

NORTH AYRSHIRE Children's Services Plan

Annual Performance Report

2019-20

How are we doing?



**GETTING IT
RIGHT
FOR YOU**



**NORTH AYRSHIRE
CHILDREN'S SERVICES
STRATEGIC PARTNERSHIP**

Welcome to our 2019/20 progress report

We aim to ensure that you, our children and young people of North Ayrshire, experience the best start in life. We want you to think that North Ayrshire is the best place to grow up in Scotland. This vision is at the heart of everything we do for you.

In 2015, to help us achieve this vision, we asked for your views. Then, using what you told us, we wrote the Children's Services Plan: Getting it right for you (2016-2020). We were also guided by a new law that has strengthened your rights, called The Children and Young People (Scotland) Act 2014. With all that in mind, we made you some Promises, more information on these will follow in the report.

In 2016 we began to make some changes to our services to help us keep our Promises and deliver better outcomes for you. We have worked together with our colleagues in the Children's Services Strategic Partnership (CSSP) to focus on the top 4 issues that were important to you. These 4 priorities you asked us to consider were to:

- Improve how you engage with school
- Help you to be physically active and be at a healthy weight
- Prevent smoking, drinking and taking substances at an early age
- Support your social and emotional development.

The 2016-20 Children's Services Plan is now coming to an end. We have a new and updated Plan for 2020-23 which builds on the progress we have made and focusses our future work on the areas where we most need to concentrate.

This report will give you an overview of the progress we have made during 2019-20 and will link to our future ambitions, as set out in our new plan.

What we set out to do

We want this report to be easy to read and understand. It matches the work we did in [Getting it right for you: North Ayrshire Children's Services Plan 2016–2020](#).

Our plan was written as a series of promises to you. In the sections below we will tell you some of our achievements, backed up by the results from our Performance Framework (important points to focus on).

When we made our promises, we set high standards because we want the best outcomes for all our children, young people and families. We know that this report affects real lives, so where possible, we use case studies and include quotes from people like you and your families, who have experienced the services we have provided.

We have tried to keep this report as clear as possible. The online version has many embedded hyperlinks (underlined) that relate to our work. These will give you more online information that might be of interest to you.

This is our final report relating to our 2016-2020 plan and after this we will continue our work through our new plan.

Key Highlights and Achievements

Some of the key achievements from the past year are shown below.

Our Response to the Covid-19 Pandemic

We know that Covid-19 has had an impact on your life. You might have had to stay at home from school and things will have been very different for you. We want to make sure that we help to make things as positive as we can for you.

During the Covid-19 pandemic, you were supported at home and sometimes in the school hubs and summer hubs, either because your parent is a keyworker, or you and your family needed this additional support. We worked together to identify vulnerable children who might have needed more support.

If you did not have access to digital learning, we made sure we were able to have paper-based learning packs and a supply of stationery and notebooks which could be topped up at any time in local shops. We have also recently purchased 1200 iPads and 750 Chromebooks as well as connectivity in the form of individual pupil SIMs or MiFi Units for families to share. This amounts to connectivity for 512 pupils. We have already allocated approximately 700 iPads and 550 Chromebooks, and the number of requests is likely to increase as well as the need for connectivity. This is all aimed to help you learn in the best way possible. Health and Social Care Partnership teams gave tablets, mobile phones and SIM cards to families where needed.

Our Family Learning Team gave families extra support if learning at home was difficult for you. Boxes were given out which contained materials and an easy-to-follow instruction booklet with ideas for fun yet educational activities. Connected Communities teams ran the childcare hubs during the summer and the Rosemount Team also purchased a range of art materials specifically for the summer hubs.

Many staff teams worked creatively to provide additional resources to children, young people and their families at this time. Pathways to a Positive Future designed an activity book that had a large range of inexpensive or free activities for families to do. Early Years Social Workers delivered over 100 packs to families with arts and crafts resources. Children and Families team provided activity packs as well as delivering ceramic painting kits to many of families. This only offers a small sample of the creative ways staff worked to provide opportunities to children throughout lockdown by supporting the families.

The Executive Youth Council developed the following activities to support you and all young people during the Covid-19 restrictions:

- Monday Mind – a mental health awareness and promotion programme, including challenges help awareness and promote positive mental health.
- Tuesday TikTok – weekly dance challenges.
- DigiAye Quiz – online interactive quiz and Facebook live event bringing families together for an evening quiz and allowing interaction with other participants and the team.
- Arts Therapy Thursday – using arts as a medium to complete challenges using a variety of arts.
- Friday Fitness – partnership with Active Schools and KA Leisure bringing fitness into homes through a variety of challenges.
- Saturday Fakeaway – the team are creating a variety of cooking challenges using basic ingredients and minimal quantities to create baking and basic cooking lessons.
- Sunday Selfie Check in – using Facebook every week to provide a check in service to see how you are feeling, what you have been doing during lockdown and an opportunity to engage.

There were also various other projects being delivered by the Youth Work Team to support mental health and wellbeing. For example, we have had group discussions to help understand behaviours and perceptions and we have also been looking at risk taking behaviours and the possible consequences.

Small gifts and letters were sent to all care experienced young people and their families.

We promise to consult with you and your family about your needs to inform the services we deliver

A Youth Participatory Budgeting (PB) event took place in November, with £60k available. If you were aged between 8 to 25 years, you had the opportunity to have a say on where the funding would be spent. You were able to vote for the top three projects in your Locality area. Projects could bid for up to £1000, from a total pot of £60k for projects/ ideas. 5,583 Young People voted, with 16,749 choices made (three votes per person) – there were no spoiled ballot papers. 67 projects/ ideas were funded. This was an extremely successful Youth PB event – with the highest voting for any such event in Scotland.

A selection of the projects that received funding are summarised below-

- **Academy Prints (Irvine Royal Academy Pupils) – awarded £800**

Academy Prints is a small business which develops the youth workforce as it leads to the enhancement of pupil's employability skills. It will provide learners with a variety of experiences that enrich their career management skills and links their learning directly to the world of work. Furthermore, in the past many pupils taking the subject have advanced on to further education to develop their skills as practicing photographers and budding film makers. By providing 'Academy Prints' with quality mounting and ink for printing it allows pupils to be a professional business enterprise group.

- **The Scottish Centre for Personal Safety – awarded £1,000**

This project will provide Personal Safety workshops in every secondary school in the Three Towns Locality. The workshops will teach pupils about date rape drugs and bogus taxi drivers; show pupils de-escalation and voice control techniques to prevent an attack happening; demonstrate how to identify early signs of an imminent attack; and practice self-defence skills to ensure they can escape should an attack occur. Previous courses run in the Three Towns Locality schools have shown a marked increase in pupils' self-confidence and a decrease in the fear of a violent attack following these workshops. Some evidence also shows that school bullying may also have been reduced.

- **Garnock Valley Girls Group – awarded £990**

This grant will give young people the opportunity to participate in a weekend of team building and outdoor activities at Arran Outdoor Education Centre. This has been highlighted by young people across the Garnock Valley as being a valuable resource giving social, emotional and physical benefits.

- **Kilwinning Community Events – awarded £1,000**

Kilwinning Fireworks in the Park displays are the biggest in the area and is attended by thousands of people. Police have advised from previous events there is a reduction in local fire raising and anti-social behaviour affecting the area. Young people are encouraged to attend an organised display. The event also lets families attend an organised display which is free to attend, allowing people from all economic backgrounds to enjoy fireworks safely. The community can get involved in various areas of organising, making the event inclusive.

All funds come from fundraising and donations. All money would be used for fireworks and the event.

- **Arran Youth Foundation – awarded £1,000**

This money would be used to turn the popular music room in the youth cabins into a recording studio. Free guitar lessons are currently provided to a dozen or so pupils. Some of the old guitars would be donated to pupils, with Participatory Budgeting funds used to buy new guitars, headphones, monitors and software to set up a recording studio.

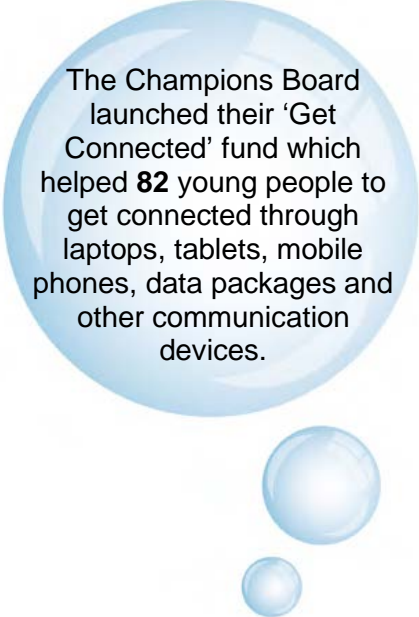
- **North Coast Youth Forum – awarded £1,000**

The funding will be used to run the Gala Day in Skelmorlie next year. The Youth Forum organised the event this year themselves, now there is interest from the previous Gala Committee to work with the young people. Involving young people in the planning process ensures equality for all.

Our Executive Youth Council worked in partnership with the Carers Trust to consult with you if you are a young carer on the barriers that you face. Their report will be taken to Scottish Youth Parliament.

We launched our online [Community Book](#), which shares local information and helps families to find out where they can get help.

We have made sure that our Head Teachers have more say in how to spend their budgets, which also allowed you to have more say by using Participatory Budgeting in schools.



The Champions Board launched their 'Get Connected' fund which helped **82** young people to get connected through laptops, tablets, mobile phones, data packages and other communication devices.

If you are care experienced, you can become involved in our Champion's Board. The Champion's Board is formed of young people who are care experienced aged between 15 and 23. The Champion's Board come together weekly and look for ways to change the care system as well as producing tools and advice for their care experienced community.

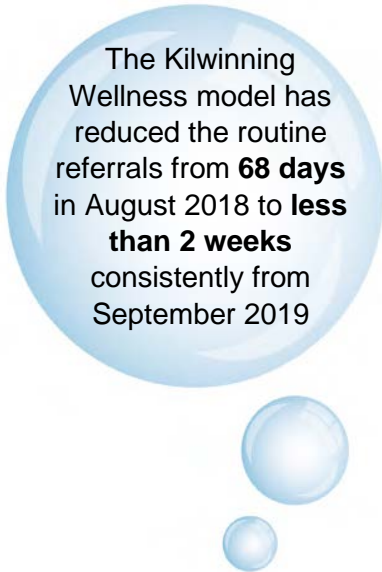
Some of the developments driven by the Champion's Board include access to free sports and leisure facilities. The Champions Board have provided KA Leisure cards to over 200 care experienced children and young people. They have also launched a new fund to provide sports equipment and clothing, have provided 20 laptops, 4 iPads, developed and created games and books to our Children's Houses for educational purposes and developed a Mental Health Toolkit which will be launched online in August 2020.

We promise that where we can, we will put all our children's services into local areas so that all of our staff can work more closely together for you

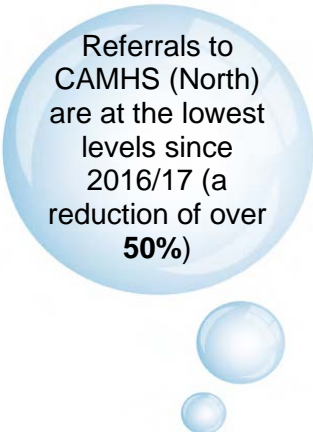
The first locality-based team was brought together in Kilwinning Academy. This was a new model of mental health support that meant specialist child and adolescent mental health services (CAMHS) teams were working together with schools and other parts of the community and developing initiatives together. Working together, discussions take place to ensure young people see the right person, in the right place at the right time.

We will be using the ideas that worked well there to bring teams together in other areas.

We have new structures in our Health and Social Care Partnership Teams. This means that our teams are working together to focus on locality areas to provide the best services to you. This structure provides both leadership and direction to focus on the needs of individual localities but promotes relationships between professionals within your local area. With more effective local relationships, we believe we are better placed to see and hear from you, the issues affecting you in your local area. We want to work alongside you to develop supports and resources that you can access locally.



The Kilwinning Wellness model has reduced the routine referrals from **68 days** in August 2018 to **less than 2 weeks** consistently from September 2019



Referrals to CAMHS (North) are at the lowest levels since 2016/17 (a reduction of over **50%**)

Our Health & Social Care Partnership (HSCP) Universal Early Years teams "Teams Around the Family" are now based within localities and aligned to GP practices to make sure that you and your family can easily access the services you need. This team incorporates an Early Years Social worker who Health visitors can request support for you and your family. This support can be provided quickly at a point you most need it.

We promise to make sure that your rights are protected



We have developed our Children's Rights Reports 2020-23 which sets out what we have done to promote and improve children's rights and also what we will do to improve. More information can be found in a dedicated section of our [Children's Services Plan 2020-23](#).

Your rights, as children and young people are at the heart of everything we do.

The Gold Rights Respecting award is the highest level of the Rights Respecting Schools Awards and is granted to schools that have fully embedded the principles of the UN Convention on the Rights of the Child into their ethos and curriculum. The accreditation is valid for a period of three years.

In North Ayrshire the following schools have achieved **GOLD** status:

- Beith Primary School, Primary
- Dalry Primary School, Primary
- Dykesmains Primary School, Primary
- Whitehirst Park Primary, Primary

The Silver Rights Aware Awards are granted to schools that make good progress towards embedding the principles of the UN Convention on the Rights of the Child into their ethos and curriculum.

In North Ayrshire the following schools have **SILVER** status:

- Ardrossan Academy, Secondary
- Brodick Primary School, Primary Corrie Primary School, Primary
- Dreghorn Primary School, Primary
- Elderbank Primary School, Primary
- Gateside Primary School, Primary
- Glebe Primary School, Primary
- Hayocks Primary School, Primary
- Kilmory Primary School, Primary
- Lawthorn Primary School, Primary
- Pirnmill Primary School, Primary
- Mayfield Primary School, Primary
- Shiskine Primary School, Primary
- St Anthony's Primary School, Primary
- St Bridget's Primary School, Primary
- St Luke's Primary School, Primary
- St Mary's Primary School, Primary
- St Winning's Primary School, Primary
- Whiting Bay Primary School, Primary



We make sure that you are taught about your rights in schools and we use the Rights Respecting Schools approach to make sure this is successful. We want more of our schools to move from silver to gold. There is annual training available to make sure this remains one of our priorities for you.

We teach children's rights in all our schools and this success is shared through school social media and via attractive school and classroom displays. From speaking to you in focus groups, we can see that you are knowledgeable about your own and others' rights. We know that you are taking on elements of responsibility to make sure that all schools listen and involve their pupils fully in decisions that affect them and their school community.

We regularly ask you for your views within our schools. This makes sure that your rights are at the heart of what we do and what we plan to do. We welcome you to express your opinions on what is working well and what could be better. You can be confident that your views are respected and acted upon by staff and partners.

In 2015 the Scottish Government announced the plans for 2018 to become Year of Young People. The aim was to give you (if you are aged between 8 to 26) more opportunities to influence decisions that impact on young people and to take part in events. In North Ayrshire 17 young people applied and completed training to become Year of Young People Ambassadors.

Final agreement was reached on the priority themes (based on wide ranging engagement). One of the three main themes was **Young People's Voice and Rights**.

The key proposal was to refresh the “Step Up and Speak Out Youth Citizenship and Participation Strategy 2015 – 2019.”

We want to make sure that we have the right things in place to have your voices heard.

We promise to work closely with our partners, you and your family to make sure that North Ayrshire is a more secure place to live so that you are safe, protected and not at risk of intentional or unintentional harm

Our Child Protection Committee (CPC) is a multi-agency group and works to make sure that you are safe at all stages of your life, from before you are born to adulthood. The Child Protection Committee and Child Protection Teams across all localities in North Ayrshire can provide support when it is needed, and if you and your family need protection.

The CPC is closely linked to the Children and Families Affected by Substances (CAFAS) Subgroup. The newly named CAFAS group work to improve the quality and accessibility to services for Children and Young People who are at risk due to the harmful effects of parental/ care giver alcohol or drug use.

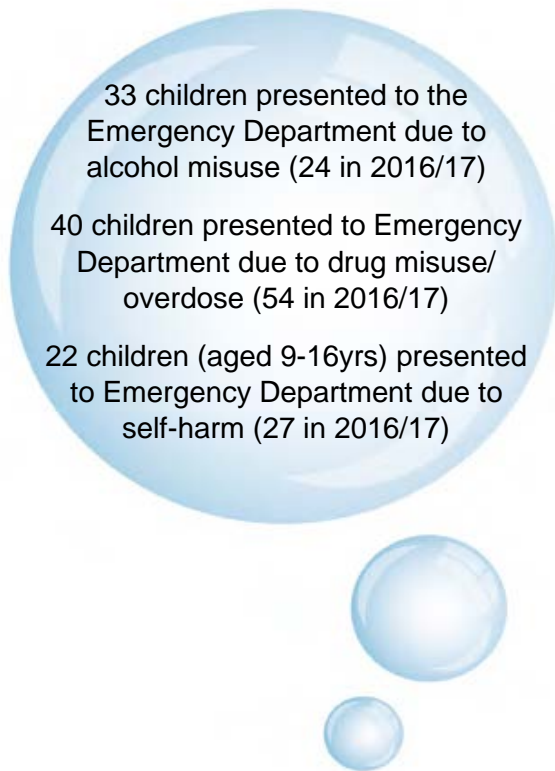
We have a child protection training calendar for professionals to ensure that children are protected from violence, substance use, poor mental health, emotional and physical abuse and neglect and can recover from traumatic experiences. This includes training on children’s rights, domestic abuse and trauma informed practice. Our Child Protection Committee is supporting the Everyone Has a Story training it has been agreed that this training will be delivered towards the end of 2020 early 2021.

There will be scope for 15 staff to attend this training and the course will support practitioners in adult and children’s services to respond to children affected by parental substance use.

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During 2018/19, North Ayrshire Child Protection Committee initiated a Short Life Working group to take forward some work on children’s experiences of child protection processes. Eight young people were asked in some detail about their experiences, with the support of the Rosemount Project and the Children 1st child protection advocacy support service. A report was completed which analysed and made recommendations from the feedback collated from the young people.

Young people told us that having advocacy support was helpful but they would have liked this help at an earlier stage without having to repeat their story. Barnardos is now being commissioned for this service and feedback from social workers about this service has been really positive so far. They are also utilising technology through the use avatars that children have created to express their views.



The work also highlighted a need for a more individualised approach to recording children’s views and ensuring that it takes account children’s experiences and not just what they say (as sometimes due to age, stage and need, this isn’t possible). Paperwork including the child’s plan and child protection investigation reports are being updated to ensure that the child’s experience is considered by workers to make sure that our processes are as child focussed as possible.

During the Covid-19 pandemic, the Child Protection Committee updated their website, launched a social media campaign around child protection and distributed child protection materials, in partnership with the community hubs distributing food during the pandemic, to families who received food deliveries. This helped to keep children safe during this time.

We promise to support you to build and maintain healthy sexual relationships free from coercion and harm

If you are in secondary school, you have access to a Personal and Social Education programme which includes a focus on four key themes – the use of substances, informed choices, risk taking behaviour and action in unsafe situations. This is often delivered in partnership with the police and other agencies.

The PASS (Prevention of Alcohol and Substance Misuse Sessions) resource is widely used in our schools. You will learn information on current laws and how media and peer pressure affect your attitudes and behaviours. We help you to learn how to identify and select the skills and qualities required to make positive choices in challenging situations, for example, confidence, resilience and assertiveness.

We anticipate this will help you to develop positive coping strategies when dealing with stressful and challenging situations. We will help you understand how substance use can affect judgement and impair ability to make responsible decisions and what actions to take in an emergency relating to substance misuse.

In conjunction with the North Ayrshire Alcohol and Drug Partnership (ADP) and the Children Affected by Alcohol subgroup the North Ayrshire Health and Social Care Partnership have created a specialist Children and Young Persons Drug and Alcohol Team. The formation of this new team will provide an exciting opportunity to enable the achievement of better outcomes for our children, young people and families harmed by alcohol and drugs.

A pathway for referrals to this new team will be devised with the team delivering a preventative approach via brief interventions, to a more targeted input using motivational interviewing techniques to support for those referred from A&E.

This new team will be subject to yearly monitoring and evaluation through the Alcohol and Drug Partnership.

To enhance the skills of our work force and improve outcomes for young people and families the North Ayrshire ADP has invested in the C.H.A.T. training (Children Harmed by Alcohol Tool kit). During 2019 there were 44 staff from across Children and Families Service trained to deliver this intervention.

C.H.A.T. can be used with children, young people and families harmed by problematic alcohol use. The aim of the resource is to build resilience and protective factors in children and families. The C.H.A.T. training has recently been evaluated by Alcohol Focus Scotland and key findings have highlighted that following training 100% of participants were more aware of the impact of harmful parental drinking on children and families and felt more confident in raising the issue of alcohol with families. A further evaluation will take place in 2020 to explore the impact of C.H.A.T. in our work with young people and families.

Our Active Schools Team are continuing to work working closely with the North Ayrshire Drugs and Alcohol Partnership and KA Leisure to deliver "Champions for Change", a community-based programme which uses the power of Sport to effect positive change.

Work continues in Greenwood Academy and Irvine Royal Academy to develop leadership skills and includes interactive discussions and activities on the key messages around drugs and alcohol awareness. Our coaches are also working closely with Primary Fives of the feeder Primary schools to deliver fun and engaging sessions which include drug and alcohol content.

The Executive Youth Council are continuing their work on the drug and alcohol blog project which will be created and turned into an animated mini-series to give you advice and information on dealing with alcohol and drugs misuse.



We promise to make sure that you move from stage to stage as smoothly as possible

78% of children achieving their developmental milestones at the time the child starts primary school (2018/19) an increase from 77% in 2016/17

The Early Years Expansion has enabled us to deliver 1,140 hours of free care to over 1,200 children. As a result, parents and carers have been able to take up training and employment, we have contracted 16 nurseries and 79 childminders and enabled 14 Modern Apprentices to secure employment. We have had to postpone the full 1,140 hours of Early Learning and Childcare Expansion roll out until August 2021. This will let us make sure that can focus on how to mitigate the impact of Covid-19 on the poverty related attainment gap between pupils living in or most deprived areas.

Transitions are planned for you when you are moving between sectors. We organise practice and orientation visits to P1 and S1 and this can also involve films posted by schools to let you see the layouts and what happens in your new school. P1 and Secondary staff also visit you in nursery and primary schools to meet you and help you find out about school routines and key relationships.

When children or young people have Additional Support Needs, a transition plan involving a team around the child is devised at least a year in advance of any planned move. This ensures that an enhanced period of transition can take place, and this involves the child, their family and an associated team of professionals.

To help this transition we can use Early Years, Nurture, Pastoral, Classroom Assistant and Area Inclusion Worker staff to create and deliver an enhanced programme of visits in advance of any move.

When you are planning to leave school, guidance staff and project officers can be used to help plan a pathway into further education, training or employment making sure that you can all move onto positive destinations. Though all of these transitions staff are guided by Additional Support Needs legislation and our North Ayrshire Nurture strategy.

If you are currently or have been previously looked after, the Throughcare and Aftercare teams will support you to move on from being accommodated away from home to the next stage of your life. We are there to listen and respond to your emerging needs in any way we can.

Our team have a dedicated Employability Advisor who can support you to explore pathways into employment, training or education. Advice offered is adaptable to suit individual needs. Staff can assist you in finding your own accommodation and provide bespoke emotional and practical support through what can be, a challenging and uncertain time, as well being as exciting.

We offer guidance to those who need advice and guidance in applying for DWP benefits, as well as those who are applying for educational bursaries, care leaver's bursaries and financial support. Assistance can also be provided on legal matters, emotional health and wellbeing and life skills.

We promise to care for your needs if you have any health needs or disability

It is important that all of you get the support you need to reach your full learning potential. You can sometimes need additional support for a short time or for a longer period as a result of challenges in school, family circumstances, health, wellbeing needs or disability.

We have processes in place to identify, assess and determine needs which involve children and young people, parents or carers and associated professionals (a group known as the Team Around the Child). If you are involved in this, your views and those of your parents or carers is recorded, and this is considered when assessing, planning and reviewing support.

Once additional support needs are identified, a plan is created – sometimes called the child's plan – to help overcome barriers to learning. This plan is regularly reviewed, evaluated and updated ensuring progress, attainments and achievements are recorded.

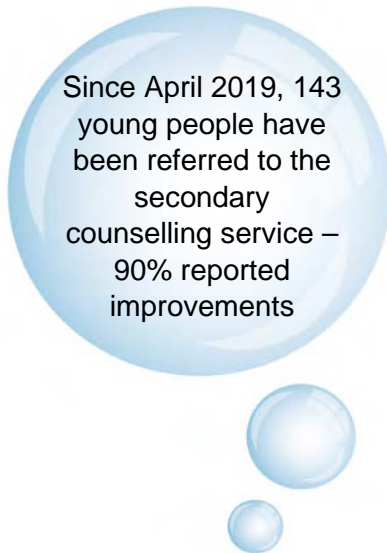
The National Health Visiting Pathway has been fully implemented with systems in place to support requests for assistance to ensure the needs of the child and family are met.

Our integrated Universal Early Years Service provides individualised, early intervention care and supports to the child and their family. This is a team with expertise from a health, nurture and social work skill base with an integrated approach to support you and your family working with you to identify when you need support most and ensuring that we deliver on this.

Our new sector-leading Additional Support Needs (ASN) Campus is being built and will provide a high-quality learning environment for over 200 ASN pupils who currently attend our four ASN schools.

On the same site as the ASN Campus, the construction of an 8 bedded residential facility and an eight-bed respite facility will increase the availability of access to local residential services which previously were delivered out with North Ayrshire. Close working with The Mungo Foundation will allow an increase from four to eight beds and each facility is purpose built and fully accessible and is due to be operational in summer 2021.

We promise to ensure that your mental health and wellbeing are a priority



Since April 2019, 143 young people have been referred to the secondary counselling service – 90% reported improvements

We are developing our Mental Health Strategy. We have specifically worked to develop support materials for families to make sure that you get support for your wellbeing and mental health.

We have had a specific focus on developing positive mental health resources to support you, our staff and your families during this period of lockdown and school closures and this is accessed through a specially developed blog. We are now working on how our overall strategy can continue to support you when lockdown ends.

Since April 2019, there have been 143 referrals to the secondary counselling service. Of these, 36 young people have finished their counselling sessions with over 90% of pupils reporting improvement following this support. Counselling is one of a range of mental health supports available if you need it. Kilwinning Academy established a

wellbeing hub which provides supports and resources. This includes peer to peer support from pupils trained in Scottish Mental Health First Aid as well as targeted programmes to combat low self-esteem and other aspects of mental health.

We are working to restructure our counselling service to ensure that it can support children and young people aged 10 and over, as per the Scottish Government's guidance on use of counselling funding.

In response to the Covid-19 pandemic, we have also ensured that our secondary school counselling services continued during lockdown through telephone counselling. This made sure that you could still access support if you needed it.

A new national facility for young people being built at Ayrshire Central Hospital in Irvine. Work is expected to start on the 12-bedded unit for children aged 12 to 17 years with complex difficulties later in 2020. It will be the first secure adolescent inpatient service for young people in Scotland and means that children will be cared for nearer to home, with the appropriate care, treatment, therapies, security and on-going education.

We are starting a pilot project to develop a better understanding of the needs of young people in the immediate aftermath of significant self-harm, self-poisoning or behaviour which is suicidal in its nature.

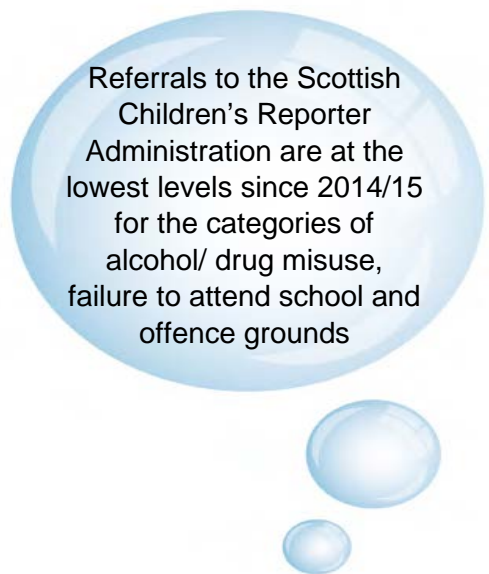
During 2020 the pathway for referrals to the Service Access team for young people who are admitted to hospital following significant self-harm, self-poisoning, or behaviour which is suicidal in its nature has been revised. This new pathway will be launched to coincide with National Suicide week in September 2020 and will reflect a robust, meaningful and young person-centred response to supporting our young people's mental health and emotional wellbeing.

The Young People's (YP) Suicide Taskforce (formerly the Young People's Operational Suicide Prevention Group) has continued to meet regularly, with governance from the Young People's Strategic Suicide Prevention Group (YPSSPG).

A key element of the community action plan has been the 13 Ways Campaign. A series of 13 animations with key messages focusing on young people supporting each other, were developed and released via social media in the weeks leading up to Christmas 2018 – starting in September coinciding with Suicide Prevention Week (10th September 2018). The animations illustrated one of each of 13 messages, with a narration by a young person and an animation to illustrate the message. There was also an introductory message and a final adult message which was added in towards the end from the parents of one of the young people who had died within North Ayrshire. The key message is that suicide is not the solution – there are many people and ways to support and help. Young people were central to developing the language, visuals and stories, and were supported to contribute meaningfully specifically (but not exclusively) through the Year of the Young People (YOYP) Ambassadors. The campaign has been very well received and has been given a positive response perhaps because of the ownership by all groups and the young people of the messages and the rationale. Young people have been the best ambassadors – the YOYP ambassadors winning the category prize for Mental Health and Wellbeing in the Youth Link awards for this work. The campaign has continued to be further developed in 2019 and 2020, with celebrity endorsement from 'Grado' to widen the reach of the messages.

Our Health and Social Care Partnership has ensured that anyone who needs urgent support during the Covid-19 pandemic has received it. During the pandemic our Service Access Team quickly realigned their service linking staff to all community hubs to work in partnership to support the most vulnerable and at risk of isolation in our communities.

With one family saying, "thanks for your commitment and perseverance" and another commenting that the support from Service Access has made them feel safe during a very difficult time. Service Access staff continue to support the work of the Hubs by delivering joined up services in order to improve local health and wellbeing and to ensure that the services provided in each locality are meeting the specific needs of the local community.



Similarly, those individuals already known to our local services have continued to be supported, particularly those who may be a risk to themselves or others due to isolation.

We have used our website and social media channels to share information on the importance of being active and looking after your mental health and wellbeing, including regular messages to our people across the organisation.



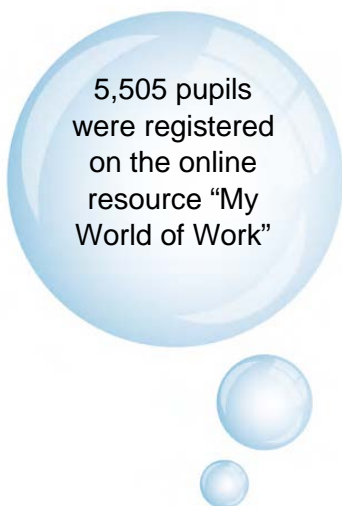
We promise to provide you with the best education possible through high quality teaching and to encourage and celebrate your achievements

The Literacy Strategy is now complete following consultation with you, staff and senior leaders. Work to support establishments in the full implementation of this strategy continues. The Learning and

Teaching Strategy is in its final stages, however due to the temporary suspension of the service, further consultation work has not taken place.

Completion of courses has been impacted by Covid-19 and the nature of some of the vocational courses is that digital completion is not possible. We are however, working with schools and partners to mitigate any negative impact and in almost all cases, the pupils will be awarded their qualification.

We are assessing the scale of the challenge school leavers will face this summer and working with internal and external partners to ensure that appropriate support and provision are in place. School staff are working with careers officers, maintaining contact with leavers and monitoring impact & changes in plans.



During school session 2018-19, schools continued to develop programmes of career advice, work experience and employer engagement. All pupils have an entitlement to a work experience placement in their Senior Phase of education. Schools run themed careers events and organise seminars for those wishing to progress to further or higher education. Increasing numbers of young people study Foundation Apprenticeships delivered by Ayrshire College and by the Health and Social Care Partnership and these provide a sound progression for those wishing to progress to a Modern Apprenticeship.

Schools work with a variety of partners to ensure that those most at risk of not making a positive progression have transition and ongoing support. In 2018/19, we had 1,373 young people leaving school. **94% of school leavers progressed to a positive destination, 34.7% to higher education, 35.7% to further education and 19.3% progressed directly into employment.**

During session 2019-20, schooling and the support for leavers was interrupted by the Covid-19 pandemic. On an ongoing basis, schools have identified pupils' leaving intentions, but they carried out a further exercise of more forensic examination to inform what was going to be needed to mitigate the negative impact of the Covid-19 pandemic. The majority of those whose intention was to progress to further and higher education will, with support where required, move onto those positive destinations. Those seeking employment are likely to face a very challenging labour market and through the local employability partnership, existing programmes will provide some of the solution together with anticipated national programmes. All leavers details are on shared Data Hub, and all leavers who are not in a positive destination will be case managed by Skills Development Scotland with the support of the Local Employability Partnership.

We promise through our nurturing schools approach to build your confidence and to help you attain the highest standards you can

Nurture continues to develop and grow with primary nurture group provision has expanded to 25 nurture groups. Secondary nurture group provision has also expanded so that now every secondary school has targeted nurture provision bringing the total to 9 groups. Our early years nurture groups continue to support young people in 9 establishments and practice is evolving to meet the changing demands of early years expansion.

We have launched a Promoting Positive Relationships (PPR) policy underpinned by our Nurturing North Ayrshire approach to further empower staff confidence in the use of nurture and restorative approaches. The PPR policy is the foundation for the continued development of universal nurture approaches.

Educational psychologists have worked with Health and Social Care Partnership to deliver nurture training to managers of Children's Houses. Plans are in place for the nurture team to deliver training to all staff within the Houses and to foster carers (rolling programme of training).

Our focus has been to help schools to have nurture embedded and an inclusive culture with positive relationships. To help you after the Covid-19 lockdown period, our teams are working together to deliver our Nurturing North Ayrshire's Recovery (NNAR) units to support you in schools as well as school staff and families on the return to school buildings.

We will be building a new state of the art campus in Ardrossan, costing £60 million. The campus will bring together a secondary school, primary school and early years class as well as community library and leisure facilities.

We promise that if your parents (or carers) have problems we will be there to support you all through it

As part of the Covid-19 response, our Community Hubs provided lots of support and help for families who needed it. This included delivering food and prescriptions and other help to people who had to isolate.

Our Children and Families Team continued to meet face to face to give support to families where it was needed during the Covid-19 pandemic. The team also phoned families to offer support and guidance.

Early Years Social Workers who work with your Health Visitor can provide support if your family is experiencing difficulties with relationships. We now have four Early Years Social Workers who are there to support you.

Children and Families locality teams within the Health and Social Care Partnership offer support to children young people and their families for a whole range of reasons. There may have been an event meaning we need to provide short term additional support, or we may be involved with you or your family for a longer period of time. Our aim is to support you and your family whilst things are more challenging for you. We want to hear both what is working well for you and offer support where things are difficult. You may get individual support, group support with other young people and or your mum dad or carer may get support also. You may have someone who comes to your home to offer practical support to you or your parents to get to school or get in better routines. There are lots of different ways we can assist but we will agree with you what is the best way for you and your family. These teams will link with other important people in your life to make sure you are best supported.

The Family Learning Team works closely with schools and are available to support and signpost families where needed. The Family Learning Team have a range of programmes available that target aspects of health and wellbeing for example, Families Connect, KitBag, and Parents in Partnership.

We promise to help your parents (or carers) get the best information on money, benefits and employment to help make sure that you have food to eat and a safe, dry and warm house to live in

We have a [Child Poverty Action Plan](#) and it contains lots of information about what we do help families who may be having financial problems. The work we do helps to get people into jobs and earn more money and to help reduce costs for families.

We help to get families registered to get free school meals and clothing grants where they are entitled.

We work together with our Money Matters Team to help refer parents to the service, to make sure they can get all of the benefits they are entitled to.

Our Skills For Life programme is supporting lone parents into work and has been completed by 15 residents. Eleven parents have secured permanent employment with us and two within the private sector. On average, parents are **£90 per week better off** as a result.

In the last six months, as part of our resettlement programme, we have supported seven Syrian families to resettle into our local communities. So far, we are proud to have welcomed 41 Syrian families to North Ayrshire.

We were the first Council to introduce Real Nappy Incentive Scheme which could save families up to £1,300 per child on the cost of disposable nappies, whilst reducing the environmental impact of nappies by 40 per cent.

Our teams promote evidence based infant and family feeding practices, including breastfeeding, across all areas of North Ayrshire. This helps babies to have the best start in life and will later positively influence attainment. Mums are supported by a range of Health, Social, Community, Peer and Third Sector services to breastfeed their babies for as long as possible to support attachment and wellbeing.

During the Covid-19 pandemic our Refugee Support Team delivered food boxes in lieu of school meals to the majority of families with school aged children. Contained within the food packs there were also educational packs for the children to complete and on several occasions, there was an age appropriate book for each child within the household. Whilst being dropped off there was a quick welfare check carried out at on the doorstep at a 2 metres distance and whilst wearing PPE. Families without school aged children were also visited for a welfare check as well.

In addition, the Service Access team have continued to assess risk and unmet need with families and signpost to services as appropriate. The Service Access teams now have Money Matters advisers and a Housing Support Officer integrated into the team to offer housing and benefit support at the earliest opportunity

We promise to help your parents (or carers) to support you in your learning and We promise to work with you and your family to encourage and support positive family relationships

We want everyone in a parenting role in North Ayrshire to feel supported. Caring for a child can be rewarding but sometimes it may be challenging. We help to identify the right parenting support for those who need it.

Our [Positive Family Partnership Strategy \(PDF, 556kb\)](#) contains information on how we to help all families in becoming confident and supportive.

A new Parental Involvement and Engagement Framework has been created and is currently at the final stages of consultation.

The Rosemount crisis intervention and intensive support service continues to provide immediate support to vulnerable children, young people, families and carers who are assessed as high level of need and risk. The team deliver a high quality, responsive and personalised service to maintain children and young people at home with their families/carers and within their communities.

A solution focused and whole family approach is implemented to avert family breakdown and support positive family relationships with the delivery of intensive support packages to meet the unique needs of children, young people and their parents or carers.

With the use of an evidenced based tool called The Rickter Scale our young people and their families demonstrated significant improvements in relationships, health and happiness.

Many families have provided feedback on the service they have received with one stating “I don’t know how we would have got through all this without Rosemount and another commenting that “the support from Rosemount has been invaluable, I have come so far and finally built confidence and I was able to do this because of the support system that has been built around me.”

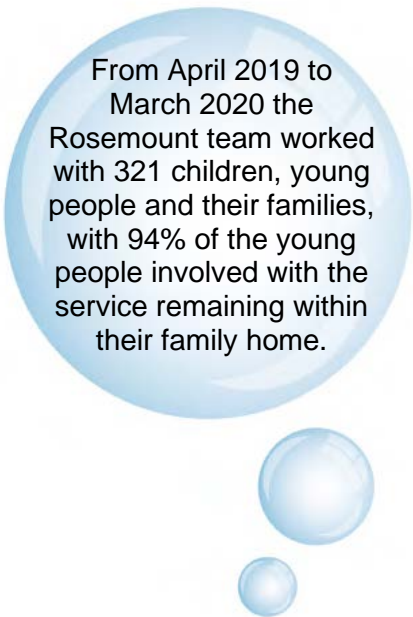
Functional Family Therapy (FFT) is an evidence-based programme aimed at improving the outcomes for young people aged 11- 18. It is a family based intensive intervention programme that builds on the existing strengths within family relationships. The programme works with some of the most vulnerable young people including those who are demonstrating significant behavioural difficulties, involvement in offending, violent behaviour and substance misuse.

FFT has been available to North Ayrshire since January 2019 with around 30 referrals per year. The current agreement is that FFT will continue to be available until at least the end of March 2022. This will give a good opportunity to understand the positive impact of the Service at a local level.



FFT interventions range from 12 to 30 sessions over a three to five-month period. The intensity and duration are dependent on the levels of risk that the young person is deemed to be exposed to. There are 5 key phases of intervention: engagement, motivation, relational assessment, behaviour change and generalisation.

The FFT Ayrshire Lead provides quarterly evaluation and progress reports detailing the impact of the service.



From April 2019 to March 2020 the Rosemount team worked with 321 children, young people and their families, with 94% of the young people involved with the service remaining within their family home.

We promise to help your parents (or carer) learn what is important to be a supportive and confident parent and engage your wider family members as they will be a great support to you

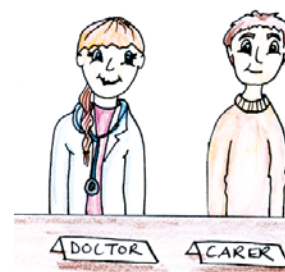
2,752 families have taken part in Family Learning interventions this session. An additional 32 families from Additional Support Need (ASN) schools have also engaged with the Family Learning Team (FLT) through the launch of the parent hub and family cooking sessions delivered in four ASN schools.

Over 97% of parents and carers who took part have gained more knowledge on how you learn in school and how to support your learning at home. 100% of parents and carers responded that they were able to prepare you for transition onto Primary or Secondary school and 97% feel more included in their school community.

Consultation for the Additional Support Needs (ASN) parent hub ensured that monthly themed topics are relevant to family needs. Further consultation will identify the need to move to a virtual online hub in response to the current pandemic.

The Promoting Positive Relationships Policy was launched at the Additional Support Needs (ASN) coordinators meeting in the first term of the current academic year and is now complete.

We promote the uptake of immunisations to make sure you are protected against diseases. In 2018/19, we had an over 90% uptake rate of Rotavirus and MMR1 vaccinations.



We promise to offer you lots of sport and physical activity opportunities to keep you fit and healthy and We promise to give you and your family help if you are above a healthy weight

The promotion of the best possible nutritional intake from birth onwards is delivered by a wide range of professionals with aims of reducing obesity and dental caries (tooth decay).

Childhood and School age Immunisations are offered to you as per National Immunisation Schedules to prevent serious illnesses.



A Whole Systems Approach Workshop to Diet and Healthy Weight was led by Leeds Beckett University on 14th January. This was followed by staff training sessions in January and February.

Active Travel, Active Schools and KA Leisure delivered physical activities until the Covid-19 crisis in March. After this, the Active Schools team continued to provide leadership for sports and physical activity through digital services and volunteering to support the childcare hubs for children of key workers and vulnerable children. KA Leisure staff are delivering online services while buildings are closed.

Our national early adopter whole system approach to diet and healthy weight was launched in October 2019 with strong support from over 100 representatives of key partners including Leeds Beckett University and the NHS. A whole system approach means that we are working with communities and stakeholders to understand problems such as obesity, and to help identify and test

solutions. Our aim is to improve food and physical activity from your perspective and focus on reducing health inequalities.

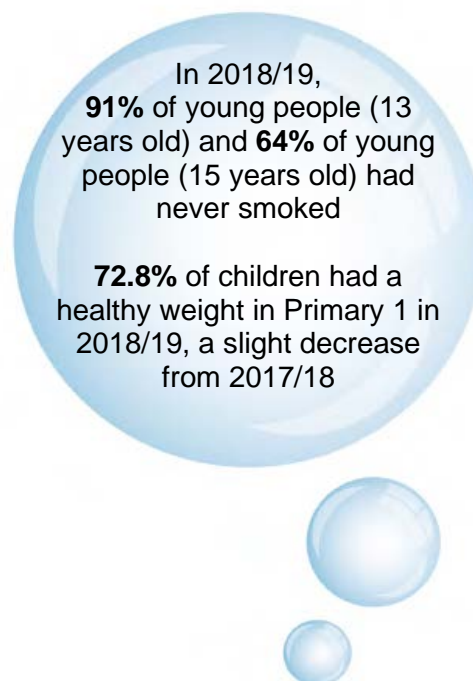
Our DrEAM (Drop Everything and Move) campaign was designed to encourage people to have fun while living healthier and more active lives. Our Youth Work Team have now developed 'DigiDrEAM'. This is a digital platform and is packed full of fun activities for you and your families. The platform includes daily challenges set by our Active Schools and Ranger Service Teams as well as our partners at KA Leisure.

During 2019/20 our Active Schools team delivered 7748 activity sessions. The North Ayrshire Sports Academy was attended by 51 pupils. 22 qualifications and 36 SQA Leadership Qualifications were awarded. Over the course of the DrEAM week campaign, 30 targeted programmes were offered to schools and communities.

North Ayrshire Girls starred in the sportscotland Fit for Girls Campaign video which launched nationally in February 2020.

Almost all of our schools are providing quality Physical Education for two hours or more in a week. All schools have healthy active activities supplemented through active play and lunchtime/after school sports and activity clubs.

We continue to provide practical support and family based healthy lifestyles group programmes for families with a child above a healthy weight



We promise that when it is not possible to stay with your family, we will make sure that you are looked after as quickly as possible in a new caring home, to keep your moves to a minimum and to tell you about the reasons for these decisions

Prior to the Covid-19 pandemic, a Challenge Team was created in two schools, Greenwood Academy and Elderbank Primary. The team includes four Social Workers, three Family Care Workers, three Mentors and a Registered Nurse. The Challenge Teams work in partnership with a range of other services. This new model of a schools-based team approach will enhance and develop our current ways of working to support children to remain living at home with their families. The team will also identify concerns within families at an earlier stage and, through working together with families and the wider school community, increase the likelihood of remaining with family and therefore ultimately improving children's outcomes.

Highlights from the project have included:

- Children feeling supported and listened to: getting the right help, from the right people at the right time. This has been raised at various junctures, meetings, feedback from children / young people
- Families feeling supported and empowered to make changes for the better.
- Families feeling supported
- Better signposting to services – an increased awareness from all staff on what services are available to support families in the local area.

- No wait times – children and young people being seen immediately to avoid events escalating.
- No child or young person accommodated.
- No child or young person put on statutory or compulsory measures.
- Increased attendance, attainment and positive destinations for young people.
- Reduction in the number of exclusions.
- Using Challenge Attainment Funding to combat poverty at a front-line level. Working with families that are living in some of the most deprived quintiles of Multiple Deprivation in Scotland to achieve better social inclusion, greater autonomy and community integration.
- Giving families support to financial maximisation (advice on budgeting and benefit maximisation, referrals to Money Matters).
- Being an important part of a bigger framework supporting families and potentially aiding children/young people children to better attendance, increased engagement and better attainment at school since working with the Challenge Team.

We want to reassure you that where social workers, youth support staff, residential workers and other social work staff are not based within your school we will continue to work hard alongside you and your families to ensure you have the support you need the most. This may include support to ensure you get to school and whilst you are there, you are able to focus on your school day. You may have counselling or other emotional support provided by a trusted adult. This is because we recognise being separated from your family will raise a variety of feelings and questions for you that you may wish and need support with. We hope by providing support at a time that is right for you we help you to make the most of other opportunities in your life.

When it's not possible to say with your family we will make sure you are looked after as quickly as possible. A Senior Officer will convene and chair a meeting and ensure that your views and wishes have been established and considered during the review process. The Senior Officer will positively engage with you and your family and ensure that the care provided is of a high standard and meets your needs. The Senior Officers have devised a new information leaflet for our young people to support their understanding of the process and they have continued with virtual meetings during the pandemic.

Tablets have been purchased to support young people and their families attend and participate in meetings.

The recently refurbished Meadowcroft building is a bespoke facility which is home to several specialist teams who provide a range of intensive and creative interventions to support our children, young people and families. The teams based at Meadowcroft include the Rosemount Crisis Intervention Team, The Programmes Approach Team, The Corporate Parenting Team, Throughcare Team, Residential Social Workers.

The teams relocated to the Meadowcroft building just before the pandemic and have continued to provide a robust service to our vulnerable young people and families.

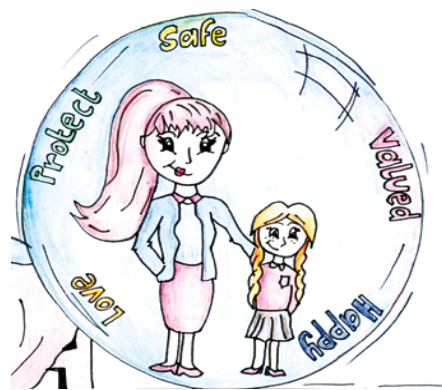
The average number of moves before a permanent placement was 6.5 in 2019/20. Unfortunately this has increased from 3.6 in 2016/17, but this continues to be a priority for us.

We promise to provide you with access to opportunities that value you as an individual and your aspirations

We are continuing to work with a range of partners to support young people undertaking Foundation Apprenticeships with a key focus on securing further employment.

Activity Agreements help more vulnerable young people who may need extra support to develop confidence, self-esteem and skills to be able to go into employment or undertake a further or higher education course. There are a variety of resources to maintain and support each participant's mental health and well-being.

Our Coding the Future Project was successful in applying for an Education Scotland Science Technology Engineering and Maths (STEM) Grant of £5,000 to support the project, including the set-up of a virtual STEM Hub and a STEM website.



In March 2020, we approved a Capital Budget that will deliver a **£269 million** programme of works of investment in education by 2027/28. Investment in the school estate will continue to be a key focus for us over the coming years to make sure that you have the best possible environments for learning.

We continue to develop our longstanding partnership with the Scottish National Portrait Gallery to provide opportunities for our young people to realise their aspirations. In 2019 our young people from the Rosemount Project participated in an innovative and adventurous exhibition called Beings. This exhibition explored young people's wellbeing, through their emotional and creative response to powerful works of art from the National Galleries of Scotland's collection.

The Beings exhibition which was supported by the North Ayrshire Alcohol and Drug Partnership, promoted resilience by demonstrating how young people can become more self-aware and confident through being creative.

Beings explored the many ways in which creativity can help young people to understand and express their emotions, sparking conversations about identity, emotional health, happiness, resilience and self-worth. Beings was exhibited in The Scottish National Portrait Galleries from February to April 2019 and at the Racquet Hall in Eglinton Park in July and August 2019. The Beings exhibition has been shortlisted for the Museum and Heritage awards 2020 under the category of Partnership Project.

Our partnership with the Scottish National Portrait Galleries continues to evolve with our young people currently participating their new exhibition, 2020: Stories, Portraits, Visions. This initiative involves young people sending their stories and images inspired by the events of this year, from the joyful to the tragic and everything in between; lockdown hair and extra time with immediate family, social distancing to social isolation, PPE-clad shopping trips to food bank home deliveries.

From August 2019 dedicated Learning and Development was provided to support the joint working with Education in delivering Foundation Apprenticeships. This focused work will continue in this academic year.

We promise to provide you with skills for life, learning and work, including financial education

During 2019/20 school session, schools continued to offer a wide range of vocational and wider achievement options. In secondary schools, Employability and Leadership awards are supporting you to develop skills for life and work. Prior to Covid-19, the Council's partnership with Ayrshire College was providing opportunities for you to experience everything from short taster sessions to industry recognised qualifications.

There are a range of programmes that are delivered by our Connected Communities Team in community settings and across all schools. The programmes are framed against the national

outcomes for youth work. Our Active Schools Team work in partnership with all schools and the highly successful North Ayrshire Sports Academy provides a route to a range of SQA qualifications with a focus on confidence and resilience building in communication, relationships and organisational skills. A key element of this work is the leadership development which contributes to an academic achievement.

Our Youth Workers support your learning in community settings and in schools. Dynamic Youth Awards are used in primary and early secondary school and Youth Achievement Awards are on offer for you if you are 14 or over. You are at the centre of the learning and the awards are project and portfolio based.

We are able to offer the Participative Democracy Certificate, which provides accreditation pathway to SQA (SCQF) Level 5, if you are involved in democracy and participation work, through the Participation and Citizenship framework, for example Youth Forums. This is offered to senior pupils who wish to pursue a career in working in community-based settings as part of the senior phase. Outdoor education is delivered to both primary and secondary schools.

Our Primary School programme at the Arran Outdoor Education Centre is designed for P7 children who are about to make the transition to Secondary School. The focus of the programme is developing your personal and social development through Outdoor Learning. Courses are of a multi activity format that allows you to experience a range of outdoor activities. This range of activities enable you to make considered choices to further progress these activities or not. They also encourage teamwork, communication skills, in a safe environment. This provision is accredited through the John Muir Award. We actively participate in the Duke of Edinburgh Award and this is delivered in community and school settings, with a high level of progression through the skills of the award. In 2019/20, young people completed:



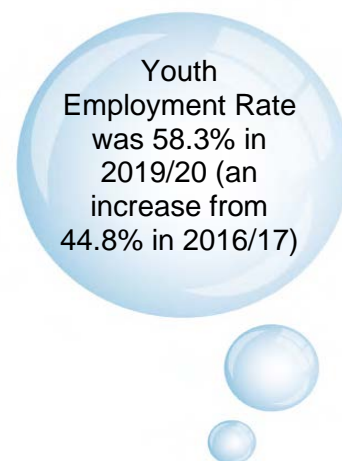
To make sure that you are all able to progress into a positive post-school destination, we work with a range of partners to promote training, further education and employment opportunities available within a challenging economic climate.

Our Professional Learning Academy delivered training to 325 members of our education team with over 900 pupils benefiting across our schools.

Our schools will help you to learn financial skills as part of the curriculum.

In Kilwinning Academy, a 1st Alliance Credit Union branch was opened in the school after the loss of the town's high street banks. This serves pupils, their families and local residents.

Pupils at the school have been working alongside 1st Alliance to develop their financial knowledge and employability skills, as well as developing community links and working towards qualifications in customer service, literacy and numeracy, volunteering and development.



We promise to address differences in educational attainment so that you can achieve your full potential

Scottish Attainment Challenge funding was confirmed prior to the Covid-19 pandemic and has since been confirmed up until March 2022. Prior to Covid-19 school closures, we were continuing to work to reduce the poverty related attainment gaps between learners living in our most and least deprived areas through targeted work on: Family Learning; Nurture; Leadership; Data Analysis; Professional Learning and Mental Health & Wellbeing.

Our Scottish Attainment Challenge work continues to make good progress in raising attainment and closing the poverty related attainment gap.

Some of our key highlights in literacy attainment are:

- Overall literacy attainment levels for all learners have increased year on year since 2015.
- Since the attainment challenge commenced the local authority has seen a significant reduction in the secondary literacy attainment gap of 16 percentage points.
- National comparator statistics are available for 2017-18. In literacy, **66%** of North Ayrshire's primary school learners living in the most deprived areas (SIMD 1&2 – as determined by the Scottish Index of Multiple Deprivation (SIMD)) achieved the expected levels of literacy. This compares favourably with the national figure of 62% for the same measure. Furthermore, the gap in primary literacy attainment between the most and least deprived was 3 percentage points lower in North Ayrshire than it was across Scotland as a whole.
- In secondary schools, **91% of S3 learners** living in the most deprived areas (SIMD 1&2) achieved the expected level or better in literacy. Again, this is above the national figure of 81% for the same measure.

Some of our key highlights in numeracy attainment are:

- There has been a positive trend in improved attainment levels for all in numeracy since 2015.
- Good progress is being made to reduce the gap in numeracy attainment before Primary 1.
- In comparison to the national performance (2017-18), a greater proportion of North Ayrshire's most deprived primary school learners (**75%**) achieved the expected levels of numeracy than nationally (71%). Again, the gap in primary numeracy attainment between the most and least deprived was 3 percentage points lower in North Ayrshire than it was across Scotland as a whole.

- In secondary schools, **92% of S3 learners** living in the most deprived areas (SIMD 1&2) achieved the expected level or better in numeracy. Again, this is above the national figure of 82% for the same measure.

Family Learning Team

In the 2018/19 academic year there were **606 family learning programmes** with 532 in primary schools and 74 in secondary schools. This resulted in over **3000 families** participating in family learning programmes. The impact of these was an improvement in families having increased knowledge, confidence and understanding in how to support children's learning at home and in school.

We have provided free period products to almost 4,000 pupils in all North Ayrshire secondary schools in addition to community provision. Over 21,000 products have been used in 2019/20 which is an increase from 2018/19.

