Forces but was discharged due to physical and mental health issues. During this time, he picked up charges before transitioning to roles in security and as a bus driver. However, J's health issues impacted on his ability to sustain employment. J was referred by his Community Payback Officer (CPO) to the Employability Mentor service to help him reassess and explore his employability options.

The Employability Mentor Service is a dedicated one-to-one service for individuals who are involved with Justice Service to identify further education, training, volunteering and employment. By tackling the additional barriers service users face, by being involved with the Justice Service, the employability mentors are able to realistically provide support to reach long lasting positive destinations.

The CPO Employability Mentor Service offers people information, advice and guidance on disclosure related issues. This includes helping people understand their rights when disclosing an offence, how restrictions can affect their job hunting or how to reskill into a new career.

### The Challenge

Due to his offence, J was forced to reskill and seek new employment opportunities. His physical and mental health further complicated his ability to find and maintain stable employment. Despite these setbacks, J was determined to improve his situation and with the support of the Employability Mentor sought a new career path, enrolling in courses through the Open University and other training programs.

### Financial Assistance

Addressing financial barriers was crucial. Assistance with fuel costs, support from Money Matters and access to food banks provided J with stability and a foundation to start anew.

### Health and Wellbeing

Continuous support from health services helped improve J's physical and mental health, enabling him to focus on his future.

### Achievements and Progress

While pursuing his studies and with ongoing intervention from the Employability Mentor J actively searched for employment and secured a part-time job as a bus driver. This role not only provided financial stability but also boosted his confidence and well-being. With his health improving and life stabilizing, J is now on a more promising path. As his situation improves, J is more motivated and has started studying IT.

### Conclusion

J's story is a powerful example of how targeted support and personal determination can overcome even the most daunting challenges. J's progress in both his job and health highlights the importance of comprehensive joined up support systems in facilitating successful rehabilitation and career transitions.

It also evidence that access to employment with a criminal history is still possible.

**2.3 The Drug Treatment and Testing Order (DTTO) Team** have been working in partnership with Minds of Recovery to deliver a bespoke four-week bite-sized recovery group to service users on a DTTO community sentence. A DTTO is a sentence imposed by the Courts. It focuses on drug treatment as the primary means of reducing offending behaviour. Orders last between six months and three years and combine drug treatment and a testing regime with regular court reviews, in addition to supervision.

Mentoring Individuals for New Destinations and Support (MINDS) recovery group explores the CHIME (Connectedness, Hope and optimism about future, Identity, Meaning in life and Empowerment dimensions) model of recovery, recovery capitals and the language of recovery. It also looks at the six stages of change and coping mechanisms to help change the narrative of addiction and recovery. Service users were mandated to attend once a week for two hours.

The groups are set up as a conversation café, creating a safe space where service users can discuss issues relating to themselves. Roles are created within the group, from setting up the room, making tea and coffee, to helping individuals complete worksheet tasks and tidying up at the end of group sessions. In one of the groups, with the input from one of the DTTO Recovery Development Workers, one individual stepped up to volunteering, which involved connecting with the group by providing input and generating conversation on areas of focus.

Feedback received thus far highlights the positive impact that the recovery group has had on participants. Improvements in mental health, anxiety levels and overall, wellbeing have been reported by participants who feel that the provision of this early support in their journey of recovery has been invaluable.

Feedback from service users indicate the following:

"I have learned that there are different ways to approach recovery, and being around people has improved my confidence."

"Being there and enjoying it made a difference to me."

"Meeting people has made me realise that I can get somewhere in life."

"It has helped me in overcoming anxiety."

"I've enjoyed being out of the house and learning new coping mechanisms with people with the same issues as me, and I'm thinking about attending more groups."

## 2.4 Case Study: Kilwinning Crazy Golf

North Ayrshire Justice Services Unpaid Work Team are responsible for the delivery of unpaid work across North Ayrshire and operate from their office and workshop facility in Stevenston. The Unpaid Work Team were approached by Councillor Donald Reid, looking for assistance with repairing some of the crazy golf structures at McGavin Park in Kilwinning.

The park consists of a large lawn area and mature trees. It is home to an enhanced play area, outdoor gym, tennis court and crazy golf. The park is also one of the few to have public toilets which open during school holidays (April to October) and by prior arrangement for group visits.

The park is managed by North Ayrshire Council although Kilwinning Community Events Group installed and maintain the sports equipment and much of the play equipment in the park. Part of the group's work is to develop the community asset for the wider community, and they rely on volunteers to help maintain bedding plants, litter picking, to open, close and clean the toilets, as well as with events at the park.

Councillor Reid, Chair of Kilwinning Community Events said, "the group struggled for years to get the skill base to renovate the crazy golf and it is part of the park's history so it was important the original aspects of the crazy golf were maintained with a Rotary and round table links to the original project".

The Unpaid Work Team, led by Supervisor Allan Auld put together a plan to undertake the necessary work, identifying what material would be required, associated costs and timescales. Allan worked with his team to create new structures for those that could not be repaired.

Kilwinning Community Events Group were able to provide the materials that allowed the Unpaid Work Teams to begin work on mending some of the existing structures and clearing the area for new structures. There were multiple setbacks due to the weather conditions, which meant concrete could not be mixed and set. During the planning stages Unpaid Work Teams learned how to think creatively with a vision. Following this, teams learned how to lay kerb stones, mix concrete, then to pour and level it off, as well as how to add extra fittings such as pipes, holes, or to create curves and hills. Several of the structures also had artificial grass, so the teams learned how to measure, cut and then secure this to the structure.

Tracy Nimmo, Unpaid Work Team Manager said "The benefits projects like these bring to the local community is paramount to reparation and reintegration of our service users completing the works. Service users get a sense of pride completing visible projects in our communities, especially ones that make a difference to the children and families that benefit from them. This crazy golf site has been in disrepair for many a year; to see it restored for families to use in the summer months is at the heart of what we like to see from the Justice Services Unpaid Work Team. A service everyone benefits from equally."

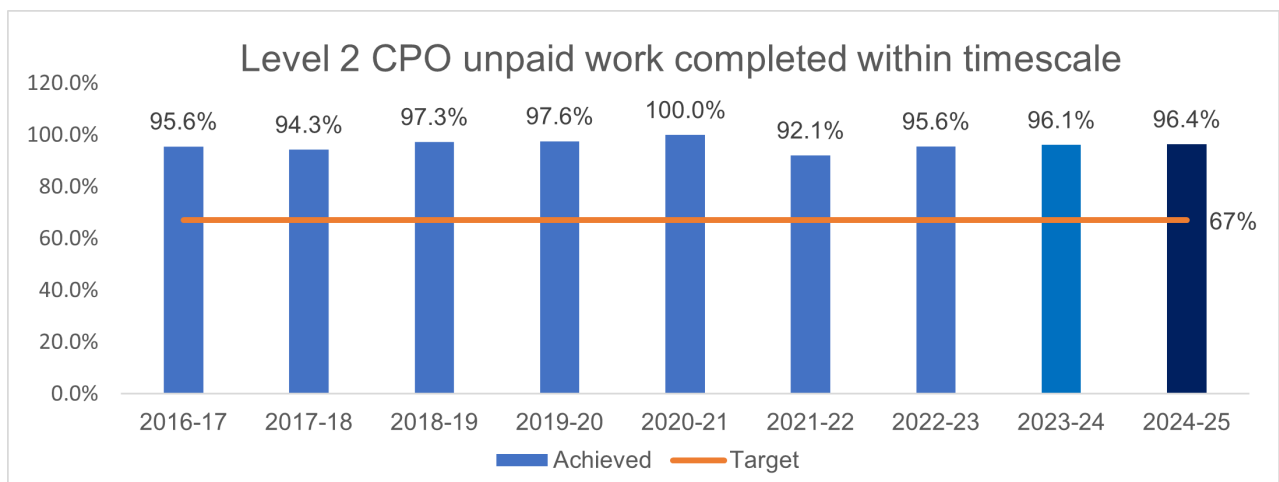
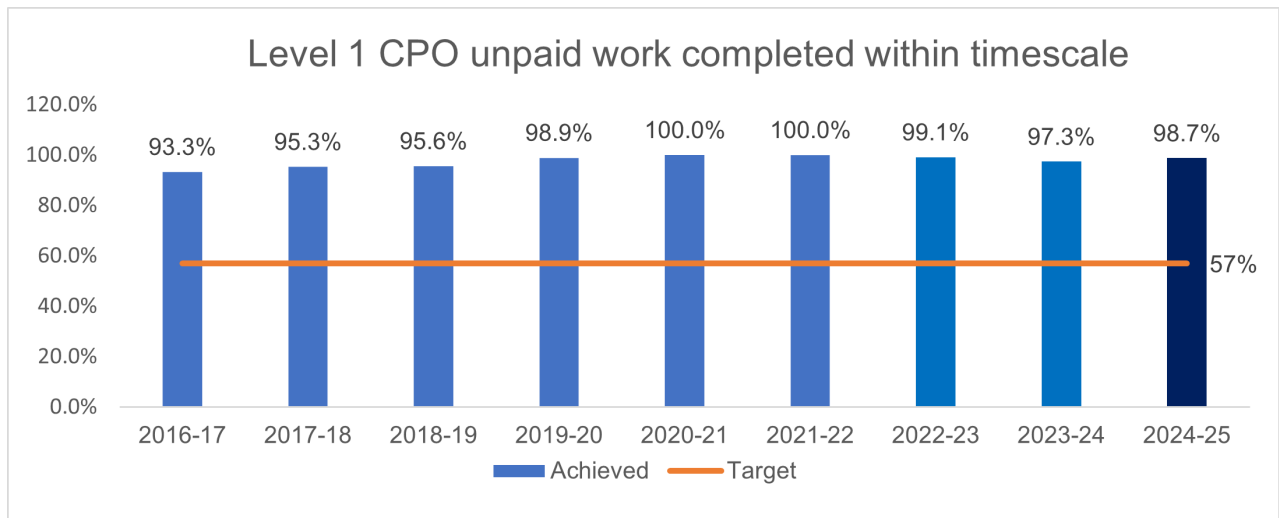
Cllr Reid said "The community feedback has been extremely positive following the works over the last three years to enhance the parks facilities. The crazy golf restoration is now complete, and we are grateful to Justice Services for the support to re-establish this feature in the park for the benefit of visitors. This was one of those projects that simply would not have happened if it were not for the support of the service. The group was keen to see the works as planned complete for the 140th anniversary of the park's gifting to the community".



**2.5** The latest Government statistics on **Community Payback Orders (CPOs)** (2023 to 2024) show that North Ayrshire had the highest of the Ayrshires with 479 CPOs however was the lowest of the Ayrshires at 52.5 per 10,000 population. In comparison, East Ayrshire had 473 CPOs and sits at 56.7 per 10,000 population and South Ayrshire had 401 CPOs and sits at 53.7 per 10,000 population. The Scottish average is 39.1 per 10,000 population.

There has been a reduction in the number of Criminal Justice Social Work Reports (CJSW) since 2020 to 2021 largely thought to be due to the result of COVID-19. 2024 to 2025 sees the highest number of report submissions since this downward turn, albeit not yet at pre-covid numbers. The latest Government statistics on CJSWs for 2023 to 2024 reveal North Ayrshire to have submitted the highest number of reports of the Ayrshires however continue to be the lowest of the Ayrshires at 73.2 per 10,000 population. In comparison, East Ayrshire sits at 79.4 and South Ayrshire sits at 78.8. The Scottish average is 72.1 per 10,000 population.

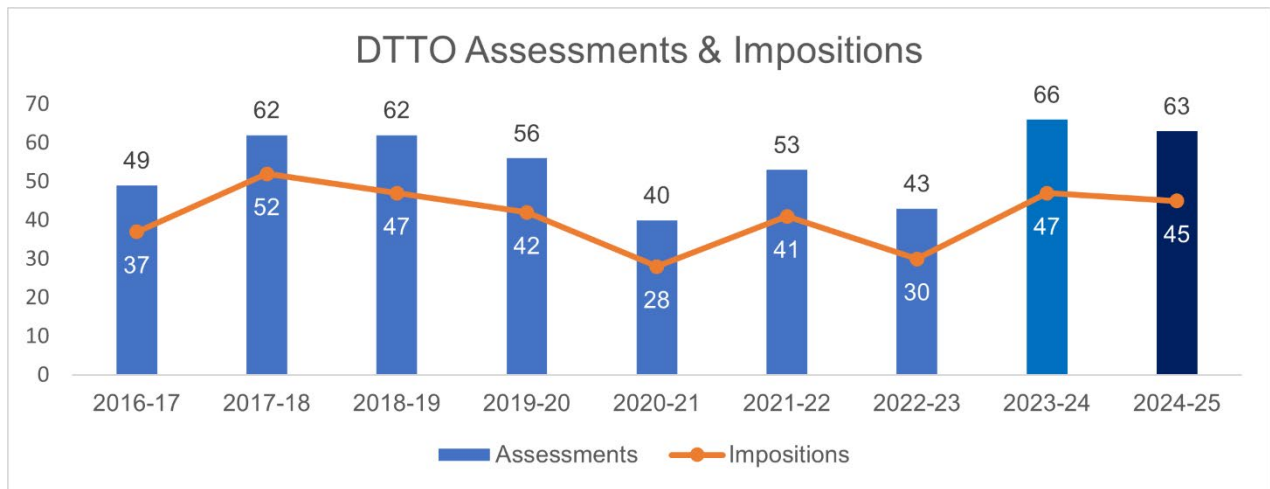
Our Justice Services continue to have a positive impact on the local community through the Community Payback Order (CPO) unpaid work scheme. For over a decade, the twelfth year in fact we have continuously over-achieved against targets for CPO level 1 and level 2. 2024 to 2025 saw 78 out of 79 level 1 CPO's completing within timescales and 108 out of 112 level 2 CPO's completing within timescales. The targets set for unpaid work are pan-Ayrshire targets.



**2.6** There was a marked increase in in Drug Treatment and Testing Order (DTTO) Assessment and Impositions in 2023 to 2024. There has been a slight decrease in 2024 to 2025; however, the volume of assessments and new Orders this year remains high. The last two years figures appear to represent a return to 'the norm' following a 'dip' attributed to covid.

Of the 63 assessments completed in 2024 to 2025, 45 new DTTO's were imposed across Ayrshire. This incorporates Orders from both Kilmarnock and Ayr Sheriff Courts. DTTO is an intense Order which involves monthly Court reviews, twice weekly contact for the first month and weekly oral drug screens. There are three distinct roles within the team delivering the service and interventions. The Supervising Officer oversees the Order, monitors compliance and compiles the assessment and review reports. The Additions Worker delivers the therapeutic interventions and is primarily responsible for administering the oral drug screens. There are then Recovery Development Workers who provide practical supports, assistance with welfare needs and also build links and connections within the recovery community to help build the persons own recovery capital.

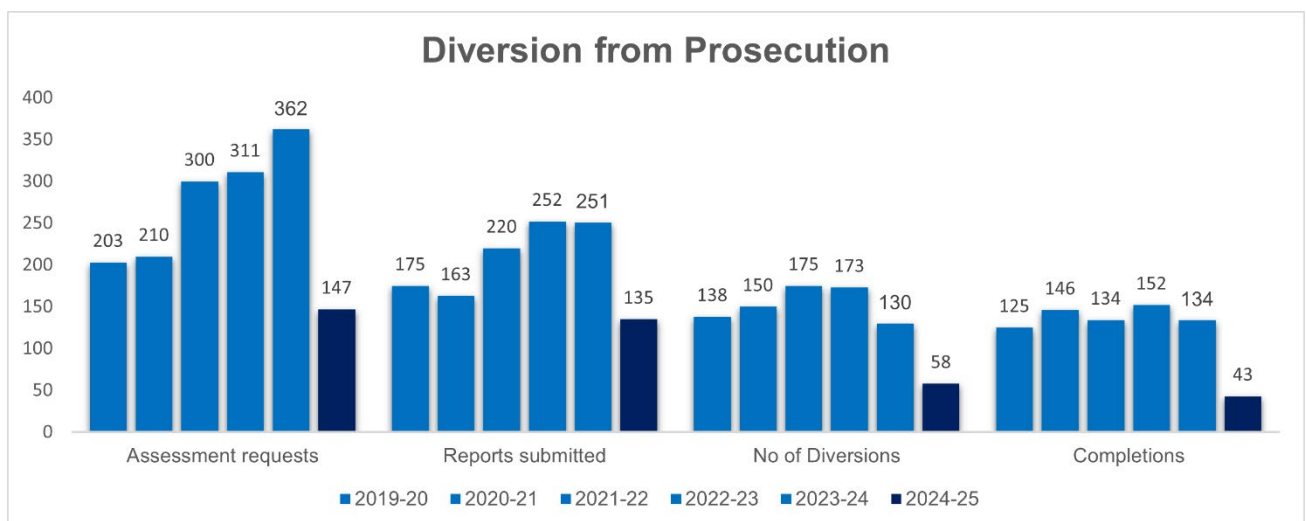
A Recovery Care Plan is created with each individual. There are ten domains, including substance use, relationships and offending, which are scored from 1 to 10. These plans are updated at three monthly intervals and allows areas for support/intervention to be identified and progress to be monitored.



**2.7 Diversion from Prosecution (Diversion)** has been available since 1997, within this past year we have experienced a further increase across Ayrshire in assessment referrals from the Procurator Fiscal. Referrals have increased at a significant rate from 2018. Although this disposal is early intervention and low-level offending, the presenting need of service users is extremely high, thus resulting in more staff time being allocated and closer partnership working with other agencies to provide identified services.

The number of assessment reports submitted are relatively lower than the number requested due to limited resources, which has resulted in waiting lists within each local authority area.

In comparison with last year, 2024 to 2025 notes a decrease in the number of Diversion cases imposed. This is due to delays from the time that the offence was committed until the individual is referred to and assessed by the Diversion team. In this time many positive changes could have taken place and individuals are actively seeking and engaging with services to address any issues which they may have, thus reducing their risk of further offending. In these instances, no interventions are required due to positive reasons.



**2.8** The Justice Drug Treatment and Testing Order Team worked in partnership with '**Minds of Recovery**' to deliver a four-week wellbeing programme in North Ayrshire. This intervention focussed upon Models of Recovery, Stages of change and coping strategies. The evaluation highlighted those who participated felt less anxious following the intervention with improvements to mental health due to being able to speak freely about their situation and four of five stated that they would continue to attend Recovery groups throughout North Ayrshire.

Participants described recovery as:

Being happier, having improved confidence, managing a balanced life and enjoying improved relationships.

Participant Testimonials:

- "I've enjoyed being out of the house and learning new coping mechanisms with people with the same issues as me, and I'm thinking about attending more groups."
- "Learned how to manage negative thoughts and situations."
- "Gained interaction, knowledge, and confidence in speaking more."

After attending Mentoring Individuals for New Destinations & Support [MINDS] participants gained insight into different Recovery Strategies, coping mechanisms, and self-development. Three participants have now engaged with groups/support networks out with the class with a further two contemplating attending other support systems.

These insights and testimonials highlight the positive impact of the MINDS Recovery Group, demonstrating significant improvements in mental health, anxiety levels, and overall well-being of the participants.

**2.9** MAPPA Level 2 and 3 Chairs came together for a well-received **MAPPA training session**. The day was packed with valuable takeaways, including a masterclass on how to effectively chair a MAPPA meeting, led by Professor Hazel Kemshall, a world-renowned expert on the subject.

The morning session offered a deep dive into the intricacies of chairing these important meetings, with Professor Kemshall sharing her wealth of knowledge and practical tips. The session gave attendees a fresh perspective on best practices and provided an opportunity for everyone to learn from one of the leading experts in the field.

In the afternoon, the focus shifted to risk management, with a presentation by Lauren McClintock and Eddie Kotrys from the Risk Management Authority. This covered essential points on what to look for in a solid risk management plan, arming attendees with crucial insights to enhance their work.



The feedback has been overwhelmingly positive, with attendees expressing how valuable the sessions were and highlighting the depth of knowledge shared and the opportunity to network with peers.

## Reporting on localities

North Ayrshire is home to approximately 133,570 people, all living in its many towns, villages, and islands. These places are home to many different communities, each with their own characteristics and needs.

We recognise that a one – size all approach to services delivery is not appropriate. A blanket service may be of great benefit to one community and of little value to another.

That is why we are now designing local services based on local need, identifying the health and social care priorities in communities and developing services that help people access the right services at the right time.



## Locality Planning

Locality Planning is the local mechanism for strategic planning in which local priorities are developed for smaller geographical areas across the local authority. In 2023 it was decided that the framework for carrying out Locality Planning would be revised in order to involve new methods for community engagement and ensuring continued leadership through new Locality Chairs. The HSCP is now halfway through its 2-year process to carry out extensive research in order to develop locality plans with localised priorities and actions for each area. The research process involves:

- Engagement: Twice per year, Locality Conversations will be held within each locality in order to collect information from different people within the communities, and feedback what we are doing with the information
- Local data: Overall locality data to identify the initial priorities and more in-depth data on specific issues for each area
- Local services: Mapping the existing services across each locality
- Community Planning: consideration of the existing locality priorities the wider community planning partnership is working towards

### Progress 2024 to 2025

The first set of locality conversations took place between the 15<sup>th</sup> and 22<sup>nd</sup> of April 2024 and were in the form of 2-hour workshops with local staff and members of the public invited to attend. This allowed us to explain a bit about the new process and collect initial community perceptions and challenges. There were five workshops held with 32 participants.

In September 2024, local community groups that focussed on people with shared characteristics were contacted and visited by an Engagement Officer to discuss if there were any specific barriers experienced to accessing health and social care services as a result of their shared or protected characteristics. The aim of this was to ensure that the experiences of different equalities groups were captured in the process, and they were visited at their own spaces to ensure attendance, and over the month of September, twenty-three groups were visited with 206 participants.

### Localities – Initial Insight

#### Garnock Valley

Garnock Valley seems to sit around the middle of the localities in terms of performance indicators but is generally still poorer performing when compared to the Scottish figures. In terms of indicators of poverty its levels of deprivation, employment and house prices all indicate the area does not perform as poorly as Three Towns, Kilwinning and Irvine, making it often on the lower side in terms of ranking, but in terms of figures it still shows some higher levels of deprivation. For example, 40.3% of the population lives within the 20% most deprived areas, but this is still lower than the average for the area due to the much higher levels in Three Towns, Kilwinning and Irvine. Child poverty is also higher in North Ayrshire estimated at 29%, and in the Kilbirnie and Beith Ward it is 29.5%

All areas within North Ayrshire have a higher over 65 population than Scotland, with Garnock Valley at 21.6% compared to Scotland's 19.6% and North Ayrshire's 23.3%, and general health indicators are also around the middle of the other localities, though Garnock Valley does have highest deaths

per 100,000 for those aged 15-44. Indicators for Garnock Valley are generally consistent across the majority of outcomes that they perform better than North Ayrshire but worse than Scotland. This is why it is important to recognise that although there are other localities with higher poverty and deprivation, a higher older population, more complex health needs et cetera it still experiences higher issues when compared to other parts of Scotland.

So far, 23 people from the Garnock Valley have participated in engagement between the general and targeted equality engagement.

Initial issues discussed in the Locality Planning Review groups and engagement have included:

- Poor transport links across the area and the impact of accessing appointments and work
- Access to GPs and possibility of targeted clinics for key issues in community spaces
- Finding information about health and care services
- Long waiting lists
- Older population and digital accessibility

## **Irvine**

Irvine is the largest locality in North Ayrshire by population, and one of the more accessible in terms of local services and amenities. According to data it has much higher levels of deprivation compared to nationally but is not as high as some of the other areas in North Ayrshire, for example 45.7% of the population lives within an area that is within the 20% most deprived in Scotland, which is only third highest locally. For many indicators Irvine performs the poorest other than Three Towns, such as for drug related hospital admissions, alcohol specific deaths, psychiatric patient admissions. General health is towards the higher end of the localities but is generally not the worst, though is usually higher than the Scottish rates, however, has the lowest female life expectancy at 78.5.

Unemployment is not as high as other areas, the third lowest in the area behind Arran and North Coast and is about average for Scotland, and Health and Social Work is the second highest employment sector behind wholesale and retail, and the GVA per capita is higher than average for the area, possibly due to Irvine being the most populous town in the area.

So far, 98 people from Irvine have participated in engagement between the general and targeted equality engagement.

Initial issues discussed in the Locality Planning Review groups and engagement have included:

- Low-level social interventions and community support groups in promoting mental and physical wellbeing
- Affordable leisure options and increased funding and support for community-run initiatives
- Increased patient voice in care planning
- Difficulty in accessing reliable information about health and social care services.
- Outdated or incorrect online information makes it hard to navigate resources

## **Kilwinning**

Kilwinning performs poorly for economic indicators, with the second highest rate of unemployment and the second highest proportions of people living within the 20% most deprived area in Scotland, behind Three Towns for both. Child poverty in the Kilwinning ward is slightly higher than the North Ayrshire rate, which is higher overall than Scotland, but it increased by 8.3 percentage points between 2021 and 2022. For general health, life expectancy is lower than the Scottish figures and North Ayrshire averages but are again not as low as Three Towns for male and female, and Irvine for female. The 65 plus population is the lowest in Kilwinning of all the localities and it has the lowest rate of delayed discharges of those 65 plus of the localities and the Scottish and North Ayrshire rates, and the lowest unscheduled acute specialty beds.

For indicators related to substance use, Kilwinning is around the middle of the localities, but still higher than the Scottish rates, so when comparing the localities to each other it appears as though it's not as big an issue, but this is due to the elevated rates across North Ayrshire. The averages are also affected by far lower than average numbers for Arran and North Coast and far higher numbers in Three Towns and Irvine. Similarly for prescribed anxiety medication, the rate is the third highest of the localities but Three Towns, Irvine, Garnock Valley and Kilwinning are all above the Scottish proportion.

So far, 37 people from Kilwinning have participated in engagement between the general and targeted equality engagement.

Initial issues discussed in the Locality Planning Review groups and engagement have included:

- Centralised community hubs and improved transport links to enhance service accessibility
- Increased investment in self-care resources, clearer pathways, shorter waiting times, and trauma-informed crisis support
- Difficulty accessing information about services and accessing appointments
- Other barriers were discussed such as financial, language, and digital

## **North Coast and Cumbrae**

The North Coast and Cumbrae (NC&C) locality is more affluent than other areas of North Ayrshire, with fewer areas of deprivation, lower unemployment, and a higher average house price than the other mainland localities. There is a much higher proportion of older people with 32.3% of the population aged 65 and over, which is 12.7 percentage points more than the Scottish figure of 19.6%. As a result, some of the health inequalities in NC&C are more likely a result of the population age than other areas, for example, the population with long-term conditions is highest in Irvine and NC&C, but for Irvine it is more likely related to the higher rates of deprivation.

Despite the older population, overall health indicators are better than other areas, with a high life expectancy and lower rates of cancer registration, low rates of hospital admission and death related to substance use, and lower rates of anxiety medication and psychiatric admissions. These may also be related to the area's affluence when compared to the other localities.

The only health indicator in the initial profiles that is higher in NC&C is unscheduled acute specialty bed days per 100,000 population. Emergency admissions and A&E attendances aren't particularly different for the area so this may also relate to the older population.

So far, 21 people from North Coast have participated in engagement between the general and targeted equality engagement.

Initial issues discussed in the Locality Planning Review groups and engagement have included:

- Importance of low-level and community-based support, particularly more services around dementia and learning disability
- Poor transport links and access to patient transport
- HSCP money allocation, and how this is communicated or understood by the public
- Care packages and decisions around them

### **Three Towns**

The Three Towns locality has poorer outcomes in many indicators when compared to the other localities, as well as the national rate. The performance indicates that the Three Towns locality experiences higher rates of poverty and socio-economic disadvantage. The locality has the highest level of people living within the 20% most deprived areas of Scotland at 57%, and also has the highest rates of child poverty, and the highest unemployment rate of the localities, as well as lower house value and more lower council band properties than other areas.

Areas with higher levels tend to have poorer health outcomes, which is evident in the general health indicators. Three Towns has the lowest life expectancy rates, as well as high rates of emergency admissions. The Three Towns locality has the highest figures out of all the localities and is much higher than the Scottish and North Ayrshire averages for indicators related to alcohol and drugs, and alongside Irvine has the highest rates for indicators related to mental health care.

So far, 19 people from Three Towns have participated in engagement between the general and targeted equality engagement.

Initial issues discussed in the Locality Planning Review groups and engagement have included:

- Accessibility of primary healthcare services, particularly the challenges in booking appointments, long waiting times, and the difficulties faced by those with mobility issues
- The impact of social deprivation on mental health was noted, alongside the necessity for targeted support across various stages of mental health issues, from prevention to post-crisis care
- Difficulty accessing information about services or knowing where to go
- Discussion of methods to reduce harm from drugs and alcohol, to improve safe drug use and reduce stigma

## **Arran**

Arran has an established locality planning arrangement which has been in place for many years due to the specific and persistent challenges of the Island. These arrangements have a governance that sits under the Island Plan and the Health and Social Care Partnership will develop health and social care priorities for Arran under this existing governance structure and using engagement that has already been carried out with the islanders. This will occur using the same timescales as our mainland localities.

The Key themes of the Arran Island Plan are:

- Economy
- Community
- Environment

A Health and Social Care Locality Plan for Arran will be consistent with these existing themes and aim to focus on how health and care needs will be met in Arran.

### **Planned Activity**

Over 2025 to 2026, the HSCP will carry out engagement with children and young people, and further engagement with services users in September 2025. Collected data will be analysed to inform each locality's priorities, and the data and engagement will be analysed to identify the key priorities.

The Strategic Plan is currently under revision and once complete, Locality Plans will be developed and published for each locality and annual reporting for each will commence.

# Transformation Programme

North Ayrshire HSCP's Transformation Team support Partnership teams to identify, develop and deliver system wide change to local services and improve outcomes for the people of North Ayrshire



# Transformation 2024 to 2025

The North Ayrshire HSCP Transformation Plan 2024 to 2027 is an ambitious programme of change consisting of a range of improvement and reform projects across all service areas, each aiming to improve the quality of our services and contribute to the long-term sustainability of health and care in North Ayrshire. The Transformation Plan was approved by IJB in March 2024.

Through 2024 to 2025 the financial outlook has deteriorated, and the need for transformation and the redesign of services has become more urgent and more important to the long-term sustainability of the functions for which we are responsible. At the same time our capacity for change is diminishing due to increasing demands on people’s capacity including the short-term actions required to deliver the financial recovery plan, however, progress has been made. There are 79 change projects and programmes on the plan, from across every area of the partnership. Included below are some highlights of key activity and general updates on progress made in 2024 to 2025. This includes £1.7 million overspend reduction.

## Key Activity

In April the Transformation Board agreed governance and approach, including Terms of Reference, format of meetings, and project management methodology (including template documents). It was agreed that each meeting would have a ‘Focus On’ a specific area of the Transformation Plan, but with space on the agenda for raising Risks, Issues, Requests, or Successes from any area of the plan, particularly where a time-critical decision is required.

May had a ‘Focus On Transformation’ and the board was updated on Workforce Planning and agreed to the development of a HSCP Digital and Data Plan. Also in May, two members of the transformation team were successful in achieving a fully funded place on Cohort 23 of NES' Digital Health and Care Leadership Programme (DLP). This programme supports Scotland's Digital Health and Care Strategy and Delivery Plan and aims to: maximise the potential of digital solutions to benefit people; and, to support participants to develop the strategic leadership skills required to influence the use of digital solutions in health and social care delivery.

In June ‘Focus on Adult Health and Community Care’ had seven new projects being initiated in that area, and an additional project request approved. June also saw the first Ayrshire-wide Innovation Network Event with over 80 attendees and presenters from across Scotland sharing examples of innovation to support transformation of health and social care services across Ayrshire.

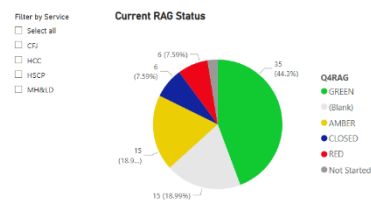
During August ‘Focus on Mental Health and Learning Disabilities’ had eight new projects initiated.

In September a new online Tracker was launched to provide ongoing real time monitoring of projects. The Tracker is linked to a dashboard to provide a visual representation.

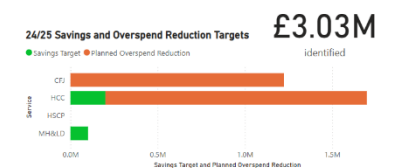
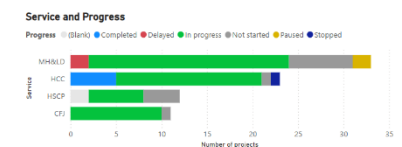
The second Ayrshire-wide Innovation Event took place on 10th September and had a range of examples of innovation and transformation, including an overview of a new companion robotic device from the

### 24/25 Transformation Plan Tracker

The Transformation Plan is an ambitious programme of change consisting of a range of improvement projects across all service areas, each aiming to improve the quality of our services and contribute to the long-term sustainability of health and care in North Ayrshire.



5 out of 79 projects completed



National Robotarium, as part of an early intervention and prevention model of care.

In October the Transformation Board was updated on the progress of the new Digital and Data Plan which consists of a Landscape Review and a Phase 1 Delivery Plan. The Landscape Review includes: an outward look across the sector, including national digital and data strategies; and inward look incorporating the staff digital experience survey, case studies, and local plans and strategies. The Delivery Plan, informed by the Landscape Review, aims to address immediate priorities and establish a solid foundation for longer term transformative improvements. Priorities for this plan include improving access and supporting the workforce to develop essential digital and data skills. An overview will be presented to the Strategic Planning Group in March.

Also, in October the Senior Manager (Strategic Planning and Transformation) was successful in securing a funded place on MSc in Leading Digital Transformation in Health and Social Care in Scotland delivered by the Usher Institute at University of Edinburgh and aims to “enhance the ability of current and future leaders to drive, deliver and embed digital transformation across Scotland’s health and social care services”.

In December the Transformation Board focused on some key partnership-wide programmes including an update on the Carers Strategy and an update on the Self-Directed Support Learning Review Implementation, as well as an overview of the initial findings from the Accessing Health and Care Service Review.

Also in December, the Service Lead for the Tech First Programme in Health and Community Care was successful in achieving a fully funded place for the Professional Development Award Technology Enabled Care starting in January 2025. The qualification is designed to “empower individuals to evaluate and adopt technologies that support health and care delivery while reflecting on how these could be used to assist people to self-manage and live independently”.

The third Ayrshire-wide Innovation Event took place on the 3rd of December and included: an overview of the new Digital Capability Framework and supporting resources from the Digitally Enabled Workforce Team at NHS Education Scotland; a demo of the Seer 2 platform which provides national technology and infrastructure capabilities for data management and analytics for health and social care across Scotland; and an overview of how NearMe is used in South Ayrshire.

January had a ‘Focus on Adult Health and Community Care’ with a review of 2024 to 2025 and five new projects initiated, as well as the successful closure of the Blue Badges project.

February was a ‘Focus on Children, Families, and Justice’, with a review of 2024 to 2025 and a deep dive into the progress of the Brighter Pathways programme.

March saw our fourth Ayrshire-wide Innovation Event with colleagues from Public Health Scotland presenting their Innovation Strategy; the Service Design Academy provided an overview of their approach (which is the Scottish Government approach) to service design. We also had colleagues from South Ayrshire sharing their new Integrated Impact Assessment, as well as a useful recap from the Digital Health and Care Scotland 2025 conference in Edinburgh.

The Health and Social Care Transformation conference 2025 was also in March, and North Ayrshire was well represented, learning about the progress of the national Digital Front Door programme as well as other policy and strategy updates, alongside a range world-class industry and health and social care speakers. AI was a key theme with a number of impactful examples from the health sector.

March saw a 'Focus on Mental Health and Learning Disabilities' with a review of 2024 to 2025, one new project was initiated, and one new project added to the Plan.

## **Updates by Service**

### **Children, Families and Justice**

#### **Housing & Throughcare**

The biggest challenges facing both the Housing & Throughcare Teams is the growing number of Children & Young People being looked after & accommodated vs the lack of suitable accommodation/placements across our Residential Housing establishments, private residential care providers & our Housing Estate across North Ayrshire.

Given the challenges, the workstream acknowledged that action was required to improve communication, in addition to this, integrated processes were required to ensure young people leaving care were both supported & allocated suitable and appropriate housing when they were ready to leave their care setting.

The Services indicated that there had been situations where young people in residential care were approaching twenty-one years of age and there was no allocation of housing, or a transition plan, for these young people.

#### **Supported Accommodation**

Workstream members have indicated that they feel there is a need to create more space within our Residential Estate, there have been initial discussions around the proposal of a supported accommodation facility, one that would support young people over sixteen to move on to independent living with twenty-four-hour staffing support.

This would be with a view of providing a stepping stone for young people moving on from care, and to equip and prepare them for independent living.

The workstream members have expressed a desire to explore this in the future.

#### **Fostering & Kinship Workstream**

Our aspiration is that children who require alternative care are best placed in family-based care, and we require a number of new foster carers to meet the current demand for children of all ages.

The biggest challenge facing the fostering sector today is the recruitment and retention of high-quality foster carers who can meet the needs of children in care. A lack of available foster carers, in the right place at the right time, means children are missing out on vital support. Children in need of care are at risk of being moved away from their communities, hobbies, siblings, and are having to change schools and leave behind what is important to them, which has a detrimental impact on their wellbeing, stability and development.

The Fostering Service has lost fifty-nine interim carers over the last two years, this is due to resignations, de-registrations and change of role of carers.

The service has a target to recruit six new carers per year; however, this has not been achieved in each of the last five years. Within the foster care workstream, recruitment of foster carers was identified as a priority area that required immediate focus.

### **New Fostering Scheme**

To assist with the recruitment of foster carers, a new scheme has been developed, however, the Scottish Government have indicated that they are reviewing this, it will be discussed at future workstream's as to whether or not North Ayrshire will pursue a new scheme or await further instruction from the Scottish Government.

### **CAN Digital**

The programme board and PSMT have approved the funding for the Council Advertising Network to support foster care recruitment. This development will also provide a separate webpage for the fostering service that will improve user experience and journey, alongside targeted digital recruitment strategies that have proven to be successful, with increased recruitment activity and conversions to approved quality foster carers.

The Council Advertising Network have developed a fostering webpage for the service and the search engine optimization was started on 11th November 2024.

### **Best Practice Models & Research**

The focus of this workstream was on residential care and family-based care, data presented indicated that there was a high number of children in internal residential care and external residential care, who had previously been in kinship care and internal foster care provision. Furthermore, there was also a number of children in external residential care who were previously cared for within internal children's houses. The workstreams focus was on how best we can support foster carers, kinship carers and internal residential houses to better support children and young people with complex needs and behaviours, with an objective to sustain their placement and provide better outcomes and prevent escalation to external high-cost resource. To date the following areas have been progressed:

Psychological consultation and clinical support to one of the residential houses as a pilot to support staff to manage specific children's behaviours. This will be evaluated and considered for other houses and children in foster care.

## **Health and Community Care**

### **Care at Home Recruitment: Family Participation**

Our care at home team remains dedicated to involving service users and their families in recruitment events. Family members can drop into these events, meet the team, and discuss the care provided to their loved ones. During these sessions, the team has received appreciation from families for their compassionate care and efforts to address any concerns. This feedback highlights the team's commitment to delivering high-quality, empathetic care as well as to ensuring that families feel empowered to discuss their concerns openly and fully.

### **New Managers Training**

A 5-week course was recently offered to Care at Home Managers, covering areas such as HR policies and procedures, budgets, trauma, child protection, adult support and protection, complaint handling, leadership, supervision, transitions, business administration, and evaluation. Attendees rated their knowledge increase from 50% to 86%, and all those who attended noted they would recommend the course to others. This training is crucial for developing and supporting our workforce.

### **Lady Margaret Hospital**

An executive leadership visit to Lady Margaret Hospital on the Isle of Cumbrae took place on 15th May 2024. It is recognised that working on an island comes with its challenges; however, the visit was extremely positive. Feedback from the visiting team recognised the dedicated and collaborative island-based team who work to ensure that the community is at the heart of everything they do. The Leadership team commended the service for their commitment to continuous improvement by recognising and tackling challenges head-on. Staff found the visit supportive and were pleased with the recognition of the work they do on the island to support the whole community.

### **Care at Home**

Our commitment to supporting our staff with the necessary skills and resources is central to our service delivery. Recently, our 'Frontline Event' for Care at Home Assistants focused on skill enhancement, employee development, networking, and wellbeing. Staff participated in workshops, feedback sessions, and peer interactions. Invited speakers covered essential topics such as tissue viability and stoma care. The event was described as powerful, grateful, and inspiring by attendees.

### **Arran Services: Recruitment**

Our Arran team has proactively addressed recruitment challenges by working with a recruitment agency, resulting in a significant increase in applications and new appointments. From January to August 2024, we focused on roles such as Advanced Nurse Practitioner, Advanced Pharmacist Practitioner, Social Care Worker, Care at Home Assistants, and more. The recruitment ads received approximately 8,500 clicks, 6,000 revisits, and 636,800 views.

### **Blue Badge Service Review**

The Blue Badge project successfully established an efficient, technology-driven delivery service model that complies with national standards and enhances the end-user experience. By moving to a fully electronic online application process, the team now processes applications within one working day, with no backlog or waiting list. Payments are handled electronically, and a limited call-back service is available for those unable to access online forms. The team's commitment and innovative

approach have led to timely Blue Badge issuance, reduced FOI and councillor enquiries, and improved staff motivation. The refreshed approach aligns with strategic priorities, providing earlier support for those with mobility issues. Performance monitoring ensures any issues are promptly addressed.

### **Transformative Care Pilot (Multiple Sclerosis)**

NHS Ayrshire & Arran, in partnership with Coloplast Ltd, launched a successful pilot service to improve the lives of people with multiple sclerosis (MS). This innovative service focuses on managing neurogenic bladder and bowel dysfunction, a common issue for people living with MS. Key achievements include the introduction of a dedicated bladder and bowel clinical nurse specialist, early detection through patient questionnaires, and significant reductions in urine retention and urinary tract infections. Patients have experienced improved health outcomes, enabling them to engage more fully in work and social activities. This pilot sets a new standard for MS care, demonstrating the benefits of early intervention and integrated care pathways.

### **Ward 2 Palliative Care Pilot**

Ward 2 launched an innovative pilot programme to receive direct referrals from North Ayrshire GPs, in collaboration with District Nursing, for patients requiring palliative and complex care. This initiative aims to reduce the need for acute admissions, providing a more seamless and compassionate care pathway for patients. The ward has successfully integrated community referrals and is working to strengthen links with GP practices and District Nurses. Collaboration with Ayrshire Hospice is ongoing to develop comprehensive education and training programmes for staff, focusing on key aspects of palliative care, particularly pain management.

### **Home from Hospital Support (Red Cross)**

The Home from Hospital Support service, provided by the Red Cross, has achieved significant milestones in offering essential support to individuals during hospital stays and their transition back home. Key achievements include regular check-in calls to ensure safety and well-being, assistance with shopping and financial tasks, and providing companionship. This service has been instrumental in reducing feelings of isolation and ensuring continuous support until no longer needed. The dedication and kindness of the Red Cross staff and volunteers have been widely appreciated, highlighting the positive impact of their efforts on the community.

### **Anam Cara Respite Centre**

The team at Anam Cara continue to offer outstanding care and support to those in their care. Recently, a social and outgoing service-user, whose primary priority was her family, was resident in the centre. The feedback from her family underlines the difference this service can make to local people and their loved ones. The family were delighted that their loved one had remained settled during the respite period, enabling them to benefit from a break from their caring role (a role which can be emotionally demanding), and giving them the peace of mind to confidently book another period of respite. The family gifted the centre a piece of artwork noting their thanks.

### **Emergency Ambulance Service**

Our Emergency Ambulance service was also praised by an elderly service user for the prompt attention given when they intervened to support them after they had overdone their daily exercise

regime. The team were recognised for their “cheerful competence” which was found to be “truly impressive.”, with the service user concluding “how fortunate we are to have people like this.”

### **Dementia Support**

The Dementia Support service has made significant strides in providing essential social stimulation and support to individuals experiencing cognitive impairment. Through patient and reassuring communication, the team take time to explain the benefits of the service and ensure service-users feel in control of their care. They develop bespoke support plans and focus on engaging service-users in meaningful conversations about their emotions and memories. This approach helps build trust and leads to active and joyful participation in support services. The success of this initiative highlights the importance of personalized care and the positive impact of early and effective support on mental and emotional well-being.

### **Money Matters**

The Money Matters team is engaged in a two-year initiative to implement Welfare Rights services within eleven GP practices throughout North Ayrshire. Since the project's inception, three Income Advisers have secured nearly £4 million in benefits for local patients and residents. A notable achievement involved assisting an individual with unrecognized learning challenges who faced escalating mental health issues due to the demands of Universal Credit. The team provided comprehensive support, including overturning a Universal Credit penalty, filing for Adult Disability Payment, navigating the 'unfit for work' designation process, and facilitating a successful bus pass application. As a result, the individual now benefits from an extra £158 weekly and has received back payments exceeding £6,000. This initiative highlights the team's dedication to tackling inequalities and improving the financial well-being of the community.

## **Mental Health and Learning Disabilities**

### **Woodland View Models of Care**

Work on these projects was started within Inpatient teams and the wider partnership. After further thought and review, a wider programme board has recently been established to bring these projects along with transformation work at Ayrshire Central Hospital Community Wards under one Ayrshire Central Hospital Transformation Programme Board. The Project Initiation Document (PID) for this work has been drafted and presented for sign off from the Transformation Board at the meeting on 18 March 2025. It is anticipated that this new structure will generate an integrated approach across all wards and develop the best possible outcomes and savings for the entire site.

### **MAT Standards**

Medication Assisted Treatment (MAT) Standards continue to be monitored closely by the national MAT Implementation Support Team (MIST). A new RAG rating is expected for North Ayrshire on the Implementation of all MAT Standards. Work continues on how this is implemented in the Justice setting as well as expansion of the programme to stimulants and benzodiazepines. The model of MAT 7 delivery in Primary Care continues to be refined with learnings from the roll out however annual delivery costs of £110,580 remain unfunded as of March 2026. An evaluation of this delivery model will be completed and presented to relevant groups including the Transformation Board by the end of 2025.

### **Child & Adolescent Mental Health (CAMHS) & Community Eating Disorders Service (CEDS)**

CAMHS in A&A are continuing to engage in and influence West of Scotland CAMHS pathways and service developments such as FCAMHS.

West Road in Irvine will be the new Specialist CAMHS Assessment & Treatment Centre for Ayrshire as well as the operational base for the Community Eating Disorders Services by April 2025. Some administration staff are already based at the building and the rest of the staff will be moving in once the staff attack alarms are completed and a few other issues are resolved. Open seven days per week, specialist CAMHS Neuro, ADHD, play Therapy and other Clinical Interventions will be delivered from this re-fitted facility. Hosting flexible working space for staff with five clinic rooms and two large meeting rooms, it is envisaged that the facility will become a centre of excellence in the care and treatment of child and adolescent mental ill-health and eating disorders.

A review of the Community Eating Disorder Service is due to be delivered in 2025 to 2026. This project is currently paused until the end of March in order to revisit the PID and agree a way forward. The budget for this service is within the core CAMHS budget and is currently being assessed for reductions to bring spending into alignment. The delay is not anticipated to impact the completion of the project.

### **Digital Transformation**

The Mental Health Digital Transformation Group is monitoring the implementation of digital transformation projects across Mental Health on a pan-Ayrshire basis. A commissioned review of Mental Health services in alignment with the national strategy has been completed and presented to the group.

The implementation of TrakCare Patient Management System continues. This implementation is scheduled for completion by March 2026. Some benefits of this project around the shutdown of

access databases are lagging as the development of reports is currently lagging behind the service implementation. Meetings have been taking place to progress this and close the gap however the impact of not closing databases down could impact on the ability for Admin teams from all partnerships being able to free up resources for the Referral Management Service, which is required to get the last large service, Learning Disabilities on to TrakCare.

The use of the Strata Health system is being assessed for use in Mental Health. Possibilities exist with Wellbeing services and Community Mental Health Teams. The contract for this system has one more year before prior to optional roll over and a decision will need to be made whether it should continue by May 2025.

### **Alignment to Scottish Government Specifications**

The introduction of new specifications and strategies since 2023 has given Mental Health services a clearer set of guidelines to work to. Some of the alignment to these standards is being looked at within other transformation projects detailed above, including the Adult Community Mental Health Service and Community Eating Disorders Service. Alignment to the Psychological Therapies Specification is being governed by the Psychological Therapies and Interventions Clinical Governance Group (PT&ICGG) and a workstream has been established to look at scoping and benchmarking all teams that provide psychological therapies across Ayrshire & Arran utilising the newly released self-assessment tool from the Scottish Government.

### **Community Mental Health & Wellbeing**

Within Adult Community Mental Health and Wellbeing there are a couple ongoing pieces of work. The Adult Community Wellbeing project has developed a conceptual model for the future of wellbeing services in North Ayrshire. Against this future concept, current commissioned and in house services were looked at and prioritised in order to develop a path to delivering Wellbeing services for £100,000 less on an annual basis starting in 2025 to 2026. The project team made the recommendation to PSMT in February to reduce KA Leisure Services by eliminating a separate stream (Mind and Be Active) for people with Mental Health or Wellbeing concerns. This reduction will deliver approximately £90,000 savings in 2025 to 2026 and £121,000 annually from 2026 to 2027. In addition, the project team will be seeking match funding for HARP services with KA Leisure from Acute Services and re-tendering for a combined Wellbeing and Recovery College, Peer Support and exercise provision with the anticipation that this combined scope can provide these services at a reduced cost.

A review of the Adult Community Mental Health Service was paused for a short period while work was progressed with the Wellbeing services. This work is now looking to get picked back up following financial discussions which may impact the scope of the service or services directly impacting this one. Engagement with staff and service users has been completed, research around prevalence of mental health conditions and some data analysis has been completed. The project aspired to create a data dashboard for the service on the back of this data analysis which could provide a baseline for any change recommendations coming out of the project and evidence performance against the Core Standards for Secondary Services from the Scottish Government. This has been delayed and a new project request to give this project more visibility has been created.

Work has commenced on the creation of a new Early Intervention in Psychosis service. A team leader has started and working with HIS leads to test their implementation guide. The second team member is due to start March 2025 with the service on track to launch June 2025.

## Reporting on lead partnership responsibility

**North Ayrshire Health and Social Care Partnership** has lead responsibility for: Mental health services (including psychology, CAMHS, learning disability assessment and treatment) Child health services (including child immunisation and infant feeding)

**East Ayrshire Health and Social Care Partnership** has lead responsibility for primary care and urgent care services. Primary care refers to the four independent contractors who provide the first point of contact for the Ayrshire and Arran population. These contractors are General Practitioners (GPs), Community Pharmacists, Optometrists, and General Dental Practitioners.

**South Ayrshire Health and Social Care Partnership** is the lead partnership for the Integrated Continence Service, Community Equipment Store, and the Family Nurse Partnership (FNP). This lead responsibility relates to the delivery of continence care and education across Ayrshire, provision of equipment to people living in the community and supporting first-time mothers aged 19 and under through an intensive preventative home visiting programme delivered by FNP.

# Mental Health Services

**1.1 Trindlemoss Day Opportunities** in Irvine has been praised in a report by the Care Inspectorate after an unannounced inspection visit in October, with the majority of areas looked into being rated as ‘very good’ by the national regulatory body.

The service, which opened in 2020, provides tailored support for over 100 people with learning disabilities from its base in Tarryholme Drive in Irvine.

The inspector identified a number of significant strengths within the service, with customers found to be ‘supported in stable groups by consistent staff who know them well’. The ‘warm, respectful and kind interactions between staff and people supported’ were also highlighted in the report.

Support was found to be tailored to each individual’s identified outcomes, with the service maintaining a flexible approach that allows customers to access a range of groups and activities of their choice. Regular project topics also provide multiple opportunities for themed activities and trips to associated places.



Health promotion and education is integrated into activities, empowering people to take control of their health and wellbeing, with the service also making use of local facilities such as the swimming pool and gym. These trips also provide a chance to enhance travel and life skills.

Trindlemoss Day Opportunities was also praised for its strong links to the local community, providing support for lunch clubs, play groups and dementia support groups, as well as assisting with gardening and litter picking.

Additionally, the Baristamoss Café is open to the local community several days a week, providing employment training and boosting the development of social skills for those supported.

In terms of staffing, employees were described as enthusiastic and knowledgeable, putting customers at the centre of all they do. Staff reported that they were able to spend quality time with individuals and get to know them well, and support was found to be provided in a timely manner. Good relationships were noted between staff and management, with appropriate checks and audits in place for the service type.

The Trindlemoss facility was commended for being clean and well maintained, offering a generous amount of space split into zones allowing multiple activities to take place at the same time. The gardens were described as ‘well maintained’ and used for a number of activities - including growing vegetables - and areas such as the training kitchen and laundry area provide important socialisation and life skill development opportunities.

**1.2 The festive season at Trindlemoss** was filled with joy and community spirit, thanks to the dedicated efforts of our Care at Home team. On Christmas Eve, service users enjoyed a cosy

Christmas-movie afternoon complete with hot chocolate and sweet treats. Christmas Day was a heartwarming experience as our team spent the morning with service users, helping them open presents and providing assistance in their homes. A special Christmas lunch was organised in the Club Room at Trindlemoss Day Opportunities, creating lasting memories for everyone involved. The festive spirit continued on Boxing Day with a two-course meal delivered to each service user's home, and on New Year's Day, our teams prepared and delivered a special steak pie dinner. These efforts ensured that that people felt valued and included throughout the holiday season.

- 1.3 Collaboration with the Scottish Commission for **People with Learning Disabilities** around a digital inclusion project now also involves Scottish Care as a key delivery partner, building on their existing implementation of Care Technologist roles in East Ayrshire and elsewhere. The work will involve understanding and connecting existing digital inclusion activity in North Ayrshire and how this benefits people with learning disabilities, with a view to developing frameworks and resources which can be easily sustained locally and replicated elsewhere. While this work is focused around the digital exclusion of people with learning disabilities, it has the potential to benefit others, through its inherent focus on accessibility.
- 1.4 A new facility at West Road for **N-CAMHS (Neuro CAMHS) and CEDS (Community Eating Disorder Service)** will result in an improved environment to carry out physical examinations and improve the wellbeing for patients and staff in the facility. Previously physical examinations were being carried out in environments which were must less suitable. The newly refurbished facility will enable a much safer and hygienic environment which the workforce have been involved in designing. The majority of building work was completed by the end of 2024 to 2025 with an official opening hoped to take place during summer 2025.
- 1.5 **The Medication Assisted Treatment Implementation Support Team (MIST)** has awarded North Ayrshire HSCP all green and provisional green in their benchmarking report for all partnerships. This is the highest level attainable in the implementation which supports the Scottish Drug Deaths Taskforce's aim to have no barriers to accessing treatment and care that supports an individual's recovery. The Medication Assisted Treatment (MAT) Standards project is focused specifically on improving access to these treatments in order to prevent deaths, reduce harms and promote recovery opportunities.
- 1.6 This April saw the first of our mental health and wellbeing **Connect events** across North Ayrshire. This was a great success with fifty individuals signing up to join us on the day and a further forty staff and services supporting the event.

A range of mental health services and supports such as NHS 24, Penumbra, Money Matters and Voiceability provided stall information for people to explore and workshops were delivered throughout the day allowing the community to find out essential information and new skills around self-care relating to wellbeing.



We will run two or three of these Connect events each year around different themes relating to mental health and wellbeing.

- 1.7 NHS Ayrshire & Arran has officially opened a new, nurse-led **Mental Health Unscheduled Care Assessment Hub**. Recognised as the first of its kind in Scotland, the hub aims to deliver a new model of care.

The Mental Health Unscheduled Care Assessment Hub, based at Woodland View in Irvine, provides a patient-focused, therapeutic space to support the delivery of compassionate care to those individuals with acute mental illness who would be eligible to access an adult acute mental health bed for ongoing intensive assessment.

Managed and coordinated by the Mental Health Unscheduled Care Service, the hub provides 24-hour access to mental health assessment and interventions. The service is delivered by experienced Registered Mental Health Nurses within a therapeutic environment for a period of up to 72 hours and will be able to accommodate up to five patients.

North Ayrshire Health & Social Care Director, Caroline Cameron explained, “We are delighted to be able to officially open this new service.

“We piloted the hub earlier this year for a small number of patients. We are now ready to open at full capacity and provide those living in Ayrshire and who are experiencing acute mental illness with this new way of working.”



The hub aims to:

- Improve the patient journey through the Mental Health Unscheduled Care Service
- Facilitate closer working and a smoother patient journey between community and inpatient services
- Reduce the number of unscheduled admissions to acute adult inpatient mental health beds
- Reduce the waiting time for planned adult acute admissions
- Reduce the number of initial assessments carried out in acute wards releasing resource for treatment
- Provide training opportunities in assessment of mental illness for clinical staff

- 1.8 A huge congratulations to North Ayrshire **Wellbeing & Recovery College** on winning the ‘Best Mental Health Support Service’ at the Mental Health and Wellbeing Scotland Awards 2025. The category celebrates organisations that provide exceptional help to individuals through their daily actions and activities.

In addition, Recovery College manager Jeanette Allan picked up the 'Inspirational Leader' award at the event for her dedication to improving the mental health and wellbeing of those who use the service.

The awards were presented at an event held in February at Edinburgh International Conference Centre.

In what has been a busy time for the Recovery College, the organisation also officially celebrated the move to its new base at Ayrshire College. The event was attended by key figures, including Ayrshire College management, Recovery College leadership, service partners, staff and peers.

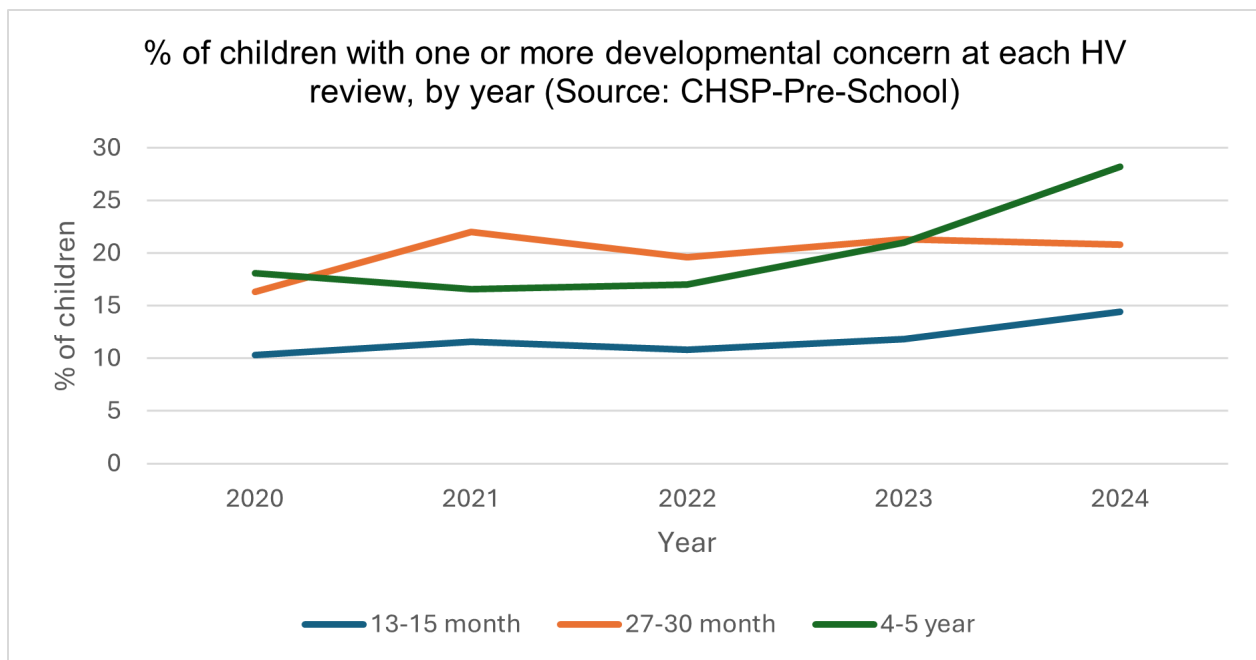


The move from Ardrossan to Ayrshire College represents a significant step forward for the Recovery College, providing students with an enriched learning environment.

Funded by NAHSCP, the Recovery College is one of only five such services in Scotland, focusing on self-management for mental health and providing a strengths-based approach to learning and recovery.

## Child Health Services

- 2.1** Following a budget realignment, the **Children and Families Health Team** have been able to recruit a third Perinatal Mental Health Nurse to the Perinatal Wellbeing Team on a permanent basis. This takes the staff to 2.6WTE. They continue to operate as an integrated part of the health visiting teams providing one to one and group support to expectant and new mums experiencing low level mental health difficulties. The team continues to be a valuable asset to the Children and Families Health Team and to North Ayrshire more widely, meeting a need in the community for mental health support of this nature.
- 2.2** The **Health Visiting** service in North Ayrshire continues to fully implement the national Universal Health Visiting Pathway, with all children under 5 and their families offered a minimum of 11 visits from the ante-natal period through to the child starting school. Developmental assessments are undertaken at 13-15 months; 27-30 months and 4-5 years. Since 2020, the percentage of children with one or more developmental concern at these assessments has increased as shown in the table below:



A slight improvement in developmental concerns at the 27–30-month assessment has been observed in the last twelve months but a significant increase in concerns at the 4-year review have also been noted, as well as a slight increase in concerns at the 13–15-month review.

This trend is not unique to North Ayrshire and the Scottish Government has set out actions to attempt to address this nationally within the recently published Enhancing the Delivery of the Health Visiting Service: Scotland’s Health Visiting Action Plan 2025-2035 (Scottish Government, 2025). Locally, we have undertaken a review of our Early Years Support Team and have established closer working relationships with early years education colleagues to take forward a programme of work that includes improved information sharing about developmental concerns at an earlier stage; enhanced links between the HV service and early years establishments; a focus on communication needs in children as a priority within our Getting it Right for Every Child (GIRFEC) Steering Group; and shared work around supporting more children to be toilet ready in the early years.

Our Early Years Support Team works alongside the Health Visiting team to provide support to families when developmental concerns are identified or when a family requests additional support in other areas. During 2024 to 2025, 933 children and their families were supported, an increase of 10.3% from 2023 to 2024, in areas such as communication, sleep, toileting, home conditions, parental mental health and routines.

During 2024 to 2025 we expanded our partnership with national charity Dads Rock to bring a second dads' worker to the area. This has allowed us to offer one to one and group support to dads in the Irvine and Kilwinning areas, as well as the original Three Towns area. During 2024 to 2025, 53 dads have been supported with 81 children being positively impacted.

**2.3 Breastfeeding rates** have shown the biggest improvement in 20 years in North Ayrshire. The published data for 2023 to 2024 has shown the following improvements in breastfeeding indicators from an NHS Ayrshire and Arran perspective:

Indicator	2022/2023	2023/2024
% breastfeeding at initiation	54.6	57.6
% exclusive breastfeeding at first HV contact (10-14 days)	27.4	30.5
% exclusive breastfeeding at 6–8-week HV assessment	22.8	25.6

Similarly, the published data for 2023 to 2024 has shown the following improvements in breastfeeding indicators from a North Ayrshire perspective:

Indicator	2022/2023	2023/2024	Variance
% breastfeeding at initiation	53.0	59.6	6.6% increase
% exclusive breastfeeding at first HV contact (10-14 days)	23.2	30.5	7.3% increase
% exclusive breastfeeding at 6–8-week HV assessment	20.3	25.6	5.3% increase

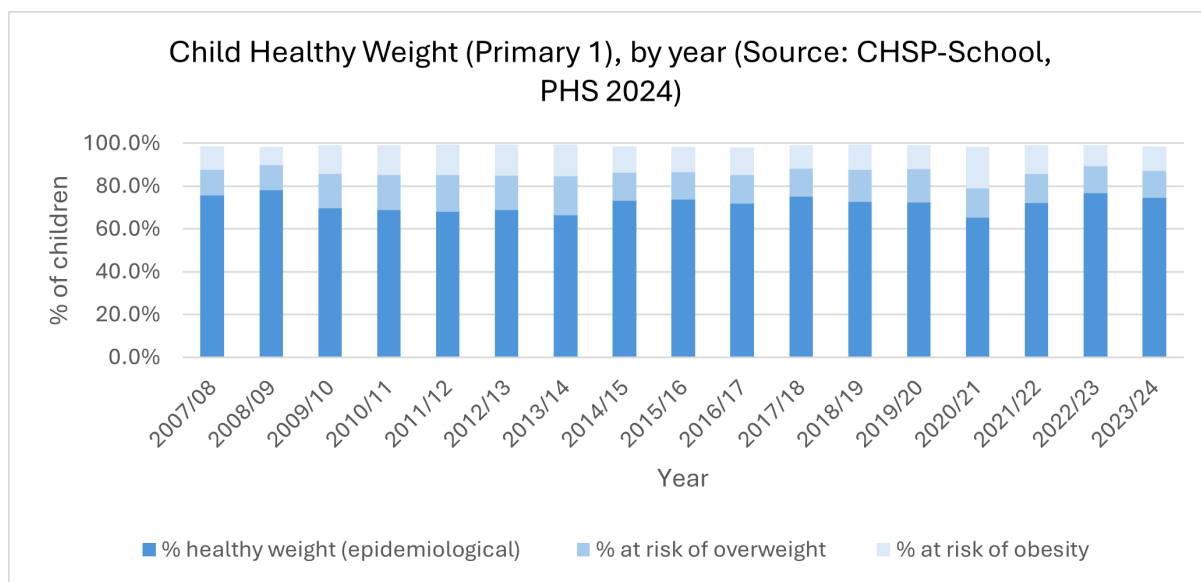
The benefits of breastfeeding on the short and long-term health of mothers and babies have been well documented. It promotes optimum nutrition, growth and development for babies, as well as providing comfort and protection from infections. As such, breastfeeding is actively promoted and supported in a wide range of settings across North Ayrshire and Arran.

North Ayrshire Health and Social Care Partnership's Children and Families Health Team has prioritised investment in infant feeding support through local health visiting teams, as well as expanding the Scottish Government's Breastfeeding Friendly Scotland (BFS) scheme in North Ayrshire and providing additional specialist support for families with more complex feeding issues via the Community Infant Feeding Team.

**2.4 Child healthy weight** is a public health priority. Over the last three decades, obesity levels in children and, indeed, the wider population have increased, with inequalities observed across our communities. Maintaining a healthy weight throughout childhood is associated with many health benefits both in the short-term and the medium term.

Child healthy weight is monitored throughout the universal Health Visiting pathway but also when a child moves into Primary 1. The most recent data for 2023 to 2024 was released in December 2024. For North Ayrshire:

- 74.8% of P1 children were of a healthy weight
- 12.4% of P1 children were at risk of overweight
- 11.9% of P1 children were at risk of obesity



**2.5 The Human Papillomavirus (HPV) vaccine** helps protect people from HPV-related cancers and 90 per cent of genital wart infections. Getting the vaccine protects young people against future risks. An envelope with an information booklet about the vaccine, ingredients and any side effects, as well as a vaccine consent form, was given to all North Ayrshire S1 pupils and any older eligible pupils with incomplete courses in January 2025. During 2023 to 2024, the most recent reporting year, 80.6% of eligible North Ayrshire young people had received the HPV vaccination by S4.



**2.6 The School Nursing service** in North Ayrshire continues to offer support to school-aged children and young people on a range of areas from emotional wellbeing and substance use to sexual health and relationships and transitions. A significant part of their role in supporting health and wellbeing needs of children on the Child Protection Register or who are looked after either at home or away from home. School nurses also provide support to Unaccompanied Asylum-Seeking Children (UASC). During 2024 to 2025, a new school nursing app was developed to provide evidence-based information to young people on health and wellbeing.

**2.7** In November 2024, **Health Visiting and Family Nurse Partnership services** across Ayrshire were successfully reaccredited at Gold level for the UNICEF Baby Friendly award. The UK-wide UNICEF Baby Friendly Initiative enables public services to better support families with infant feeding and developing close and loving relationships so that all babies get the best possible start in life.

This prestigious award has a particular focus on sustainability, providing a framework to ensure that infant feeding care is evidence-based, consistent, and supports staff to deliver a service that provides the best possible care for new families, with a formal revalidation process taking place two years after initial Gold accreditation and every three years thereafter.

This is a significant achievement for health visitors, family nurses and support staff across Ayrshire.

## Inspection of service

The Partnership works closely with independent care providers to ensure that the care and support provided is being delivered in line with peoples' outcomes, offers best value, meets regulatory requirements, and keeps people healthy and well.

Care services provided by Partnership teams also undergo external inspections and are subject to rigorous review and inspection. Working together, we ensure that all required standards of quality and safety are met.



## Independent Care Providers who provide care services on our behalf

Where we commission care and support from independent and 3<sup>rd</sup> sector Providers services based within the North Ayrshire area, we monitor these services via the Contract Management Framework. The Framework focusses on ensuring a joint approach to evaluating the quality of care and where appropriate provides an approach to supporting Providers to progress improvements. We use a range of methods to monitor performance, including:

- Formal Contract Management meetings on a 6 monthly basis and an Annual Joint Evaluation of Contract to ensure that services are safe, effective and most of all, that they meet people's needs.
- Review of compliments, complaints and feedback from staff, carers and people who use services.
- Information that we collect, before visits, from the provider or from our records.
- Local and national information, for example, Care Inspectorate reports
- Visits to providers, including observing care and support and looking at records and documents.

The information below represents how those services which are registered with Care Inspectorate and are based in North Ayrshire are currently performing.

### Registered Services – Minimum Grades across all themes

Care Service	Subtype	2 Weak	3 Adequate	4 Good	5 Very Good	6 Excellent	Grand Total
Adult Placement Service	Not applicable	0	1	0	0	0	1
Care Home Service	Older People	0	7	3	1	0	11
Care Home Service	Children & Young People	0	2	0	1	0	3
Care Home Service	Learning Disabilities	0	1	2	0	0	3

Care Service	Subtype	2 Weak	3 Adequate	4 Good	5 Very Good	6 Excellent	Grand Total
Care Home Service	Mental Health Problems	0	0	1	0	0	1
Child Minding	Not applicable	0	4	5	0	0	9
Day Care of Children	Not applicable	0	6	7	2	0	15
Housing Support Service	Not applicable	0	0	3	3	0	6
School Care Accommodation Service	Not applicable	1	0	0	2	1	4
Support Service	Care at Home	1	1	4	2	0	8
Support Service	Other than Care at home	0	0	1	0	0	1
<b>Grand Total</b>	<b>Not applicable</b>	<b>2</b>	<b>22</b>	<b>26</b>	<b>11</b>	<b>1</b>	<b>62</b>

## Inspection of Local Services

Throughout 2024 to 2025, a total of ten inspections took place by the Care Inspectorate, eight were unannounced.

- Health & Community Care - 2 inspections
- Children & Families & Justice Services - 6 inspections
- Adult Services - 2 inspections

The Care Inspectorate use a six-point scale to grade inspections:

1	Unsatisfactory	Major weaknesses – urgent remedial action required
2	Weak	Important weaknesses – priority action required
3	Adequate	Strengths just outweigh weaknesses
4	Good	Important strengths, with some areas for improvement
5	Very Good	Major strengths
6	Excellent	Outstanding or sector leading

Gradings for inspections can be found below. Inspection reports can be found on the Care Inspectorate website - [Inspection Reports](#).

Inspection Date	Service/Unit	Wellbeing	Leadership	Staffing	Environment	Care & Support
04 - June – 24	The Meadows	3	0	0	0	0
20 - June – 24	Montrose House	3	3	3	4	3
12- August - 24	Canmore	3	0	0	0	0
22 - October - 24	Trindlemoss Day Opportunities	5	5	5	5	4
31 - October – 24	Montrose House	4	4	0	0	0
05 - November – 24	Supported Carers Scheme	5	3	3	0	3
16 - January - 25	Trindlemoss House	4	4	4	3	5
03 - March - 25	Adoption	5	3	0	0	4
26 - March - 25	Achnamara	3	0	0	0	0
28 - March - 25	Fostering	4	3	0	0	4

## Financial performance and best value

Financial information is part of our performance management framework with regular reporting of financial performance to the IJB.

This section summarises the main elements of our financial performance for 2024 to 2025.



## Partnership Revenue Expenditure 2024 to 2025

Strong financial planning and management is paramount to ensure our limited resources are targeted to maximise the contribution to our objectives. Delivery of services in the same way is not financially sustainable. The updated strategic plan approved for 2022 to 2030 is underpinned by the need to learn from the pandemic and ensure opportunities are maximised to transform care models and find new solutions to ensure the future sustainability of high-quality health and care services.

The IJB set a balanced budget for 2024 to 2025 on 14th March 2024. This did not require any draw on reserves but did include the approval of £10.290 million of savings to achieve financial balance.

The ability to plan based on the totality of resources across the health and care system to meet the needs of local people is one of the hallmarks of integrated care. Medium term financial planning is key to supporting this process and identifying the transformation and planned shift in resources to provide sustainable services to the local community over the medium term.

Financial information is part of the performance management framework with regular reporting of financial performance to the IJB. This included an integrated approach to financial monitoring, reporting on progress with savings delivery, financial risks and any variations and changes to the delegated budget. There were significant financial challenges during the period. The main challenges during the year were residential placements for children, care at home, supplementary staff in wards and Unplanned Activities (UnPACs) within the lead partnership for mental health.

From the initial budget monitoring report in month 3 the projected position has been an overspend. The Integration Scheme requires the preparation of a recovery plan if an overspend position is being projected to plan to bring overall service delivery back into line with the available resource.

Following the finalisation of the 2023 to 2024 outturn position, the IJB agreed some initial recovery actions for 2024 to 2025 and implemented management actions to reduce the 2024 to 2025 spend. This included:

- Review of expenditure authorisation levels across the Partnership and escalation of specific decisions to senior officers. In particular, a new governance group has been introduced, involving the Director and Heads of Service, to oversee the agreement of higher value packages of care (above £40,000 per annum)
- Staff communication in relation to discretionary/non-essential spend
- Review of temporary posts and robust vacancy management/approval. The vacancy scrutiny group now has representation from all of the Heads of Service and a recruitment freeze will be implemented for all but essential frontline posts
- Ongoing review of future year savings or transformation programmes to identify scope for acceleration
- Maximise opportunities from the recently reopened Independent Living Fund (ILF) Scotland

In order to facilitate greater scrutiny of the financial position and the delivery of the financial recovery plan during 2024 to 2025, the IJB agreed at the June meeting to establish a 'Finance Working Group', chaired by the IJB Vice Chair. The Director and Heads of Service are members of the group. This Finance Working Group meets monthly to facilitate increased oversight and scrutiny of the

financial position and transformation programme as well as detailed budget planning for future financial years.

Since the initial recovery plan was agreed in June 2024 there was a £4.002 million reduction in costs.

The outturn is an overall year-end overspend of £1.212 million on an IJB basis, which when adjusted for new earmarked reserves of £2.381 million is increased to £3.593 million (1.1%), which is a favourable movement of £1.387 million from month 10.

2023-24 Budget £000	2023-24 Actual £000	Variance (Fav) / Adv £000	Service	2024-25 Budget £000	2024-25 Actual £000	Variance (Fav) / Adv £000
91,174	95,625	4,451	Health and Community Care	92,549	98,181	5,632
100,990	98,639	(2,351)	Mental Health	108,721	107,823	(898)
40,135	43,431	3,296	Children, Families and Justice	43,717	44,294	577
52,865	52,863	(2)	Primary Care	53,575	53,662	87
10,098	10,098	0	Allied Health Professionals	10,748	10,749	1
12,740	11,287	(1,453)	Management and Support Costs	13,970	10,186	(3,784)
			Change Programme	1,635	1,725	90
1,852	1,317	(535)	Chief Social Work Officer	1,710	1,773	63
1,671	1,630	(41)	Financial Inclusion	4	4	0
3	3	0	National Commissioned Service	92,549	98,181	5,632
<b>311,528</b>	<b>314,893</b>	<b>3,365</b>	<b>TOTAL EXPENDITURE</b>	<b>326,629</b>	<b>328,397</b>	<b>1,768</b>
<b>(311,528)</b>	<b>(311,528)</b>	<b>0</b>	<b>TOTAL INCOME</b>	<b>(326,629)</b>	<b>(326,629)</b>	<b>0</b>
<b>0</b>	<b>3,365</b>	<b>3,365</b>	<b>OUTTURN ON A MANAGED BASIS</b>	<b>-</b>	<b>1,768</b>	<b>1,768</b>
0	1,117	1,117	Lead Partnership Allocations	0	(556)	(556)
<b>0</b>	<b>4,482</b>	<b>4,482</b>	<b>OUTTURN ON AN IJB BASIS</b>	<b>-</b>	<b>1,212</b>	<b>1,212</b>
<b>0</b>	<b>2,982</b>	<b>2,982</b>	New Earmarking	0	2,381	2,381
<b>0</b>	<b>(2,000)</b>	<b>(2,000)</b>	Draw on Reserves	0	0	0
<b>0</b>	<b>5,464</b>	<b>5,464</b>	<b>OUTTURN POSITION PRIOR TO ADDITIONAL FUNDING CONTRIBUTIONS</b>	<b>0</b>	<b>3,593</b>	<b>3,593</b>
<b>0</b>	<b>0</b>	<b>0</b>	Additional funding contributions	<b>3,593</b>	<b>0</b>	<b>(3,593)</b>
<b>0</b>	<b>5,464</b>	<b>5,464</b>	<b>FINAL OUTTURN POSITION</b>	<b>3,593</b>	<b>3,593</b>	<b>-</b>

The Integration Scheme describes the required approach where there is a projected overspend on the IJB integrated budget, which includes the requirement to agree a recovery plan to balance the overspending budget. Only if the recovery plan is unsuccessful will the Health Board and Council

consider making available interim funds. The Chief Officer wrote formally to North Ayrshire Council and NHS Ayrshire and Arran to request additional in-year funding and at month 12 the following has been agreed:

**Social Care element – overspend of £2.036 million.** North Ayrshire Council considered this at the Council meeting of 3rd June and agreed to fund this with no requirement to repay the funds in future years.

**Health element – overspend of £1.557 million.** NHS Ayrshire and Arran have funded this but clarity is needed on whether this will be repayable in future years or not .

Following these additional funding contributions the final position is on-line.

The main areas of variance during 2024 to 2025 are noted below:

**Health and Community Care – overspend of £5.632 million** mainly relates to overspends in care at home, agency costs within integrated Island Services, supplementary staffing in wards and district nursing staffing costs and care packages for people with a physical disability.

**Mental Health – underspend of £0.898 million** which relates to underspends in learning disability care packages, community mental health, non-employee costs at Trindlemoss and these are offset by the overspend on the Lead Partnership for mental health (UnPACs, elderly inpatients, psychiatry and mental health pharmacy). There were also underspends in the Lead Partnership to the level of vacant posts and these were taken as payroll turnover. There is also an underspend in the Alcohol and Drugs Partnership which will be earmarked for use in 2025 to 2026.

**Children, Families and Justice – overspend of £0.577 million** which is mainly related to overspends in services for care experienced children (residential care, respite care and employee costs) and services for children with a disability (residential care, respite care). These were partially offset by an underspend in payments for looked after and accommodated children (fostering, adoption and kinship) and the Whole Family Wellbeing Fund which will earmarked for use in 2025 to 2026.

**Management and Support Costs – underspend of £3.721 million** mainly relates to underspends in transition funding, an over-recovery of payroll turnover due to the level of vacant posts being higher than assumed when setting the budget and the draw down of funding from reserves following a review of reserves.

## **Medium Term Financial Outlook**

A Medium-Term Financial Outlook (MTFO) is a critical part of the strategic planning process. The financial context for public services remains very challenging and so it is vital that the IJB's strategic ambitions are set against the financial resources which are anticipated to be available.

The MTFO provides key information on the possible financial position of the IJB over future years. It identifies the financial challenges which will be faced by the IJB enabling the IJB to see the impact of current and future decisions on its medium-term financial health.

The MTFO will also be used to identify pressure points and inform decisions which are required to ensure the Partnership remains financially sustainable.

There are a range of factors which influence the financial planning of the IJB. These are considered through the MTFO and include the following:

- Demographic changes
- Local priorities
- Workforce challenges
- The UK and Scottish Economy
- Policy and Legislation
- Cost and demand pressures
- Available funding

As in previous years, a Medium-Term Financial Outlook has been prepared to identify what the financial position may look like moving into 2026 to 2027 and 2027 to 2028.

This has not been published in full at the present time as the Scottish Government indicated in the Scottish Budget that its Medium-Term Financial Strategy will be updated and published in May 2025. Following this, a full update report will be brought to a future IJB covering the period 2026 to 2027 to 2028 to 2029.

## **Reporting on Localities**

The Partnership has arrangements to consult and involve localities via their Locality Forums. The IJB has established six Locality Planning Forums, reflecting the previously agreed local planning areas. These provide Board Members with the opportunity to be involved in considering the priorities for each area and outline the role for each Community Planning Partner in meeting these priorities in conjunction with the local communities. This spend has been split into localities by initially allocating spend which could be directly identified to a locality, and the remainder which was not locality specific was allocated on a population basis. 68.1% (65.4% in 2023 to 24) of spend was allocated based on population, which means at this stage the spend per locality can only be used as a guide and will not fully reflect actual locality usage of services. The population information used can be seen in the following table and was taken from the 2023 mid-year population statistics (sourced from [National Records of Scotland](#)).

Age Group	Irvine	Kilwinning	Three Towns	Garnock Valley	North Coast	Arran	Total	% of spend allocated
Children aged 0 to 15	31.4%	13.0%	24.5%	14.5%	13.9%	2.6%	100%	11.8%
Adults aged 16 to 64	30.0%	12.1%	24.1%	15.3%	15.5%	3.1%	100%	26.6%
Older People aged 65+	25.6%	10.1%	21.4%	13.6%	24.3%	5.0%	100%	18.4%
Share of total population	29.2%	11.8%	23.5%	14.8%	17.3%	3.5%	100%	8.6%

Allocation Method	%
Total allocated on population basis	68.1%
By Locality	31.9%
<b>Total</b>	<b>100%</b>

This resulted in the following spend per locality -

Expenditure	Irvine £000's	Kilwinning £000's	Three Towns £000's	Garnock Valley £000's	North Coast £000's	Arran £000's	Total £000's
2024-25 Expenditure	<b>100,373</b>	<b>35,085</b>	<b>74,876</b>	<b>46,902</b>	<b>56,041</b>	<b>15,120</b>	<b>328,397</b>
% share of spend	30.6%	10.7%	22.8%	14.3%	17.1%	4.6%	<b>100%</b>
% of total population	29.2%	11.8%	23.5%	14.8%	17.3%	3.5%	<b>100%</b>

# Appendix

## Local Indicators – 2024 to 2025

These local indicators are those related to our strategic plan outcomes for 2022 to 2030

Performance Indicator	2024/25	Target	Status
Number of service users referred to employability service	121	36	✓
Employability mentors - No of service users being supported into employment, training, education.	45	28	✓
Number of PRI sessions which have taken place	8	8	✗
Support 4 formerly cared for young people to move into independent living each year.	15	4	✓
Support 45 children and young people into kinship care placements each year.	39	45	⚠
Recruit 6 new foster carers each year.	2	6	✓
People attending the emergency department will be seen within 4 hours from arrival at hospital (Arran)	98.8%	95%	✓
Increase the number of Naloxone Kits distributed per annum (387 per year – 97 p/q)	741	387	✓
Deliver 4,275 ABIs each year (pan Ayrshire)	7,265	4,275	✓
CAMHS – Seen within 18 weeks (RTT)	99.6%	90%	✓
Psychological Therapies – Seen within 18 weeks (RTT)	89.8%	90%	✓
Reduce out of hours admissions for people aged 65 and over (MH)	20	32	✓
No under 18 should be admitted onto the Adult Intensive Psychiatric Care Unit (Ward 8)	0	0	✓
All accepted referrals to the Intensive CPN team from non-mental health referrers will receive contact within 4 hours	94.4%	90%	✓
People subject to level 1 Community Payback Order (CPO) Unpaid Work completed within three months	98.7%	57%	✓
Individuals subject to level 2 Community Payback Order (CPO) Unpaid Work completed within six months	96.4%	67%	✓

## MSG Indicators

Performance Indicator	2021-22	2022-23	2023-24	2024-25	Target	Status
Emergency admissions to acute hospitals	1,376	1,560	1,643	1,495	1,836	✓
Emergency admissions to acute hospitals (rate per 1000)	10.28	11.69	12.30	11.19	13.6	✓
Admissions from emergency department	769	699	820	732	1,173	✓
Admissions from emergency department (rate per 1000)	5.74	5.24	6.14	5.48	8.7	✓
% people at emergency department who go onto ward stay (conversion rate)	27.10%	26.70%	27.60%	24.50%	33	✓
Unscheduled 'hospital bed days' in acute hospital	11,426	11,686	13,195	7,816	12,320	✓
Unscheduled 'hospital bed days' in acute hospital (rate per 1000)	85.36	87.54	98.79	58.52	91	✓
Unscheduled 'hospital bed days' in long stay mental health hospital	2,658	2,117	2,191	2,167	6,782	✓
Unscheduled 'hospital bed days' in long stay mental health hospital (rate per 1000)	19.86	15.86	16.40	16.22	50.1	✓
Unscheduled 'hospital bed days' in geriatric long stay	616	715	702	223	1,772	✓
Unscheduled 'hospital bed days' in geriatric long stay (rate per 1000)	5.63	6.55	6.42	2.04	13	✓
Emergency department attendances	2,840	2,620	2,972	2,988	3,292	✓
Emergency department attendances (rate per 1000)	21.22	19.63	22.25	22.37	24.4	✓
% people seen within 4 hrs at emergency department	67.60%	65.50%	59.80%	64.19%	95%	✗
Delayed Discharges bed days (all reasons)	1,776	1,852	1,785	2,876	1,515	✗
Delayed Discharges bed days (all reasons) (rate per 1000)	16.22	16.96	16.32	26.29	13.9	✗
Delayed Discharges bed days (code 9)	764	893	548	864	770	✗
Delayed Discharges bed days (Code 9) (rate per 1000)	6.98	8.18	5.01	7.90	7	✗

## Where to find more information

If you would like more information on IJB strategies, plans and policies and our performance and spending, please refer to the following websites.

- [North Ayrshire Health and Social Care Partnership](#)
- [NHS Ayrshire & Arran - How we perform](#)
- [North Ayrshire Council - Strategies, plans, and policies](#)
- [North Ayrshire Council - Performance and spending](#)

Additional financial information for Ayrshire wide services can be found in:

- [East Ayrshire HSCP – Strategic Plan 2021-31](#)
- [South Ayrshire HSCP – Strategic Plan 2021-31](#)