Welcome

This summary of our performance during 2018/19 highlights how we have been working with our communities and partners to improve economic growth, protect and enhance our natural environment, close the attainment gap and ensure our resources are directed to support those who need them most.

We have focussed on fulfilling our commitment to tackling inequalities and creating a North Ayrshire that is ‘Fair for All’ – a place where everyone has the same life chances to live fulfilling and healthy lives.

We have been challenging poverty by expanding our Holiday School Meals and ground-breaking Period Poverty programmes.

Our children are getting the best start in life with the expansion of our early learning and childcare services. Our young people are also benefiting from fantastic new education facilities like our £52m Largs Campus.

We have stepped up our commitment to give residents safe and energy-efficient homes and we are well on the way to delivering 1375 new Council houses by 2024.

We have also attracted transformational investment through the Ayrshire Growth Deal, which will deliver new jobs and regenerate our towns and our economy.

You can view our full Annual Public Performance Report and how our performance compares with others at: www.north-ayrshire.gov.uk/councilperformance
Our Performance at a Glance

Our mission which was set out in our Council Plan 2014-2019 is to improve the lives of North Ayrshire’s people and develop stronger communities. Our Council Plan had five strategic priorities where we focused our attention:

- Growing our economy, increasing employment and regenerating towns
- Working together to develop stronger communities
- Helping all of our people to stay safe, healthy and active
- Ensuring people have the right skills for learning, life and work
- Protecting and enhancing the environment for future generations

In 2018/19, more than 77% of our key performance indicators were on target, this is an increase from the previous two years.

This report highlights some of the key achievements we have made with our communities and partners across the public, private and third sectors over the last year in terms of our five strategic priorities. It also provides information on our areas of focus in line with our new Council Plan 2019-24.

We are ambitious for North Ayrshire and we want to provide the best possible public services, with the resources available to us. We continue to develop our relationships with our communities and partners and learn from the high performance and good practice of others.

We also benchmark our performance through a number of national benchmarking forums including the Local Government Benchmarking Framework. We view scrutiny (including external inspection) and self-assessment as ways of identifying best practice and securing improvement.

Local Government Benchmarking Framework

68.5% of indicators in 2017/18 (2016/17: 58.2%) were either in the top quartile or second quartile, i.e. performing above the Scottish average. The chart above shows the improving trend since 2015/16.
Growing our economy, increasing employment and regenerating towns

£251 million

Ayrshire Growth Deal secured

£3 million external funding secured (more than £10million over the last 3 years)

868 businesses supported, an increase of 114 from last year

553 residents supported into work (2,075 over the last 3 years)

555 new jobs created (1,500 over last 5 years)

AREAS OF FOCUS

• Develop our Community Wealth Building plans to ensure a more inclusive and fairer economy for local people and businesses.

• Deliver on our Ayrshire Growth Deal plans to regenerate and revitalise the Ayrshire economy and create employment.

• Continue to regenerate our towns and communities to provide attractive and sustainable places to live, visit and work.

• Work with partners nationally and locally in response to UK’s EU exit.
Working together to develop stronger communities

£180,000
awarded via Participatory Budgeting (including Green Health Partnership Funding) for community projects

2,413
votes
were cast at Locality Participatory Budgeting events

100%
of community groups
feel the Council is an effective partner in helping them deliver their aspirations

16,285
Council provided adult learning opportunities were accessed by local residents, an increase of 5% from last year

National leader in mainstreaming Participatory Budgeting

AREAS OF FOCUS

- We will continue to work with communities to increase the number of community asset transfers.
- We will work with communities to develop the Community Charter, aligned to our new Council Plan.
Ensuring people have the right skills for learning, life and work

78% of children achieved their development milestones at the point at which they started school; this has increased by 6% in the last three years

558 young people supported through secondary school counselling resulting in a positive impact on mental wellbeing

1,140 hours of free childcare in Nine early years establishments

83.54% of school leavers attained literacy at National 5 (SCQF Level 5) in 2017/18, an increase from 81.62% in 2016/17 and above National Level

70.04% of school leavers attained numeracy at National 5 (SCQF Level 5) in 2017/18, an increase from 66.83% in 2016/17 and above national Level

96% of School Leavers from North Ayrshire entered a positive destination, work, training or education

100% participants in parenting programmes reporting an increase in their levels of interaction with their children

Support and sustained engagement with over 4,000 families through our innovative Family Learning Team

Areas of Focus

- We will continue to design and implement programmes to achieve excellence and equity for our learners, with a clear focus on reducing the poverty-related attainment gap.
- We will focus on providing the highest quality learning experiences for all children from 3-18, including fully implementing 1,140 hours of early learning and childcare by August 2020.
- We will work with all young people to build their resilience, supporting their mental health and physical well-being.
- We will offer opportunities to our young people and their families to play a more active role in school life and encourage more participation in learning.
- We will work with Regional Partners to develop an ambitious regional skills investment to ensure we develop the future skilled workforce required to help transform the economy. As part of this we will ensure that the £8.5m regional skills and inclusion programme supports this transformation.
Supporting all our people to stay safe, healthy and active

Over £9.5m of income has been generated for Money Matters service users

234 empty homes brought back into use, an increase of almost 200 from last year

74.54% uptake of Free School Meals (Secondary)

87.5% uptake of Free School Meals (Primary)

1,886,930 attendances at indoor sports and leisure facilities, an increase of almost 30,000 from last year

64 new build Council homes were completed (283 over the last five years)

Gold Food for Life Award held by our school catering service

Emergency Admissions has decreased by 32% from 17,899 in 2015-16 to 12,087

AREAS OF FOCUS

- Our Homelessness Service, working closely with the Health and Social Care Partnership (HSCP) will focus on the implementation of the North Ayrshire Rapid Rehousing Transition Plan to extend the prevention of homelessness.
- HSCP to deliver transformation at scale and pace to support the significant demographic challenge it faces.
- HSCP to shift the balance of care from institutional to community settings with less services delivered from acute hospital settings.
Protecting and enhancing the environment for future generations

• Following our declaration of a climate change emergency in North Ayrshire in June 2019, we will undertake a public engagement campaign entitled ‘Climate Change: Just Cool It’ to set out how we will secure net-zero emissions in North Ayrshire.

• Progress towards being a plastic-free Council by 2022.

• We will continue to galvanise our partnerships with local communities and support our wide network of environmental volunteers who assist in litter picking, beach cleans and other clean-up activities to enhance the appearance of our area.

AREAS OF FOCUS

7% reduction in carbon emissions (29% over the last five years)

99.5% of fly-tipping incidents on public land were cleared within five working days

98.43% of Council homes are now compliant with the Energy Efficient Standard for Social Housing

35,000 tonnes of household waste recycled – equivalent to 2,333 double decker buses

99.3% of instances of graffiti were removed within five working days

87% satisfaction level with our household refuse collection service

7% reduction in carbon emissions (29% over the last five years)

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Supporting our Priorities

81% 😊
OF CUSTOMERS WERE DELIGHTED with the service from our customer service centre an improving trend and higher than our target of 77%

40.09%
OF SELF-SERVICE TRANSACTIONS now accessed online by members of the public, an increase of over 3%

25,000
Twitter followers (as at March 2019)

Almost 94% of capital projects completed within timescales and 97% completed within budget

£700,000
annual saving from re-tendering the Council’s insurance

2,093
number of weeks employment through community benefits clauses, an increase of more than 75%

AREAS OF FOCUS

- Continue to strive to reduce sickness absence in line with our ambitious targets.
- Improve processing times for Council Tax Reduction claims.
- We will accelerate the pace of digitising services to deliver more efficient customer focused services.
- We will increase community involvement in co-designing services.
We recently unveiled our vision, mission and priorities for the five year period 2019 -2024 in our new Council Plan titled ‘North Ayrshire: A Council that is Fair for All’.

Further information on the plan is available at: www.north-ayrshire.gov.uk/councilplan