

North Ayrshire Community Planning Partnership



Annual Report 2014-2015



FIRE AND RESCUE SERVICE



Scottish Enterprise



Raising Aspirations
Inspiring Achievement
Increasing Opportunities



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Chair's Foreword



This year has been incredibly busy for our Partnership with challenges of new legislation, decreasing budgets and increasing demands on our services. We have therefore had to be innovative yet practical in our approach.

Here in North Ayrshire we are fortunate to have such commitment from all our partners which allows us to achieve so much. This year the progress towards our outcomes has been encouraging.

Throughout the report you will find examples which demonstrate the good work being carried out to improve services across North Ayrshire and make a difference to its Communities. From the Skills Centre of Excellence – developed in collaboration by Ayrshire College and North Ayrshire Council Educational Services; to the work of the Dirrans Centre and the “On yer bike” project, a social enterprise run by North Ayrshire Residents who are recovering from serious head injury and brain trauma.

Our long term aims, outlined in our Single Outcome Agreement, are to create a Working North Ayrshire, a Safer North Ayrshire and a Healthier North Ayrshire and you will see from the report that, together, we have made good progress this year towards achieving our ambitions.

A handwritten signature in black ink, appearing to read 'Willie Gibson', with a long, sweeping underline.

Councillor Willie Gibson
Chair, North Ayrshire Community Planning Partnership

Introduction to North Ayrshire Community Planning Partnership

What is it and who is involved?

North Ayrshire Community Planning Partnership (NACPP) is made up of public, private and third sector organisations. The Partnership includes:

North Ayrshire Council
Jobcentre Plus
NHS Ayrshire and Arran
Scottish Enterprise
Skills Development Scotland
Scottish Fire & Rescue Service

Strathclyde Partnership for Transport
Police Scotland
Irvine Bay Regeneration Company
The Third Sector Interface
KA Leisure
Ayrshire College

The Partnership is also supported by a range of other public, community and voluntary organisations. We all work well together to plan and deliver better services for North Ayrshire.

The Single Outcome Agreement

The Single Outcome Agreement is the overarching document which drives the performance of the Community Planning Partnership. This is the agreement between the Partnership, Scottish Government and our local communities and outlines what we are all trying to achieve. In North Ayrshire we have three priorities: A Healthier North Ayrshire; A Working North Ayrshire; and a Safer North Ayrshire. Sitting under each of these are two high level outcomes.

The Board and the Strategic Management Team

The strategic decisions are agreed by the Board, which is made up of senior representatives from the key partners. This includes Chairmen, Chief Executive Officers, Divisional Commanders and Area Managers. Elected Members from across North Ayrshire wards also sit on the Board. Before the strategic decisions are put to the Board, they are discussed by the Strategic Management Team (SMT).

The SMT influences the direction of the partnership. They are senior operational members from each partner who have the appropriate skills, experience and influence to drive forward the work of the partnership.

The CPP Priorities

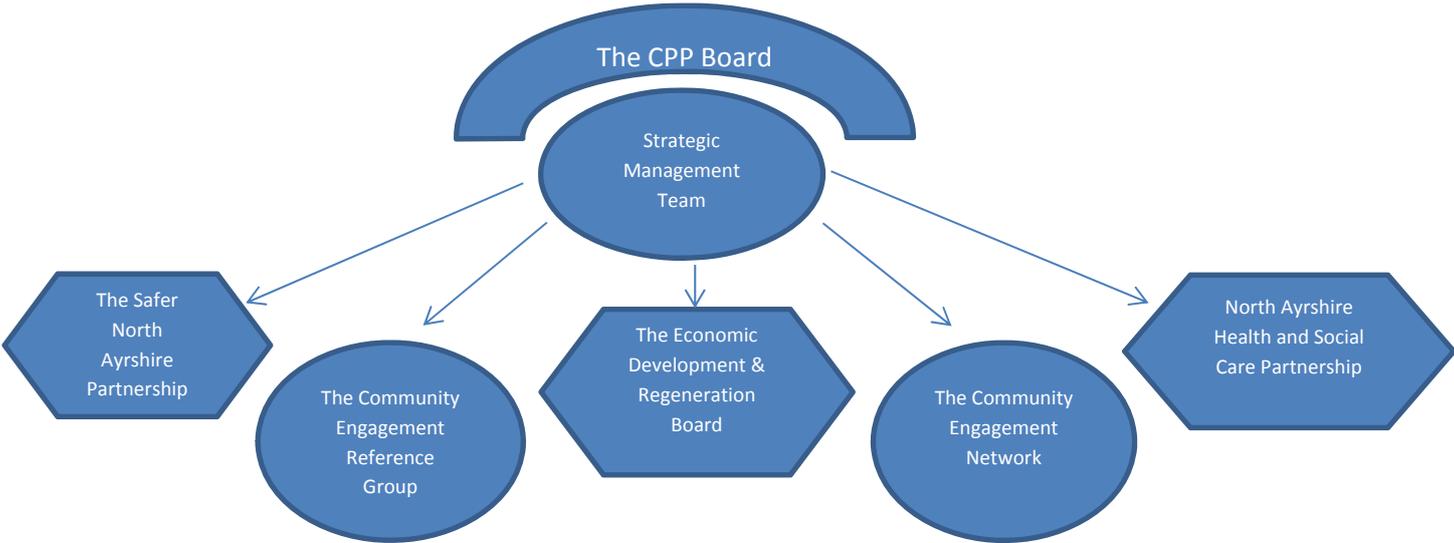
Representing each Priority Workstream are partnership structures which feed into the SMT and the Board. These are: The North Ayrshire Health and Social Care Partnership; The Economic Development and Regeneration Board; and the Safer North Ayrshire Partnership. There are then sub groups under all three (for example the Alcohol and Drugs Partnership).

Community Engagement

One of the overarching themes that drive the Single Outcome Agreement is around community empowerment and ensuring that communities feel able to input when planning and delivering the services that affect them. The Community Empowerment (Scotland) Act 2015 will reinforce this

element of the Partnership’s work. In order to ensure that communities feel able to participate fully the Community Engagement Reference Group looks at issues around empowerment and engagement and makes recommendations to the Strategic Management Team. The Community Engagement Network allows all partners-including community groups and local charities to be involved and build productive partnerships.

The North Ayrshire Community Planning Partnership



Executive Summary

The progress made by the Partnership throughout 2014-15 is outlined in the report using a combination of performance information along with actual examples of the partnership at work. The report highlights partnership work under each outcome and what the partnership is doing to achieve these. This includes examples of best practice, stories of award winning projects, extracts from press releases and individual case studies and journeys. At the end of the report is an appendix of performance data which supports these.

Healthier

Contributing projects and joint working includes:

- Rosemount Crisis Intervention Centre working in partnership with CAMHS (Child and Adolescent Mental Health Services), Educational Services and NHS Ayrshire & Arran, to provide holistic support to children at high risk of becoming “looked after” (i.e. in the care of the local authority).
- The work of the Dirrans Centre for people suffering brain trauma and injury and a social enterprise that is run by its service users called “On Yer Bike” that helps them recover and rebuild their lives while providing accessible low cost cycles for families who could otherwise not afford them.
- Innovative partnership working between KA leisure and Care Home Providers that allows care home residents to exercise safely and socially by relying on the expertise of KA’s trained instructors.
- In 2014-15 CPP partners worked as part of the shadow Health and Social Care Partnership, consulting with the public and staff, and devising new integrated arrangements. Strong leadership and clear commitments to partnership working lead to North Ayrshire being the first partnership in Scotland to set up their Integration Joint Board.

What our indicators tell us:

- There is an improving trend across both the most deprived areas of North Ayrshire and the rest of the authority regarding mental health and wellbeing. The next information will be available in November. People living outwith the regeneration area scored higher than the Scottish average.
- There is a steady positive increase in the number of people over 65 who have intensive support needs but are looked after at home. This is well above the target of 34% at 41.67%.
- While the number of attendances at pools is decreasing slightly, attendances at all sports facilities is increasing. Ayrshire College Sport and Fitness Students supported KA Leisure in a range of community fitness activities

Working

Contributing projects and joint working includes:

- Local company Prontoport’s new training facility was opened in partnership with Team North Ayrshire which includes Skills Development Scotland, North Ayrshire Council and Private Businesses. It will provide a valuable resource for employers and Ayrshire College who are training young people in wind turbines, health and safety, working at heights etc.
- The Skills Centre for Excellence opened at Irvine Royal Academy in partnership with Ayrshire College and local businesses. It provides much needed practical training course for young people in the skill sets valued by local employers, such as catering and engineering.

What our indicators tell us:

- The youth benefit claimant count in North Ayrshire has decreased from 10.7% in 2012-13 to 7.4% in 2014-2015. This figure is well below the target of 9.4%
- Because of investments made by North Ayrshire Council to projects throughout the area, an additional £1.5m has been brought into North Ayrshire from external sources.
- Median earnings across the area have improved, rising from £443.30 per week two years ago to £506 this year. This is above the target of £460.
- The percentage of our roads network being considered for maintenance fell from 42.7% to 39.1%. This is less than the target set of 42%.
- There is a consistent rise in school leavers entering positive destinations. North Ayrshire is now in the top 5 for positive destination figures including: employment, training and further or higher education. Attainment and achievements for all pupils continues to improve.

Safer

Contributing projects and joint working includes:

- The “Who’s taking you home?” marketing campaign is a partnership between Police Scotland, North Ayrshire Council and NHS Ayrshire and Arran aimed at raising awareness of the dangers of drink-driving and the new lower legal alcohol limit. The campaign was commended and reproduced globally.
- Ageing Safely Week is a partnership project between local Housing Services and Scottish Fire and Rescue Service to improve safety for older people. The campaign was extended throughout October 2014 to allow them to jointly visit 27 NAC Sheltered Housing Complexes to promote home fire safety.

What our indicators tell us:

- More people are being supported through MADART (The Multi-Agency Domestic Abuse Response Team). This has increased from 608 to 713 people receiving the integrated help they need from the most appropriate services when they need it.
- Crime of serious violence are well below target at 14.52 incidents per 10,000 of the population and common assaults have continued to fall over 3 years now at 114.29 incidents per 10,000 of the population against a target of 154. This suggests the prevention agenda is beginning to take effect.
- Secondary fires are now well below target having fallen from 690 two years ago to 385 in 2014-15. This is against a target of 536. The prevention agenda may also be influencing this area. However, dwelling fires are still over target at 148 against a target of 122.
- Public reported incidents of anti-social behaviour have fallen and are below target.

Themes

Examples of initiatives in 2014-15 which reflect our overarching themes are detailed below.

Reducing inequalities: This underpins everything that the partnership is trying to achieve.

- The Recovery at Work Group (RaW) was formed by people who are in recovery from addictions. The members of the group participate in a capacity building programme to help them develop key skills.

This has led to a new social enterprise- Café Solace which offers quality food at low prices. The café is run by volunteers who are in recovery and who now have the appropriate training, experience, qualifications and confidence to deliver a fantastic service.

Community Capacity Building: One of the national aims for community planning.

- Under the leadership of North Ayrshire Council a strategic planning group was set up, which included various partners (such as the Scottish Ambulance Service, and the Maritime and Coastguard Agency) and was supported by commercial operators including transport and event management companies. The group worked jointly to prepare strategic, operational and local resilience plans to allow the Queens Baton Relay for the 2014 Commonwealth Games to pass safely through North Ayrshire. The Partnership saw in excess of 22,500 people safely attend events across North Ayrshire without incident. The end of day event on Ardrossan South Beach included 7,500 people participating in an 8 hour programme of fun and music before the arrival of the final baton-bearer on stage. A special late sailing by Cal Mac ensured the safe return of over 200 Arran residents who had travelled across to celebrate the day.

Prevention and Early Intervention: To make a difference to the lives of local people in the long term.

- The Capacity Building with Parents project aims to increase engagement with parents, ensure easy access to parenting information and advice, and provide training opportunities for parents to become parent support volunteers. Ten parents completed the Parenting Matters Course and four have gone on to undertake the Development Award. Six parents continue to work as parent-link volunteers in the community. Approximately 88 parents had completed the Parenting Matters course by December 2014.

Partnership Development

- Over 100 people trained in four CPP training sessions offered to staff & volunteers from all partners
- Establishment of a CPP Shadowing Programme to build cross partnership understanding
- Over 120 people attended four Lunchtime Briefing Seminars to raise awareness of CPP work
- 66 Staff and volunteers across the partnership trained in Community Engagement and Consultation methods by the Consultation Institute
- North Ayrshire CPP visited by officials from Mid and East Antrim District Council to learn about best practice in Community Planning

CPP Priority: A Healthier North Ayrshire

OUTCOME: Children's health and wellbeing is improved by breaking the cycle of poverty, inequality and poor outcomes

Health and Social Care Partnership

On 11 December 2014 a Group involving representatives from the Health and Social Care Partnership and Education & Youth Employment considered individual case studies and evaluated the impact of public services in assisting young people to go on to succeed.

Case Study: Gary's Story

Gary is 16 years old and has been involved with Social Services from birth due to his parents' substance misuse. He has been accommodated on a number of occasions. He suffers severe health conditions that have a major impact on his life. He has stayed with his grandmother and has had various difficult attempts to live with his father who continues to misuse drugs. He now lives with his uncle with whom he has a good relationship and he is happy staying there.

In the last four years Gary has received intense support from the Rosemount Crisis Intervention Centre (which provides very quick and effective help for young people who are at high risk of becoming looked after and accommodated) from CAMHS (Child and adolescent mental health services) in dealing with psychological concerns about his disruptive and impulsive behaviour, and from NHS Ayrshire and Arran in dealing with his significant health problems. Education Services has also provided high quality teaching along with support from psychological services and a dedicated classroom assistant which has been pivotal in him staying in mainstream school through the transition from Primary to Secondary.

He has become involved in the Duke of Edinburgh scheme which has allowed him to go camping and on other trips, and his educational achievements were recently celebrated. He is now attending the Ayrshire College where he has settled well and made new friends. He has 100% attendance and he is the first member of his family to attend.

Gary's Comments

Gary says that he welcomed the consistency of having the same named worker over a 4 year period. It allowed a positive relationship to develop – which may not have happened if this stability had not been there. He said "I absolutely love college and it was great that you helped me get there".

Gary's Uncle's Comments

"Having a consistent person available has been brilliant as to begin with we all supported Gary to his medical appointments. However after time I was more confident about doing these things myself and without a doubt it is great to witness the benefit that this has had for Gary."

OUTCOME: Adults and Older People in North Ayrshire live healthier and more active live

The Dirrans Centre



The Dirrans Centre is an exciting new purpose built centre providing personalised, community based rehabilitative support services to adults across Ayrshire with physical disability, brain injury, neurological or long term conditions. The new centre is fully accessible, very well equipped and provides flexible accommodation to support the delivery of a wide range of activities to meet the needs of the people who use the service. The Dirrans Centre aims to help maximise its customer's potential to become more independent and improve the quality of their

life. This approach empowers the person to achieve the goals they set.

The quality of service provided by the Dirrans Team has been recognised and valued by the Care Inspectorate, North Ayrshire Council, service users and carers. Furthermore, in 2014 the Dirrans Centre was awarded a Gold Investor in People Award.

On Yer Bike

The original Dirrans Centre- an old sports pavilion- is now used by *On Yer Bike*, a social enterprise initiative run by Dirrans service users and supported by Integrated Care Fund monies. The purpose of *On Yer Bike* is to provide a supply of recycled bicycles targeted for use by families and children who would otherwise be unable to afford them; and also to support a rehabilitation services for adults with a physical disability, brain injury, neurological and long term conditions.

The services include cycle repair and training bays with cycles available for use by children and their families; a cycle shop providing a range of low cost recycled bikes for sale with cycle accessories and clothing; and, complementary services such as safety courses, social events to consolidate a team spirit and training courses leading to certificates in cycle maintenance to encourage vocational skills. A community cycle cafe caters for locals and those using the cycle paths and is advertised to encourage travellers to use the café and repair facilities which include DIY repairs as well as chargeable facilities.

Put simply the Dirrans Centre and *On Yer Bike* provide community opportunities and enhance the quality of people's lives.

Case study- Ian's Story

HE didn't recognise his own son. He couldn't swallow, read or write and was unable to walk, but 11 years after the fall which changed his and his families' lives, Ian Mitchell is walking, talkingand even cycling around North Ayrshire. It has been an incredible journey for the brave 65-year-old, who credits the wonderful, passionate Dirrans Centre staff for rebuilding his confidence and life.

He said: "They have been incredible – they have lifted me so much and I don't think I'd be as confident and happy without all their help. They've helped me with the physical and rehabilitation side of things but even more importantly they've built my confidence again and helped me overcome all my fears and nervousness as I tried to do things that had once been so natural for me"

"I had to learn to write again. I started by typing AND in big print and then just building from there. Before long I was reading and writing again. I couldn't walk and started in a wheelchair, then had a frame and over time I was able to walk again on my own. I was told that I would never cycle again but Nanette [from the centre] ignored that, gave me a helmet and told me to try. She pushed me to do it and, while it took time, I can now cycle on my own."

Ian was always a keen cyclist and had big plans to one day travel America on his beloved bike. That was before he fell from a ladder at his home fracturing his skull and sending him into a coma for a month. The Civil Engineer spent a year in hospitals across Ayrshire, Glasgow and Edinburgh placing a huge strain on wife May and 12-year-old son Greg.

May found her husband after his fall and was told by paramedics and doctors that he was unlikely to live. She was at the hospital when Ian asked 'who is that' when staring at his own son Greg. So while she might not have fallen from the ladder - it's impacted on her life in in as massive way too.

May said: "Ian was a big, intelligent man and then one day he smashes his head and everything completely changes. Greg was 12 and he lost his teenage years with his dad and that was really hard. There were times when I thought 'is this it?' when Ian didn't seem to be making progress. It was really tough but the Dirrans has been really important for me as well. They gave me hope. They made me not give up and they helped me by giving Ian a better outlook. He will never be the same Ian but the progress he has made has been colossal. We owe that to Dirrans and all their incredible staff."

May now leads the carers group at Dirrans, while Ian volunteers by helping in the kitchens and with the other service users. He still attends as a service user twice a week, with the new purpose-built gym a huge help in his on-going recovery process.

Ian added: "The gym is great and the whole centre is fantastic for all of us and of course the brilliant staff. We're all really proud of the new centre – I love coming here as it gives me a real purpose. I also see other people far worse off than me and it gives me a different perspective. I lost six months of my life after the accident and I can't remember the six months before it but I'm making sure I make the most of the life I have now. I've overcome lots of challenges and now just want to make the most of what I have."

KA Leisure

Throughout 2014 and 2015 KA Leisure, one of the partners of North Ayrshire CPP has worked with many partners to provide supported physical activity sessions to older adults within a community setting. Many of the clients have specific and complex health or cognitive needs. The KA Leisure staff have completed specialised training which allows them to deliver such structured physical activity that will benefit older adults with complex needs. Most sessions are postural stability sessions that improve balance, strength and coordination. Such sessions can help older adults maintain independence.

Weekly chair based exercise classes were delivered in Caledonia Residential Care Home in Saltcoats and Haylie House in Largs. The sessions are prescriptive postural stability sessions and are taught within the falls prevention programme. Similar sessions are also being delivered for clients, in partnership with Alzheimer Scotland, for clients who attend respite care within Ayrshire Central Hospital Day Centre and The Harbour Centre in Ardrossan.

Opportunity in Retirement, WRVS and Age Concern provide a variety of services for older adults throughout Ayrshire and KA Leisure works in partnership with them to provide chair based and water based exercise sessions to groups in Largs, Irvine, Barrmill, Stevenston and Ardrossan.

In partnership with North Ayrshire Council Communities and Empowerment Team, a ten week block of chair exercise and education sessions on 'positive steps to falls' were delivered within the Headrigg Gardens sheltered housing complex in West Kilbride and taster sessions have been carried out within various sheltered housing complexes.

CPP Priority: A Safe and Secure North Ayrshire

OUTCOME: North Ayrshire is a safe place to live

Who's Taking You Home?

Local press highlighted this inventive collaboration between Police Scotland, North Ayrshire Council and NHS Ayrshire and Arran to help reduce the instances of drink driving in light of the new lower drink drive limit introduced across Scotland. The promotion was so successful it gathered interest from various global locations.

The promotion involved a taxi, police car, ambulance and a hearse with the headline 'Who's Taking You Home Tonight' and the Twitter hashtag #DontRiskIt alongside the logo of the North Ayrshire Community-Planning-Partnership.

Police Scotland publicised the event on their social media channels and as a result they were contacted by colleagues in the Netherlands who recreated the image and sent a message of thanks for the inspiration.



The post on the Ayrshire Police Division Facebook site reached over a quarter of a million people.

The partnership hoped that the stark image would encourage people to make arrangements to get home safely after nights out.

Multi Agency Domestic Abuse Response Team (MADART)

The Multi-Agency Domestic Abuse Response Team in North Ayrshire is the only one of its kind in Scotland. It is made up of Social Workers, Police Officers and Housing Officers who work together within Kilmarnock Police Station. The MADART model was recognised by the Care Inspectorate as an example of good practice and was showcased at the national Community Planning Conference in June 2014.

Every domestic incident responded to by Police that involves children is now referred to the team. MADART provides a speedy response to victims of domestic abuse and their children. To date, it has reduced response times from 10.7 days to 1.54 days which makes a huge difference to victims.

MADART Case Study

Shona is a 25 year old victim of domestic abuse. Her partner was controlling, manipulative and physically aggressive. Following a disturbance, he was arrested and detained. Less than 24 hours later, the Team visited Shona who confided that she was “fearful and didn’t know how to escape”. Windows within her house had been painted or glued shut and handles from windows and doors had been removed along with her house keys. Initially, she decided to move and live with family but this caused upheaval and disturbance for all involved.

Following support from the MADART social worker and housing worker, the family was able to return to their home. Home security was installed, advocacy support was provided for Shona and a Children’s Outreach Worker supported the children. Financial assistance was secured for the family through the Money Matters Team. This family still remains within their own home and no further concerns about their safety have been raised.

Ageing Safely Week

During ‘Ageing Safely Week’ from the 29 September – 05 October 2014, the Scottish Fire and Rescue Service participated in activity and promotion around the key campaign theme – “working together with relevant agencies to keep older people safe in the community”. With an increasing ageing population (23% of the UK will be aged 65 and over by 2035) and evidence clearly indicating the devastating effect of fire for older people, Ageing Safely Week provided a platform to highlight on-going work with this section of our community.

The campaign was extended throughout the month of October to allow Scottish Fire and Rescue Service and North Ayrshire Council Housing Services to jointly visit 27 NAC Sheltered Housing Complexes to promote “home fire safety” through informal talks and advice sessions.

This multi-agency partnership approach proved to be an effective way of reaching older people and other sections of our community who are particularly vulnerable to fire. The visits throughout the 27 sheltered housing complexes have generated 90 requests for a free Home Fire Safety Visit.

OUTCOME: North Ayrshire Residents feel safer and communities are empowered

The Peer Researchers

The new North Ayrshire Health and Social Care Partnership, was required by legislation to develop a Strategic Plan with engagement from all stakeholders. The Strategic Plan focused on delivering improved outcomes for users and carers by considering what the evidence was telling them about the needs of people in local communities.

In January 2015 the Partnership realised that most of the feedback being received around the draft plan was from services and professionals and were keen to ensure the wider public had an opportunity to feedback. Being aware of a peer research initiative already running, the North Ayrshire Health and Social Care Partnership approached the North Ayrshire Alcohol and Drug Partnership to discuss the possibility of taking a peer-research approach again to find out the views of North Ayrshire residents on the draft strategic plan.

The project was undertaken in partnership with Arran Community Volunteer Service, who supported the peer researchers to become volunteers and assisted them with committee skills. In all, nine researchers were involved in the project. They had input at every stage including the design of the study (rewording the questions into language that people would understand), the development of the questionnaire schedule, the data collection and interpretation of the results. They were fully supported by the North Ayrshire Alcohol and Drug Partnership.

During two very cold weeks in the middle of February 2015, the researchers based themselves in three sites across North Ayrshire. They interviewed 279 members of the public about the Health and Social Care Partnership's Strategic Priorities and the importance people placed on them.

The final research findings significantly shaped the strategic plan. Feedback highlighted that the general public did not understand what was meant by integrated services and that the language needed to be clearer and have less jargon. However, the Partnership was pleased to note that over 92% of those interviewed supported all five strategic priorities.

The impact upon the peer researchers was also significant; a group of people in recovery from alcohol and other drug problems had meaningfully and extensively contributed to the development of a strategic plan, which will guide the Partnership over the next three and quite rightly, they are immensely proud of this.

Prevention and Protection with North Ayrshire Dementia Support



As a follow up to the recent partnership formed with North Ayrshire Dementia Support Service, Liz Brady from Prevention & Protection carried out a joint Home Fire Safety Visit with Kerry Rennie from the Dementia Support Service. The partnership involves crews of the Scottish Fire and Rescue Service receiving expert training from North Ayrshire Council and NHS Ayrshire & Arran staff, allowing the firefighters a better understanding of dementia and how the condition impacts individuals and families.

Liz and Kerry met with Mr & Mrs Miller at their home in Kilwinning and carried out a Home Fire Safety Visit during which they tested their smoke alarm and gave valuable advice. Mr & Mrs Miller are delighted with the support the Dementia staff have given, and couldn't praise them highly enough.

CPP Priority: A Working North Ayrshire

OUTCOME: Job Density in North Ayrshire Increases

The following is an extract from a press release published in September 2014. It demonstrates the excellent work that Team North Ayrshire has done and continues to do.

Chief Executive Opens New Prontoport Training Academy – September 2014



*“Irvine company **Prontoport** welcomed North Ayrshire Council’s Chief Executive Elma Murray to open their new state-of-the-art training academy.*

A first of its kind in the West of Scotland, the £100,000 facility will provide training for new and experienced wind turbine technicians as well as offering standard training to external engineering companies.

Prontoport provides engineering support services to owners and operators of renewable energy generating equipment, like wind turbines. More recently the company has branched out into the oil, gas and marine sectors.

The company has worked closely with ‘Team North Ayrshire’ partners – including North Ayrshire Council, Scottish Enterprise, Ayrshire College and Job Centre Plus on the expansion programme at its Irvine base where the new training academy is located. The new facility will offer specialist training which includes working at height; manual handling; fire awareness; first aid; and, confined space & rescue.

Following on from this, in February 2015, Prontoport officially opened its new training tower as part of its training academy for engineering students and unemployed people.

The official opening took place on Monday 16 February when Prontoport commenced its first ‘working at height’ course for 14 unemployed people with the hope of kick starting their career in the renewables sector. The Wind Turbine Technician Starter Course is the first of its kind in the West of Scotland.



Prontoport is one of many local companies taking advantage of the business support available the public and private sector organisations who represent the partnership that is Team North Ayrshire. Partners include Skills Development Scotland, Department of Work & Pensions and Scottish Enterprise.

Scottish Enterprise, working with North Ayrshire Council was able to deliver a targeted package of support to help achieve Prontoport’s ambitions including: Strategy advice to help with business planning; Graduate recruitment support through Talent Scotland; and help to overhaul IT systems and re-structure recruitment procedures.

OUTCOME: Worklessness is at the Scottish level and there is less inequality within North Ayrshire

The **Skills Centre of Excellence** has put North Ayrshire at the forefront of the changing educational landscape which was the message from Angela Constance MPS and Cabinet Secretary for Education and



Lifelong Learning when she officially opened the purpose-built facility. She hailed the new skills centre as a "*deliberate connection between what skills employers in this region are calling out for and showing pupils the wide range of career opportunities out there.*"

Based at Irvine Royal Academy, the ground-breaking facility is responding to the Scottish Government's 'Developing the Young Workforce' strategy and is a shining example of how schools, colleges and businesses can work together.

The Skills Centre was developed with financial support from various partners including Ayrshire College, Skills Development Scotland and North Ayrshire Council to facilitate the establishment of the Skills Centre and in developing the main school.

This unique partnership will prepare young people for work by providing more vocational options in the senior phase of secondary school (fourth year and above). Courses provided will be influenced by the needs of the local economy and better links with the business community will ensure that young people make informed decisions about future study and careers. The Centre will also tackle inequalities in education by widening access and participation amongst under-represented groups.

The partnership of business, college, schools and council is a wonderful example of the benefit in offering more and varied routes through education and it is a deliberate connection between what skills employers in North Ayrshire are calling out for, showing pupils the wide range of career opportunities out there and offer them the best training and education to help them excel in their chosen field. Over 250 students participated in courses in Hospitality and Tourism, Care, and Sport. Courses in Engineering will be available from August 2015. The College and North Ayrshire Council are working with Skills Development Scotland to pilot a new foundation programme for engineering apprenticeships from August.

The role of local businesses and their long-term support and involvement is crucial to the success of the Centre. Simpsons already employ several hundred local people in the hotel, leisure and restaurant industry across Ayrshire and is looking forward to working with hospitality students the Centre will help produce.



Case Study - Jordan and Troy (Ayrshire College in Partnership)

Twin brothers Jordan and Troy McGonigal, 20 from Beith, have just started their final year on their Sports Coaching and Development course at Ayrshire College located at the new Skills Centre of Excellence in Irvine.

Troy's interest in sport started at Garnock Academy where he enjoyed PE classes and played in the football team. Following up on this sporting interest, Troy completed a community sports leader award which allowed him to coach and develop others in sport. It was this leadership course that made Troy consider sport as a career choice.

Jordan by contrast dropped PE in fourth year at school and left to work in a café working with disabled and vulnerable adults. He felt that he had more to offer and embarked on his sporting studies. The skills Jordan developed working with vulnerable adults were put to good use. As he states "it's not about being good at sport, it's about working with people, motivating them to be the best they can be and building teams, so my people skills have been really useful".

To get a grounding in sports coaching Troy started with a Pathways to Sport course followed by NC Advanced Sport and Fitness. Troy stated "this allowed me to develop my coaching skills and improve in confidence". Then he moved into the HNC in Sports Coaching with Development where he was joined by his brother, after passing this course the boys have just started their HND Sports Coaching and Development.

Jordan stated "what I love about sport is that it is played all over the world, it's a universal language that brings people together. It breaks down barriers and no matter how good or bad you are it doesn't matter. The main thing is you enjoy what you are doing".

Over the past year the boys gained vast experience through their college course by working with Scottish Disability Sport, KA Leisure, North Ayrshire Active Schools and the Scottish Football Association. A real highlight was working with the Scottish Rugby Union during international matches as part of their events team. Outside college the boys are busy working to develop the next generation of football players. Jordan said "we coach 3-7 year old players in Beith, we started doing this for work experience, but we enjoyed it so much that we just could not stop".

On completion of their HND the boys plan to continue to develop their sports qualifications at university. Jordan confidently said "we are really optimistic about our job prospects. Local sports clubs are crying out for coaches and I've had to turn down job offers already. Volunteering in the community shows commitment and willingness and we get great satisfaction knowing we are helping people".

CPP Overarching Themes

THEME

Reducing local inequalities of outcome

Café Solace

With the help of the North Ayrshire Alcohol and Drug Partnership (which includes NAC, NHS Ayrshire and Arran, various local community groups, and Police Scotland) a constituted Recovery at Work Group (RaW) was formed by people who are in recovery from addictions. The members of the group undertake a capacity building programme before they join to help them develop key skills.

The RaW group has contributed to a number of exciting new ventures in North Ayrshire including café sessions designed to engage a wide selection of people and groups. This has led to a new social enterprise- Café Solace which is now running weekly and offering quality food at low prices. The café is run by volunteers who are in recovery and who now have the appropriate training, experience, qualifications and confidence to deliver a fantastic service within the community.

THEME

Building Community Capacity

North Ayrshire Housing Services

Working in partnership with communities, North Ayrshire Council Housing Services has made a long term commitment to tenant involvement and partnership working which gives tenants a choice about how to take part. A key aim of the Tenant Participation Strategy is that everyone has a chance to get involved in a way that suits them. There are three levels of involvement; involvement in the decision making process, involvement in scrutinising and monitoring the service, and by providing views and opinions of the services.

Through this, they have been able to involve tenants in the development of new approaches within the service and incorporate their views into policies and procedures.

Customer involvement in scrutiny includes:

- Estate Inspections – tenants are jointly involved in inspecting estates and agreeing areas identified for improvements;
- Monitoring performance and agreeing the annual performance report;
- Acting as Mystery Shoppers and developing action plans from their findings;
- Estate Based Projects – each year the Council identifies a budget for environmental improvements on its estates. The budget is spread across all areas which allows tenants to identify projects in their own area;
- Participation in the Communication and Editorial Group which approves the content of all newsletters, leaflets and communications and grants the Tenant Approved Tick.

For North Ayrshire Housing Services, the view is that choice equals opportunities. Their approach to involvement is innovative and unique. It offers choice for customers to get involved and at a level they feel comfortable with. Staff and tenants have had training on the new strategy.

Our Top Tip for a great service

Offer choice of opportunities, provide good information, listen to customers and work in partnership. This approach can pave the way to providing an excellent service. It can easily be replicated by services and doesn't solely rely on one method of scrutiny.

The Glasgow 2014 Queen's Baton Relay 2014

On Tuesday 15 July 2014, the Glasgow 2014 Queen's Baton Relay travelled through North Ayrshire after a 190,000 Kilometre journey across all of the 30 nations and states of the Commonwealth en-route to the opening ceremony in Glasgow on 23 July 2014. It provided a once in a lifetime opportunity to engage local communities while providing a massive challenge to organisers and an expanded Community Planning Partnership to deliver a safe and memorable day for all involved .

Initial planning for the day commenced in November 2012 with the formation of a multi-agency planning group.. Under the leadership of North Ayrshire Council a strategic planning group was established to assist in preparing strategic, operational and local resilience and event plans for key agencies. These included: Glasgow Queens Baton Relay 2014, Police Scotland, Scottish Fire and Rescue, Scottish Ambulance Service, NHS Ayrshire and Arran, Maritime and Coastguard Agency, Transport Scotland; and with support from commercial operators including, Stagecoach, Cal Mac, KA Leisure, Sportscotland and event management companies .

The group engaged with a wider range of public sector, third sector and community organisations to develop detailed arrangements for the 12 hour route programme including a series of community led events which would celebrate the passing of the baton by 125 local baton-bearers along the 60 mile route.

Building on the experience gained from the Olympics in 2012 and with a strong determination to ensure that the day was a safe and memorable occasion for all involved, the Partnership adopted a very proactive and problem solving approach to the preparations. As the scale of their involvement in the developments increased, the aspirations and confidence of community organisations grew and they ably delivered a series of special events for local communities. This included a seaborne transfer from Millport, the source of the Baton wood shaft, of the baton convoy by Inflatable boats which attracted live TV coverage.

A local Joint Agency Coordination Centre, (JACC), was established at the Greenwood Conference Centre to monitor progress, manage incidents and provide guidance to operational staff across the partnership agencies, services, 150 plus Council Volunteer stewards, community volunteers, throughout the day of the event. Any concerns were managed effectively by the combined services, agencies on duty and no major incidents required attention.

The Partnership saw in excess of 22,500 people safely attend events across North Ayrshire without incident. The end of day event on Ardrossan South Beach included 7,500 people participating in an 8 hour programme of fun and music before the arrival of the final baton-bearer on stage. A special late sailing by Cal Mac ensured the safe return of over 200 Arran residents who had travelled across to celebrate the day.

A debrief highlighted the level of preparations and joint working by all partners contributing to the successful management of the programme from 07.00 until 20.00 hours on 15 July 2014.

THEME

Prevention and early intervention

Capacity Building with Parents

The Capacity Building with Parents project aims to increase engagement with parents, ensure easy access to parenting information and advice, and provide training opportunities for parents to become parent support volunteers.

The project, in partnership with Speech and Language Therapy and Parent Network Scotland, enables parents to develop their skills and abilities and supports them to be the best parent they can be. Speech and Language Therapists focus on supporting the development of speech, language and communication in the early years while Parent Network Scotland builds capacity in parents, early educators and communities.

Through this support, ten parents initially attended and completed the Parenting Matters Course and four have gone on to undertake the Development Award. Six parents continue to work as parent-link volunteers in the community. Approximately 88 parents had completed the Parenting Matters course by December 2014.

Case Study Carol: Mum of a 3 year old boy

Parent Network has helped me understand my child's needs, where his behaviours are coming from, and how to help him and myself to be where we need and want to be. My home life is so much more chilled and relaxed now. I've learned to take a step back and look at the big picture, not to just jump in. This has helped me and my son to communicate better without either of us getting upset.

Before I started the course I couldn't understand why my son would do or say the things he did, and I didn't know how to deal with his behaviour. Through Parent Network Scotland I now have the knowledge and tools to enjoy every day life with better understanding of what is happening. I have much more confidence in who I am as a person as well as being a mum.

CPP Partnership Development

In addition to the external work of the partnership outlined above, 2014-15 has seen progress internally towards developing the Partnership itself and achieving the outcomes of the CPP Organisational Development Plan.

CPP Training

The CPP team offers training sessions to all partners and their staff or volunteers about Community Planning. There were four full day sessions in 2014-15 during which over 100 staff and volunteers from a wide range of partners attended and learned about the Partnership, its structure, the Single Outcome Agreement and the benefits of working in partnership. The feedback from those who attended was very good with participants gaining an increased understanding of the work of the Partnership and their role within it. However, the feedback also identified the difficulty in finding time to be away from their post for a full day. As such the course is now delivered over a half-day session.

Shadowing programme

During 2014-2015 work began on arranging an ambitious programme of role shadowing for all partners. This is to raise awareness of the resources that each partner has access to and of the day to day work that Partners are involved in.

Lunchtime Briefings

A selection of lunchtime briefing seminars took place throughout the year. All partners including NAC Elected Members are invited to increase awareness of CPP issues or innovative projects. These include:

- The Multi Agency Public Protection Arrangements (MAPPA) - This is a framework which joins up the agencies who manage offenders. The main focus of MAPPA is public safety.
- Improving children's outcomes - This focused on a research project involving all mainstream primary school pupils across North Ayrshire, which was carried out in partnership with Dartington Social Research Unit.
- The People's Panel - This updated partners and Elected Members on the results of analysis from our People's Panel Survey which involves 2000 North Ayrshire Residents giving their views on the services provided across North Ayrshire.

Consultation Training

Community Consultation Training (run by the Consultation Institute) was attended by 66 staff from North Ayrshire Council, Police Scotland, Scottish Fire and Rescue Service, the Third Sector Interface, and NHS Ayrshire and Arran in 2014-15. The training was then put into practice during an intensive programme of community engagement workshops in February around the development of a locality planning approach to delivering services.

Visit from Mid and East Antrim District

Officials from Mid and East Antrim District Council visited North Ayrshire CPP in September 2014 following recommendations that North Ayrshire is at the forefront of Community Planning. During their three day visit they were given a general overview of the CPP structure and process; a session with the leads of each of the three priorities; and presentations about some of the innovative and challenging projects currently being undertaken by partners. A range of site visits also took place. They took back many ideas with a view to implementing these in their own areas. This relationship has continued with officers from North Ayrshire CPP visiting Mid and East Antrim to provide further support and information.

The Way Forward

This report focuses on the work of North Ayrshire Community Planning Partnership in 2014-15. Within this period the groundwork was also laid for some developments which have moved on significantly in 2015-16 and these developments mean that our next annual report is likely to outline significant differences in the way the Partnership works.

Locality Planning

In preceding years the Partnership agreed to adopt a Locality Planning Approach. This emerged from recognition among partners that a more coordinated approach to the delivery of services would be needed to ensure that resources are properly targeted to areas of greatest need. They also recognised that Community Planning needs to be more responsive to local priorities and communities have an important role to play in delivering upon these.

In 2014-15 we built upon consultation work and research with visits to City of Edinburgh Council (West Edinburgh Partnership) and East Ayrshire CPP (North West Kilmarnock Area Centre) to explore aspects of good practice in Locality Planning and co-located services. In September 2014 a consultation programme was approved by the CPP Board to begin developing options on new governance structures for emerging Locality Partnerships. In November 2014 a series of pre-engagement workshops were held with Elected Members, CPP Board members and the Community Engagement Reference Group on Locality Planning issues. This gave a mandate for further community consultation. Six Locality Planning workshops were held in February/March 2015 to discuss the benefits and risks of the Locality Approach.

Since then the Partnership has been moving towards the establishment of six Locality Partnerships. Throughout the process consultation with communities has remained robust with support from the Consultation Institute.

Community Justice

During 2014-15 in the period leading to the introduction of the Community Justice Bill in May 2015, CPP partners considered the proposed new model for the delivery of Community Justice (the reducing reoffending agenda). The new model involves the current Community Justice Authorities being disestablished and Community Planning Partnerships along with Community Justice Partners, taking over responsibility for the partnership work to reduce reoffending.

There have been discussions with East Ayrshire and South Ayrshire Community Planning Partnerships on the benefits of a pan-Ayrshire model for Community Justice. This initial work in 2014-15 has meant that we will be well placed to take on these responsibilities under the new model in a transition year from 1 April 2016.

CPP Website and Community Engagement and Consultation Portal

The SMT agreed that an on-line portal for Community Engagement and Consultation which had been developed by The Ayrshire Community Trust should be used by all CPP partners as a single source of information about partner engagement and consultation events.

In 2015-16 work has been underway to develop a new Community Planning website, which will include the portal and will support the future Locality Partnerships in their work.

Improving Childrens Outcomes

North Ayrshire CPP has been working with the Scottish Government and the Dartington Social Research Unit (SRU) to develop an evidence-based approach to improving children's services. In 2014-15 we gathered evidence on the needs of the child population through a community and a schools survey, including an analysis of how services currently meet that need.

There were 7951 children and young people who completed the survey carried out in 9 Secondary and 50 Primary Schools. Less than 4% of parents withdrew consent to participate and less than 2% of children declined to participate. There was a response rate of 93%. The community survey was carried out with 635 families with children aged between 0 and 8 years from across North Ayrshire.

Reports have been produced for each school cluster and for each secondary school, as well as summary reports for all primary and all secondary schools.

The findings from the community and school surveys were considered at Development and Strategy Days held in January and February 2015. Prior to the events, there was some local interpretation on the risk factors and key developmental outcomes. At the events there was wider consideration of what the survey data shows and how it can be interpreted, drawing on the knowledge and experience of those who participated. This allowed for discussion on what North Ayrshire's priorities should be in addressing the needs of children and young people in future.

Since the 2014-15 survey, work has been taking place to consider the funding of children's services and how it is currently being directed towards improving outcomes. There has been consideration of how we realign Children's Services with 'what works' in terms of universal and targeted interventions, drawing on the best available evidence.

A five year Children's Service's Plan is now being developed which will allow the priorities coming out of the survey data to be addressed.

Appendix - SOA 2014-2015 Performance Indicators

The following table contains annual historic data on the value of the indicators along with the 2014/15 value where available. Due to time lags in data releases some 2014/15 values are not yet available. The trend arrows and status icons are assessed on the basis of the most recent data. The long term trend is calculated by comparing the most recent data to the average of the values for the previous three years. Where a trend arrow is pointing upwards the trend is improving and where a trend arrow is pointing downwards the trend is worsening (regardless of whether it is an aim to maximise or minimise indicator).

Icon Key	On target	Slightly adrift of target	Significantly adrift of target	Data only – no target set	Value unavailable	Improving	Worsening	No change
								

A HEALTHIER NORTH AYRSHIRE

Performance Indicator	2012/13	2013/14	2014/15				
	Value	Value	Value	Long Trend	2014-15 Target	Status	Notes
Mental health and well-being scores on WEMHWBS outwith regeneration areas of North Ayrshire	51.62	52.64	n/a		51.7		Source: People Panel survey. 14-15 value not available till November. Now 2 yearly.
Mental health and well-being scores on WEMHWBS within regeneration areas of North Ayrshire	48.56	48.65	n/a		49.9		Source: People Panel survey. 14-15 value not available till November. Now 2 yearly
Emergency inpatient bed day rates for people aged 75+	5,019	4,651	n/a		4,132		14-15 value not available until October 2015
Number of children (prebirth to 8) referred to the reporter on care and protection grounds	n/a	614	n/a		n/a		14-15 value not yet published. Estimate is around 579
Number of children (prebirth to 8) looked after at home/accommodated	n/a	282	300		n/a		14-15 value not yet published
Self-assessed health	65	n/a	n/a		74.74		Source: Scottish household survey. 14-15 biannual value due Autumn 2015
Percentage of children living in poverty	n/a	17.12	n/a		n/a		Source: The End Child Poverty campaign. Data released October 2014 & relates to research carried out in Oct - Dec 2013.
Number of drug related deaths	n/a	n/a	22	New PI	n/a		New PI for SOA in 14-15, target will be set following analysis of baseline
Number of participants participating in School of Sport programmes	n/a	n/a	265	New PI	300		This is a new PI for 14-15 so trend information is not available.
Number of community organisations engaged in developing new facilities/programmes	n/a	n/a	18	New PI	20		This is a new PI for 14-15 so trend information is not available.

Number of Community Sports Hubs registered	n/a	n/a	4	New PI	7		This is a new PI for 14-15 so trend information is not available.
Percentage of babies with a healthy birth weight	88.4%	n/a	n/a		88.7%		13-14 data not available until Nov 15
Percentage of children with a healthy weight in Primary 1	69%	66.3%	n/a		n/a		14-15 data not available until Feb 16
Percentage of children in Primary 1 with no obvious dental decay experience	62.8%	68.4%	n/a		60%		14-15 data not available until Nov 16
Mortality rates per 100,000 for people aged under 75 in Scotland	461.6	448.2	n/a		n/a		14-15 data not available until Nov 15
Emergency hospital admissions per 100,000 population	13,036	13,407	n/a		n/a		14-15 data not available until Oct 15
Percentage of adult population who smoke	25.7%	n/a	n/a		19%		2013-14 data not available until Autumn 15
Percentage of time in the last 6 months of life spent at home or in a care setting	91%	90.5%	n/a		90.3%		14-15 data not available until August 2016
Percentage of children exclusively breastfed at 6-8 weeks review	14.7%	17.6%	n/a		13.8%		14-14 data not available until Oct 15
Estimated average male life expectancy at birth in years in North Ayrshire	76	75.9	n/a		n/a		14-15 data not available until Nov 15
Estimated average female life expectancy at birth in years in North Ayrshire	80.7	81	n/a		n/a		14-15 data not available until Nov 15
Rate of pregnancies among under 16 year olds per 1,000 relevant population	5.8	n/a	n/a		9.1		Data published 2 yearly and not available until June 2016
Number of patients waiting more than four weeks for appropriate discharge	0	0	0		0		
% of people aged 65 or over with intensive needs receiving care at home	38.2%	40.25%	41.67%		34%		
Number of attendances per 1,000 population to all pools	2,931	2,842	2,800		2879		
Number of attendances per 1,000 population for indoor sports and leisure facilities	7,689	8,931	10,338		10,000		

A SAFER NORTH AYRSHIRE

Performance Indicator	2012/13	2013/14	2014/15				Notes
	Value	Value	Value	Long Trend	Target	Status	
% of respondents who spend time as a volunteer or organiser or attend any charities, clubs or organisations	37	43	n/a		39		Source: People Panel survey (now 2 yearly). 14-15 data not available till November 2015.
% of respondents who volunteer, organise or attend local community/representative groups	23	25			24		Source: People Panel survey. Data not available until November 2015
Number of victims supported through MADART team	n/a	608	713		n/a		
Charter 19 % of ASB cases reported in the last year which were resolved within locally agreed targets		95.84%	95.91%		93%		
Percentage residents within North Ayrshire who feel unsafe walking in their neighbourhood after dark	30%	30%	n/a		n/a		Source: People Panel survey. Data not available until November 2015
Crimes of serious violence (per 10,000 population)	16.1	12.58	14.52		25		
Common assault offences (per 10,000 population)	125.5	118.2	114.29		154		
Detections for Drug Supply (per 10,000 population)	4.9	5.51	7.67		6		
Detection rate for Domestic Abuse (per 10,000 population)	76.9	79.1	79.7		72.1		
Number of fire related fatalities (domestic premises)	0	1	0		0		
Number of fire related casualties	34	18	27		24		
Number of dwelling fires	146	133	148		122		
Number of secondary fires	690	431	385		536		
Number of public reported incidents for anti-social behaviour	n/a	n/a	696.51		1,140		
Number of reconvictions per offender	0.45	n/a	n/a				Data applies to 3 Ayrshire areas. Data not available until March for 2013-14
Number of fires in non-domestic premises	33	31	32		32		
Number of people killed or seriously injured in road accidents	38	33	49		n/a		
Number of children killed or seriously injured in road accidents	5	1	4		n/a		
Number of groups accessing support and guidance by Community and Culture	596	1,383	588		500		

A WORKING NORTH AYRSHIRE

Performance Indicator	2012/13	2013/14	2014/15				
	Value	Value	Value	Long Trend	Target	Status	Notes
Number of new businesses per 10,000 working age population	33.6	47	n/a	↑	45.3	✓	2014-15 data is not available until November
Number of dead businesses per 10,000 working age population	30.4	35.9	n/a	↑	55.8	✓	2014-15 data is not available until November
Number of surviving businesses per 10,000 adult population	344.1	352	n/a	↑	441.1	⊘	2014-15 data is not available until November
Youth claimant count	10.7%	7.7%	7.4%	↑	9.4%	✓	
Number of datazones in the most deprived 15% in SIMD	46	n/a	n/a	↓	43	⊘	The most recent SIMD was published in December 2012. The next will be published around May 2016
ONS jobs density	0.5%	0.49%	0.53%	↑	0.58%	⊘	
Tourism visitor numbers	1,137,860	2,592,000	895 540	↓	2643840	⊘	The apparent decline in tourism numbers as recorded by STEAM is being investigated to check the robustness of the figure.
Active enterprises per 10000 working age population	371	344	n/a	↓	n/a	📊	2014-15 data is not available until November
% of school leavers entering positive destinations	93.8%	94.1%	n/a	↑	94.5%	✓	2014-2015 data is not available until November 2015
Leverage of External Funding (£ Levered in Per £1 Council Contribution)	n/a	n/a	£1,500,000.00	?	n/a	?	New PI so no baseline or target yet set
Median earnings for workforce based in North Ayrshire	443.4	472.5	506.4	↑	460	✓	
North Ayrshire town centre vacancy rates	12%	7%	7%	▬	11.5%	✓	
Overall percentage of road network that should be considered for maintenance treatment	42.7%	40.8%	39.1%	↑	42%	✓	
Percentage of working age population in employment	62.2%	60.1%	70.5%	↑	65.5%	✓	



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NHS
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