

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 6 October 2025
Title:	North Ayrshire Health and Social Care Partnership Annual Performance Report 2024-25
Responsible Director:	Caroline Cameron, Director, North Ayrshire Health and Social Care Partnership (NAHSCP)
Report Author:	Neil McLaughlin, Manager, Information Systems

1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- NHS Board/Integration Joint Board Strategy or Direction

This aligns to the following NHSScotland quality ambition(s):

- Effective
- Person Centred

2. Report summary

2.1 Situation

Section 42 of the Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Joint Boards to publish an annual performance report setting out an assessment of performance in planning and carrying out the integration functions for which they are responsible.

Guidance for Health and Social Care Integration Partnership Performance Reports (published by the Scottish Government, March 2016) was followed to ensure the content of our performance report met the requirements set out in the guidance.

The report is for members' discussion and assurance.

2.2 Background

Each year the Partnership is required to publish an Annual Performance Report, both to comply with legislative requirements and to demonstrate the progress made in working towards strategic priorities and national outcomes. The legislated publication date is 31 July.

This report was presented to the IJB Performance and Audit Committee and the HSCP Senior Management Team in June 2025, the NA IJB on 21 August 2025 and has been published on the Partnership's website.

2.3 Assessment

The Annual Performance Report demonstrates the ongoing progress made by the Partnership in delivering against its vision and strategic priorities, as well as the Scottish Government national health and wellbeing outcomes, children's and justice service outcomes and a range of local measures.

This covering report highlights some of the key achievements during 2024-25 which are contained within the Annual Performance Report. Key highlights against each of the Strategic Priorities are outlined below:-

Provide Early and Effective Support

- **North Ayrshire Drug and Alcohol Service (NADARS)** has continued to demonstrate high levels of performance by meeting national and local standards and targets.
 - Individuals were seen within 3 weeks: Target met no less than 96% of the time for Alcohol related intervention, and 99% for Drug related intervention
 - Individuals were seen within 6 weeks: Target met 100% of the time
- **Dirrans Centre Collaboration:** Partnered with Ayrshire Hospice to support people with life-limiting conditions locally.
Mental Health Unscheduled Care Service: officially launched their new mental health assessment hub on Friday 13th September. This assessment hub, based in Woodland View Hospital provides nurse led assessment for a period of up to 72 hours
Digital Telecare Transition: Achieved Bronze Digital Telecare Implementation Award, with over 50% of users transitioned to digital-ready alarms.
This is the third year of **North Ayrshire Primary Care Development Manager** working with 11 North Ayrshire GP practices implementing the 'Providing Welfare Rights in GP Practices'. At the end of 2024-25; there were 536 referrals compared to 646 in the previous year (17% decrease); over £3Million generated for patients and almost £7Million generated within the 3 years.

Tackling Inequalities

- Our Learning Disability service delivered its Creative Scotland funded project, **'What Comes Next'** including sharing the project film and presenting the film as part of the Scottish Mental Health Arts Festival.
- **The Health and Mind project** is a new initiative within Woodland View Hospital funded for 12 months through the Connecting to Care fund (SCVO). The aim of is to support digital inclusion and engagement work connecting people to digital services and supports health care needs
- **The New Scots ESOL (English for Speakers of Other Languages) Hub** provides lessons Monday to Friday 9am to 12.30pm and welcomed 4 new students into the class. The hub provides the opportunity for our young people to be part of a community and also receive ongoing support with any issues and wellbeing.

- **Input** is an organisation based at Towerlands Community Centre in Irvine that provides work preparation for people with additional educational needs. The skills development programme is based on the refurbishment of digital devices, with trainees learning about computers and their components gaining valuable employment skills like communication and teamwork and boosting their confidence.
- North Ayrshire Council is one of three Scottish local authorities that are collaborating with health experts on ways to **improve health and wellbeing for residents**. The partnership will examine ways to strengthen and accelerate actions that will reduce health inequities for people living in North Ayrshire, Aberdeen City and South Lanarkshire.
- **The Young Carers Covenant** was launched by the Carers Trust and the Young Carers Alliance, setting out a series of outcomes for organisations to work towards to ensure the life chances of young carers are improved
- **Money Matters** has had a dedicated Welfare Rights Officer providing advice in North Ayrshire secondary schools since 2021. The service has been a huge success and has put more than £1m into the bank accounts of families during this time.

Enable Communities

- **The Family Centred Wellbeing Service (FCWS)** this summer devised and facilitated a summer programme that ran twice a week for the full summer for our families. They utilised accessible community resources in every area (for example, Fairlie beach, Low Green Irvine, Dalry Park, Eglinton Park, Ardeer Beach) and did free activities for our families to help build their confidence.
- During 2024 to 2025, 171 **compliments** were received by the Health and Social Care Partnership relating to the services with 22 out of 156 complaints being upheld.
- **Refugee Festival Scotland** is an annual celebration of the contribution refugee communities make to life in Scotland. This year service users involved with our Refugee and Resettlement Team were invited by the Salvation Army in Kilbirnie to prepare a Syrian buffet for an event to celebrate different cultures.
- **The ILF (Independent Living Fund) Scotland Fund** fully reopened in April, with an initial investment of £9 million from the Scottish Government. North Ayrshire has an allocation of 32 new applications for the first year of reopening, where up to an extra £330 per week can be accessed per applicant.
- **Anam Cara** dementia respite centre in Kilbirnie was officially reopened with a ribbon-cutting ceremony on Tuesday 4th June. The specialist dementia respite centre accommodates up to 9 guests aged 60 years or over, offering critical respite services within single room, en-suite accommodation.
- **Scottish Breastfeeding Week** is an annual event, which ran from Monday 10 June to Sunday 16 June, which aims to enable new mums/parents to consider their breastfeeding journey and how they can be supported
- In a groundbreaking achievement, **NHS laboratory specimens** were successfully delivered from the island of Arran by drone across the Firth of Clyde. This innovation, part of Project CAELUS, reduced delivery times from several hours to just 30 minutes, significantly speeding up diagnostic processes and treatment decisions.

- **The Scottish Centre for Personal Safety** provides empowering personal safety training to vulnerable individuals, organisations and businesses throughout Scotland. Run entirely by volunteers, it offers empowerment-focussed, trauma-informed personal safety training for people in North Ayrshire.

Develop and Support our Workforce

- The Children and Families Health Team have supported two members of staff to undertake the **Postgraduate Certificate in Child Protection** at the University of Stirling
- As **platinum award winners in Investors in People**, the Dirrans team were looking for a different challenge so went forward for a new award from Investors in people, the 'We invest in wellbeing' framework.
- **Trindlemoss Day Opportunities** was the focus of a recent very positive Care Inspectorate visit. Feedback noted the sector-leading quality of what was happening within the service.
- The Health and Social Care Partnership are delighted to advise the launch of a formal model of support for workers in the creation of a **Staff Vicarious Trauma Service**. The Partnership recognises the secondary trauma, stress and burn out, which can occur when working in a complex human environment with many moving parts.
- Our first annual **Care at Home Manager Development Day** took place this year. This was introduced as a practical support for new and existing managers to enhance both confidence and skills
- All employees of NAHSCP and our providers can now enjoy a year's free access to **Holly Health**, a mobile app that can support people to make small, achievable changes that could help boost health and wellbeing
- The winners of the **2024 Partnership Awards** were announced at our 'Promoting Wellbeing Together' event at the Redburn Community Centre in Irvine.
- The LiveWell group have partnered with KA leisure to bring **free health checks** to Council employees.

Improving Mental and Physical Health and Wellbeing

- The **Three Towns Community Shed** offers a safe and welcoming space for anyone over the age of 18 to drop in. The community initiative was launched recently after bringing together the existing local Men's Shed and recently formed, She Shed under one banner.
- A report produced by **NHS Ayrshire & Arran's Prevention and Service Support Team** has highlighted the positive impact of **Naloxone** distribution and use in North Ayrshire. 1,640 Naloxone kits were handed out in Ayrshire between April 2024 and March 2025 (741 of which were in North Ayrshire), with 73 lives reported to have been saved in that time (18 in North Ayrshire).
- The latest inspection report for **Montrose House Care Home** highlights a number of positive developments and improvements such as the service receiving a "Good" rating for both supporting residents' wellbeing and for leadership.
- NHS Ayrshire & Arran, in partnership with Coloplast Ltd, has launched a **successful pilot service** to improve the lives of people with multiple sclerosis (MS). This innovative service focuses on managing neurogenic bladder and bowel dysfunction.

- North Ayrshire's first ever **Dementia Connect** event was held, bringing together those living with dementia and their carers to learn more about dementia care and the supports available. Around 80 people attended the free event at the volunteer rooms in Irvine.
- North Ayrshire Health and Social Care Partnership hosted a **Mental Health and Wellbeing 'Connect' event** on Monday 29 April at the Ardeer Community Centre in Stevenston. The public were invited to come along and chat to the many visiting support services, browse the stalls and participate in a variety of workshops focussing on a range of mental health topics

Children and Justice Outcomes

- Our transformation programme to improve outcomes and opportunities for care experienced children and young people in North Ayrshire is now under way. The **Brighter Pathways Programme Board** was set up to look at how services can be delivered differently to ensure care experienced children and young people have access to the appropriate resources and supports into adulthood.
- The annual **Promise Conference** was held in December and saw 73 young people from across our Secondary Schools join for a day of connection.
- In December, the HSCP received notification from the Scottish Government that the **Delivering Equally Safe Fund** would provide a further 12 months funding to allow us to continue to develop our approach to providing crucial support to survivors of violence against Woman and their children.
- This year the **United Nation's Convention on the Rights of the Child** (UNCRC) was fully incorporated into Scots Law. Using the Improvement Service's Getting Ready for UNCRC Incorporation Framework document, a benchmarking document was developed to support our work within the HSCP.
- We saw the launch of a brand-new free mobile app called '**CE4U**' (**Care Experience for You**), the mobile app for iPhone and Android has been designed specifically for care experienced young people
- **Multi Agency Public Protection Arrangements (MAPPA)** are a set of statutory arrangements that allow for the assessment and management of the risk posed by people convicted of certain sexual and violent offences. The creation of an effective Risk Management Plan is the key factor in the MAPPA process. To support staff, In June of this year, subject matter experts from the Risk Management Authority Scotland provided training on the best ways to develop risk management plans.
- The **Drug Treatment and Testing Order (DTTO) Team** have been working in partnership with MINDS of Recovery to deliver a bespoke four-week bite-sized recovery group to service users on a DTTO community sentence. **Mentoring Individuals for New Destinations and Support (MINDS)** recovery group explores the CHIME (Connectedness, Hope and optimism about future, Identity, Meaning in life and Empowerment dimensions) model of recovery, recovery capitals and the language of recovery
- Latest Government statistics on **Community Payback Orders (CPOs)** (2023 to 2024) show that North Ayrshire had the highest of the Ayrshires with 479 CPOs however we have continuously over-achieved against targets for CPO level 1 and level 2. During 2024-25 78 out of 79 (98.7%) level 1 CPO's completing within

timescales and 108 out of 112 (96.4%) level 2 CPO's completing within timescales. The target for CPO Level 1 is 57% and for CPO Level 2 is 67%.

Mental Health Lead Partnership

- A new facility at West Road for **Neuro CAMHS and Community Eating Disorder Service (CEDS)** will result in an improved environment to carry out physical examinations and improve the wellbeing for patients and staff in the facility. Final building works were completed by the end of the year with plans to open during 2025.
- The **Medication Assisted Treatment Implementation Support Team (MIST)** has awarded North Ayrshire HSCP all green and provisional green in their benchmarking report for all partnerships. This is the highest level attainable in the implementation which supports the Scottish Drug Deaths Taskforce's aim to have no barriers to accessing treatment and care that supports an individual's recovery.
- NHS Ayrshire & Arran has officially opened a new, nurse-led **Mental Health Unscheduled Care Assessment Hub**. Recognised as the first of its kind in Scotland, the hub aims to deliver a new model of care of a patient-focused, therapeutic space to support the delivery of compassionate care to those individuals with acute mental illness.
- The North Ayrshire **Wellbeing & Recovery College** won the 'Best Mental Health Support Service' at the Mental Health and Wellbeing Scotland Awards 2025. The category celebrates organisations that provide exceptional help to individuals through their daily actions and activities.

The report concludes with information on the important role played by Locality Planning Forums as a key conduit between local communities and the Partnership, the transformation programme and financial performance.

2.3.1 Quality/patient care

No implications for patient care.

2.3.2 Workforce

No staffing/workforce implications.

2.3.3 Financial

No financial implications arising directly from the report.

2.3.4 Risk assessment/management

No risk implications arising directly from the report.

2.3.5 Equality and diversity, including health inequalities

An impact assessment has not been completed because there are no equality implications arising from the report.

2.3.6 Other impacts

No other impacts to highlight.

2.3.7 Communication, involvement, engagement and consultation

The Board has carried out its duties to involve and engage external stakeholders where appropriate

2.3.8 Route to the meeting

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

- North Ayrshire IJB Performance and Audit Committee – 27 June 2025
- North Ayrshire IJB – 21 August 2025

2.4 Recommendation

For discussion. Members are asked to discuss and comment on the North Ayrshire Health and Social Care Annual Performance Report 2024-25.

- **Discussion** – Examine and consider the implications of a matter.

3. List of appendices

The following appendix is available [online](#).

- Appendix 1 - North Ayrshire Health and Social Care Partnership Annual Performance Report 2024 to 2025