

North Ayrshire Health and Social Care Partnership

Annual Performance Report

Summary Report 2023 to 2024



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Annual Performance Report 2023-24 – Overview

This summary of our annual performance report showcases some of the highlights of the excellent work carried out by our services within the North Ayrshire Health and Social Partnership. This report aligns with our “Caring Together” Strategic Commissioning Plan 2022-2030. The plan set out our pandemic recovery intentions, as well as offering a longer-term vision for local health and social care services.

Below are the five Strategic Objectives of the North Ayrshire Health and Social Care Partnership. Over the period of the Strategic Commissioning Plan, the Health and Social Care Partnership will seek to:

Provide Early &
Effective
Support

Tackle
Inequalities

Enable
Communities

Develop &
Support Our
Workforce

Improve Mental
& Physical
Health and
Wellbeing

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

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

Care

Empathy

Respect

Whilst this document provides a brief overview of performance, the full Annual Performance Report for 2023-24 can be found at the following link.

[North Ayrshire HSCP Annual Performance Report 2023 to 2024](#)

Tackle Inequalities

- Support for dads in the Three Towns received a boost thanks to an exciting new venture between NAHSCP and Scottish charity **Dads Rock**.

This first partnership of its type in Scotland will see Ryan Warren of Dads Rock working alongside our Universal Early Years team to support Three Towns dads to give their children the best possible start in life.

Working with dads from a wide range of backgrounds who have been referred by their health visitor, family nurse, midwife or perinatal wellbeing team, Ryan can provide one-to-one support for dads that will impact on the whole family and improve outcomes for children, whether that be parenting advice, confidence building or support with general wellbeing.

- Our **Money Matters Team** once again supported the most vulnerable people in our communities, accessing entitled benefits to the incredible sum of £20,081,590.91, an increase of over £1.5 million pounds from 2022-23. This was achieved against a backdrop of ongoing welfare reform and a complex benefits system.



Comparison in Millions

Enable Communities

- During 2023 to 2024, 87% of people chose to have the Partnership arrange services on their behalf. Traditional options where support is chosen, arranged and directed by the Health and Social Care Partnership continue to be the most popular option.
- The new ['Building Caring Communities'](#) unpaid carer strategy for 2023 to 2025 was launched in October at an event held at Ardeer Community Centre in Stevenston. Co-hosted with our strategic partner Unity Enterprise, the launch event welcomed over 50 guests and partners including adult and young carers, our constituted carer groups from Three Towns and North Coast, Alzheimer Scotland's Dementia Carers Group and colleagues from North Ayrshire Council.

The event was opened by Chief Social Work Officer Scott Hunter, who shared the strategy's

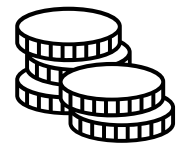


aims, intentions and key priorities, which are that all carers are identified, supported and valued, as well as being afforded an opportunity to live, work, thrive and stay connected to their communities and enjoy a life alongside their caring role. Unity went on to describe the expansion plans for the new North Ayrshire Gateway Carers Service, with an increase in carer staff, extended service hours and plans for an outreach model that will see support more accessible on carers' doorsteps.

Provide Early and Effective Support

- **The Community Wards** continue to embark on a number of initiatives to improve the experience of their patients. The efforts of the Ward 2 team (Ayrshire Central Hospital) has been so successful their work has secured a '**Greatix Award**' – a network which celebrates excellence. The award recognises that having identified that the number of acquired pressure ulcers was well above the normal, interventions were put in place, which over a period of only 6 months not only reversed the trend, but reduced incidents to below previous levels. The team has now also appointed 'Pressure Ulcer Champions' to continue this excellent work.
- The **North Ayrshire Primary Care Development Manager** worked successfully with 11 North Ayrshire GP practises, selected by the Scottish Government Improvement Service and HSCP Money Matters team, to implement the 'Providing Welfare Rights in GP Practices'. The initiative saw Income Advisors based in these practices, who worked with patients and residents to carry out complete benefits checks, help them make claims and support them if they were disputing claims. Arran & Millport went live in Quarter 3 of 2023 to 2024. Year 2 of the pilot resulted in:

- 646 referrals to the service (compared to 429 in the first year, 50.5% increase).
- There have been 44 referrals made to other agencies to support patients with fuel, debts and other supports from HSCP.
- £2,907,341.52 has been generated for patients and residents of North Ayrshire in the Second year of the Project with a total £3,852,615.06 since project commenced in 2022 to 2023.



Developing and Supporting Our Workforce

- Several managers within the Health and Social Care Partnership successfully completed our **Systems Leadership** course during 2023 to 2024. There is considerable change and reflection ongoing with regards to how we transform the services we deliver, to ensure we maximise outcomes for services users, whilst working within a very challenging financial climate.

The course has been designed to introduce social work and social care professionals to system leadership. The training combines theoretical learning, practical application, and collaborative experiences to equip participants with the tools and strategies needed to work and progress in complex human systems. Programme objectives include creating whole system awareness within the organisation, the creation of a peer learning environment, connecting system leadership ideas and practices, offering a range of practical tools and mental models to work with complex systems and to finally provide space for personal reflections and for facilitated support to help progress personal and group change objectives.

- Staff were invited along to an open day at **Castleview Hub** in Ardrossan in June to have a look around NAHSCP's newly refurbished training hub for Care at Home staff.

Housed in the former Castleview Day Services building in Glasgow Street, the facility will act as a hub for staff working within the service to learn the essential moving and handling skills they require in their day-to-day role, allowing them to move and position clients safely, respectfully, and in a way that promotes their independence, dignity and functional mobility.



Improve Mental and Physical Health and Wellbeing

- Support for people with dementia in North Ayrshire received a boost after the Anam Cara respite centre in Kilbirnie re-opened following an extensive refurbishment project. The specialist dementia respite centre will accommodate up to 9 guests aged 60 years or over, offering critical respite services within single room, ensuite accommodation.

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

New flooring has been installed throughout the ground level, with new décor, furniture and soft furnishings creating a welcoming and homely feel for guests and staff. In addition, new TVs have been located in each room and Wi-Fi connection has been improved throughout the building.



Artworks for the walls of Anam Cara were very kindly donated by members of both Beith and Irvine camera clubs, featuring recognisable images taken throughout North Ayrshire to help stimulate memories and talking points for guests staying at the facility.

- **North Ayrshire Libraries** won the Scottish Library & Information Council (SLIC) Project Excellence Award for their pioneering work in supporting those recovering from problematic alcohol and/or other drug use.

The awards recognise the outstanding levels of commitment, creativity and value that libraries can offer the communities they serve.

The partnership between North Ayrshire Libraries and North Ayrshire Drug and Alcohol Recovery Service saw the creation of a safe, supported, non-clinical environment in Kilwinning Library on a weekly basis for NADARS staff, service users and their families to attend. Library staff participated in drug/alcohol awareness and Naloxone training, delivered by the NHS Prevention and Service Support Team, with service users also being able to access a wide range of library services during the sessions.

The project was set up to support the Scottish Government's Medication Assisted Treatment (MAT) standards, which address how people are encouraged to engage in and remain in treatment to support their recovery from problematic drug use by accessing support locally



Children's Outcomes

- **The Promise** is a large-scale, complex 10-year change programme with multiple objectives and interlinked activities, across multiple partners that sets out a clear commitment for all corporate parents to have an enhanced understanding of the experiences of those who have spent time in care. Progress continued this year focusing on:

Social Media

A new [North Ayrshire Will Keep The Promise Instagram Channel](#) is now created and growing to reinforce that The Promise is a shared duty between corporate parents but to also share relevant information to our care experienced young people in a trending way.

Care Experienced Youth Groups

Formed a Care Experienced Youth Group within all Secondary Schools within North Ayrshire to give care experienced young people a platform to use their voice to initiate real change as well as having a safe space to communicate with staff and one another. The young people involved will help to support the rights of fellow care experienced young people in North Ayrshire.

Awareness Raising and Training

The Corporate Parenting team have worked alongside young people to create a presentation that will be delivered within secondary schools and colleges to raise basic awareness of care experience and provide an insight into what rights and entitlements are out there.

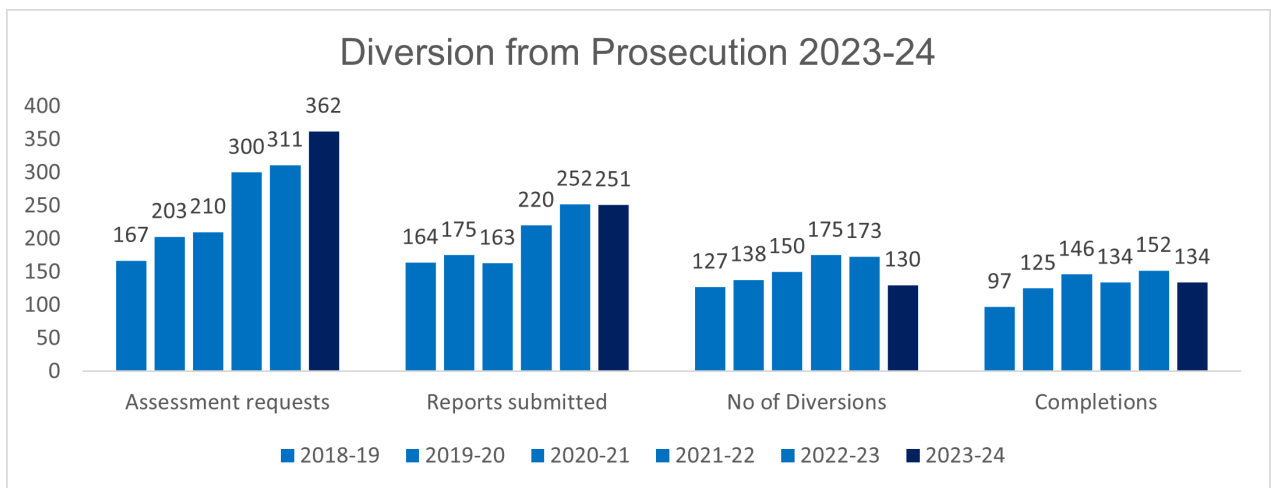
- Our North Ayrshire **Champions Board** have created a Care Experienced App named "CE4U". The app has lots of tips, advice, and information that we believe will help Care Experienced young people throughout their journey and beyond. The app has a little bit about everything from housing support, learning how to cook using recipes, tips on how to look after yourself physically and mentally, travel support as well as key contacts and events happening in your area. North Ayrshire Champions Board used their own experiences and journeys to produce the idea for an app as they often found they didn't know a lot of the information that was out there or they simply didn't know who or what to ask to find it for them, and so Scotland's very first Care Experienced app was created.

Justice Outcomes

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

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

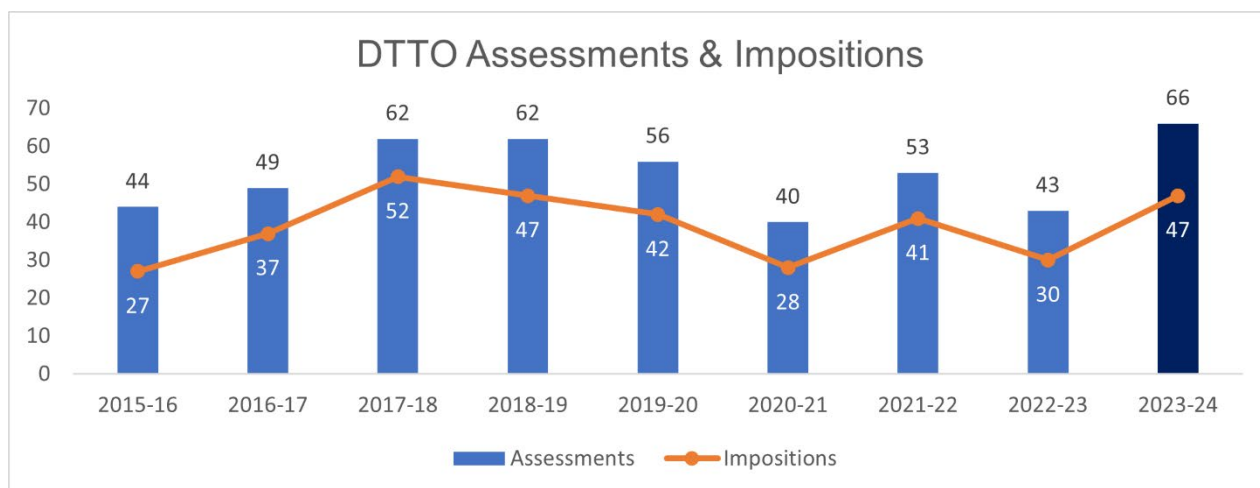
In comparison with last year, 2023 to 2024 notes a decrease in the number of Diversion cases imposed. This is due to delays from the time that the offence was committed until the individual is referred to and assessed by the Diversion team. In this time many positive changes could have taken place and individuals are actively seeking and engaging with services to address any issues which they may have, thus reducing their risk of further offending. In these instances, no interventions are required due to positive reasons.



- Following a slight 'dip' in **Drug Treatment and Testing Order (DTTO)** Assessments in 2022 to 2023, the following chart illustrates a marked increase in the recent financial year, with sentencers at both Ayr and Kilmarnock Sheriff Court requesting these reports more regularly due to recent successes and the service adapting to incorporate changes in recent drug trends from depressant substances to stimulant, thus taking into consideration a host of differing offence-types and the focus of therapeutic interventions to promote change.

Of the 66 individuals assessed, 47 Orders were imposed across Ayrshire. Due to the nature of the Order, rigorous supervision and much support is provided to all and more recently through the employment of two Recovery Development Workers from CORRA Funding, we have now incorporated active outreach, additional practical supports and community reintegration to complement our existing service.

Success is not only measured through an absence of offending behaviour but also progress being made in several areas of life to ensure resilience and to promote longer-term lifestyle changes.



Transformation

- The **Transformation Plan** is an ambitious programme of change consisting of a range of improvement projects across all service areas, each aiming to improve the quality of our services and contribute to the long-term sustainability of health and care in North Ayrshire. The plan is aligned with our Strategic Priorities and one or more of the following key drivers: savings/overspend reduction; investment in services to ensure we continue to deliver safe and effective care now and in the future, in line with relevant policies and legislation; and/or to improve the quality and safety of our services, improving outcomes for individuals and communities. The plan was drafted in collaboration with Heads of Service, and it stretches across all areas of the HSCP. It was approved by Integration Joint Board on 14th March and the implementation will now be overseen by the refreshed Transformation Board, supported by the Transformation Team, in collaboration with services.
- In March 2024, we launched the beginning of our transformational activity within the Children and Families service referred to as **Brighter Pathways: Remodelling of Children’s Care Options**. A programme board of multi-agency partners has been established to assist in proposing solutions, advice, and guidance across North Ayrshire to work collaboratively to ensure best outcomes for our young people (and to help reduce associated costs).

A variety of workstreams will sit directly under the Programme Board and will have lead responsibility to work in a focussed way to radically reform the care options we have available for our children and young people to ensure that they have the right access to the appropriate resources and supports as they progress into adulthood.

In addition to the work that will be undertaken to improve outcomes for children who are already looked after away from home, we will also have a heavy focus on ensuring that appropriate

tailored flexible support is available to children, young people and their families with the sole purpose of keeping children and young people in their local communities and keeping families together where possible.

Lead Partnership Responsibility – Mental Health

- **Mental Health and Wellbeing in Primary Care** – strategic thinking continues to take place regarding the development of a mental health and wellbeing in primary care service in line with Scottish Government national strategy.
 - Collaborative engagement work between primary and secondary care continues to be undertaken.
 - The overarching pan Ayrshire working group has continued to meet, with an under arching writing group, to provide proposed strategic plans for 2024 to 2026.

With the launch of the national [Mental Health and Wellbeing Strategy](#) – a pan Ayrshire implementation group has been formed to consider the impact of delivery and workforce planning both locally and on a Pan Ayrshire basis, this will be called the Strategic Leadership Group.

- **Trindlemoss Day Opportunities** continues to make good progress with regard to furthering the diversity of opportunities it can link its customers to, including the opening of its Community Café and Baristamoss, and the Glam Hideaway, all of which provide opportunities for skill development and enjoyment for individuals. Trindlemoss Day Opportunities has also been a contributor to the successful delivery of the *How We See Ourselves* poetry/art animation project, within a project led by Neighbourhood Networks. Following a successful run of the associated exhibition within the Harbour Arts Centre, the animations and interview linked to that work are now viewable on the [NAHSCP's Youtube channel](#). Ward 7A has also successfully completed its collaboration with the Glasgow School of Art around the implementation of an internship within the ward for 2 students, focused around the theme of connected transitions.

Lead Partnership Responsibility – Child Health Services

- **Breastfeeding** has been a longstanding priority for staff working in North Ayrshire. The integrated community infant feeding team which includes midwives, health visitors, Family Nurses, support staff, Community Infant Feeding Nurse, and Support Nurse, as well as colleagues from the Breastfeeding Network (BfN) work closely with families to help them make an informed choice about feeding. Staff have all received regular high-quality training to ensure they are knowledgeable and skilled in relation to infant feeding.

In North Ayrshire our rates of exclusive breastfeeding have decreased slightly, with exclusive breastfeeding rates at the first health visitor contact dropping from 22.7% in 2022, to 21.2% in 2023, and at the 6-8 review exclusive breastfeeding has dropped from 20.1% in 2022 to 17.8% in 2023.



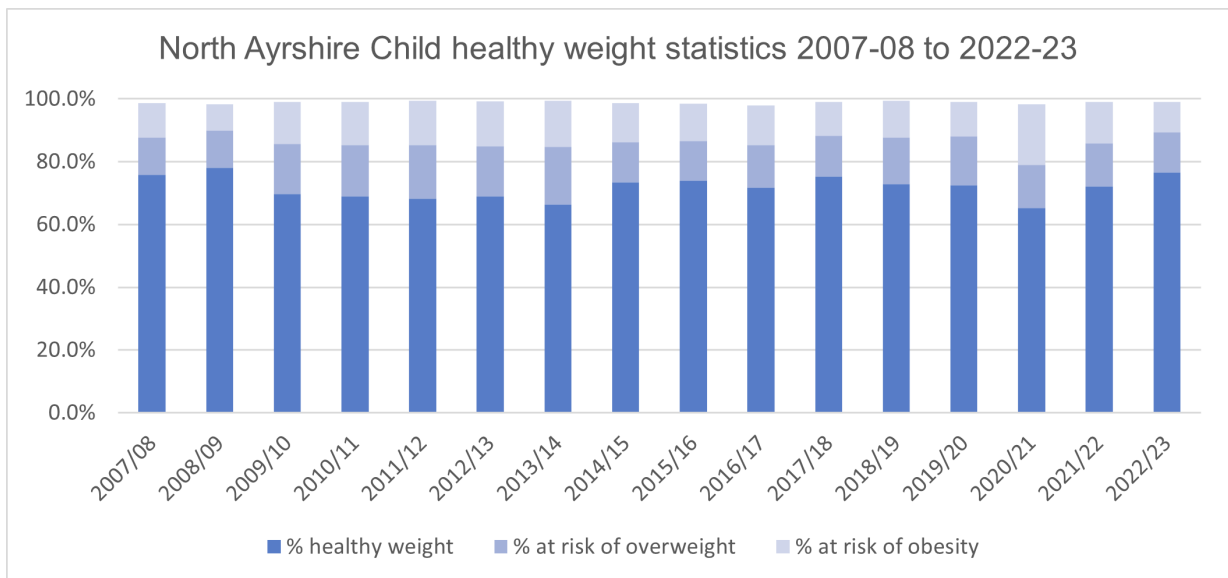
However, our overall breastfeeding rates (mixed breast and formula) have increased from 40.6% in 2022 to 41% in 2023 at the first health visitor contact and at the 6-8 week review our overall breastfeeding rates have increased from 31% in 2022, to 31.7% in 2023. This means that more

babies in North Ayrshire are receiving breastmilk that at any time since the start of tracking this data.

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

Child healthy weight is monitored throughout the universal Health Visiting pathway but also when a child moves into Primary 1. The most recent data for 2022 to 2023 was released in December 2023. For North Ayrshire:

- 76.7% of P1 children were of a healthy weight. The highest % since 2008 to 2009
- 12.7% of P1 children were at risk of overweight. The lowest % since 2005 to 2006
- 9.7% of P1 children were at risk of obesity. The lowest % since 2008 to 2009



More Information

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

- [North Ayrshire Health and Social Care Partnership](#)
- [NHS Ayrshire & Arran - How we perform](#)

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

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