

 @NAC\_CEO

# Good to Great – and staying there

Elma Murray OBE  
Chief Executive  
North Ayrshire Council



*Delivering our services with*  
Focus. **Passion.** **Inspiration.**

North Ayrshire Council  
Comhairle Siarachd Àir a Tuath

Proud to be  Overall Council of the Year 2017





# Our Journey



# Our Priorities

## Our Mission

To improve the lives of North Ayrshire people and develop stronger communities

## Our Vision

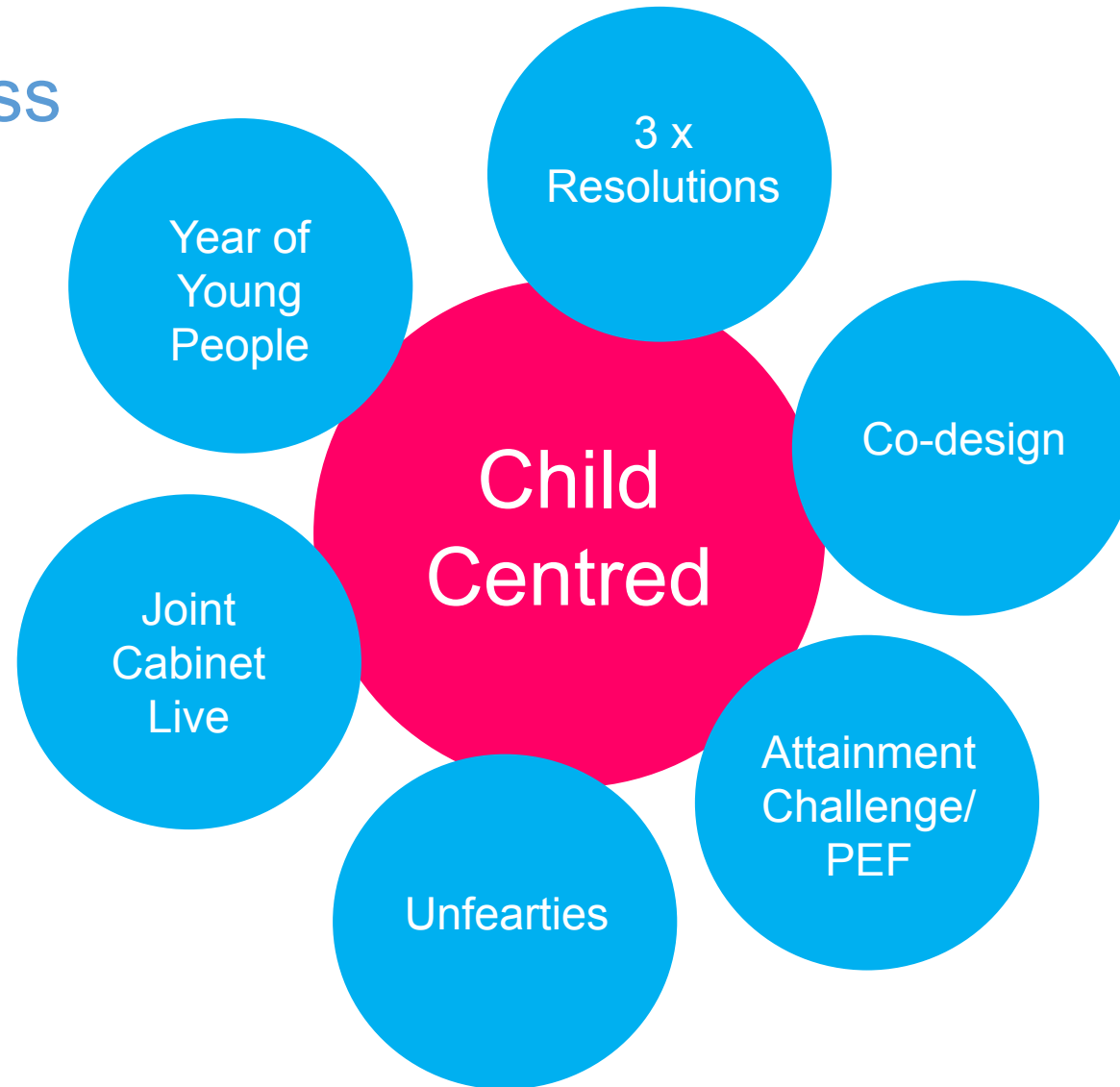
To be a leading organisation defined by excellent and innovative services

## Our Strategic Priorities

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



# Our Success





**1<sup>st</sup>** Child Centred Council in Scotland

COSLA Award for Youth Participation



**Resolutions:**

- We will ensure all children in North Ayrshire have access to a meal every day
- We will ensure vulnerable young people (care experienced/activity agreements) in North Ayrshire are supported to have sustainable post-school destinations
- We will give children and young people in North Ayrshire a voice in decisions that affect them



Mental Health Toolkit created by one of our MSYPs

New policy 'Bullying; It's Never Acceptable' launched in June 2018

**58** Year of Young People projects were funded by Participatory Budgeting this year

**6,814** young people participated in the vote



**Over 260** staff signed up to be an Unfeartie

# Our Success



**£3.2million**

allocated via  
Community Investment Fund

Along with our social housing partners  
we are committed to building more than



with the potential to create up to

**6,400** jobs.

**Community Link Workers**

in **19** GP Practices engaging with **1,586** people

**Community Asset Transfers**

Total capital value of completed  
transfers = £98,700 plus total rental  
value of £8,000

**85** projects supported by  
Participatory Budgeting this year  
(over **£115,000** funding  
provided)



**£1m** for Grounds Maintenance  
Participatory Budgeting

**Carers Appreciation Discount Card**

**43** businesses signed up  
**400** carers registered for the card

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# Our Success




Message in a Bottle

Take Two  
Vlogs


Tea  
with...

## Council-wide Areas of Strength



**Clarity and Purpose of role:** Employees know what is expected of them and feel they are making a difference in the community.

**Teamwork:** By working together and demonstrating our Staff Values of Focus, Passion and Inspiration, our people get the job done effectively.



**Council Staff:** Employees experience great working relationship with colleagues.

**Development Opportunities:** Employees are encouraged to develop themselves personally, professionally and in their careers.

**Terms and Conditions:** Flexible working to support a positive work/life balance.

Latest Employee Engagement Survey

# Our Success



1,590

clients supported through  
our Employability Hubs



COSLA Award for Café Solace  
Tackling Inequalities and Improving Health

In 2017 we served **21,600**  
meals to combat holiday hunger



£696,216

Additional income has been generated for  
residents through Better Off North Ayrshire

Gold Food for Life Catering Mark for  
school menus in **all 53** primary schools  
and Arran High School

Our Money Matters Team generated

£8,686,858

in previously unclaimed benefits for residents



**100%** of our new build homes  
are built to the independent  
Eco-homes 'very good'  
standard or equivalent





**North Ayrshire Council**  
**Comhairle Siorrachd Àir a Tuath**

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# Staying Great

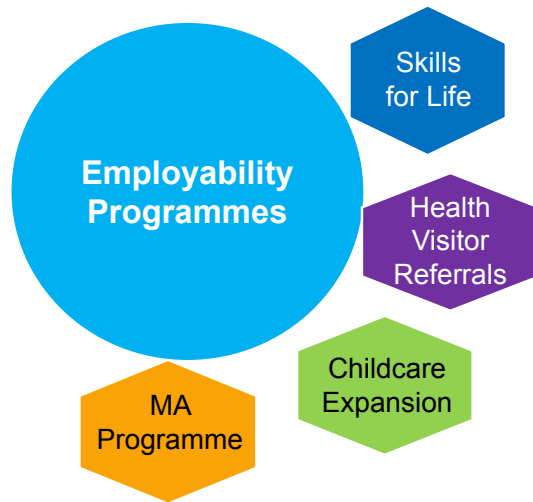
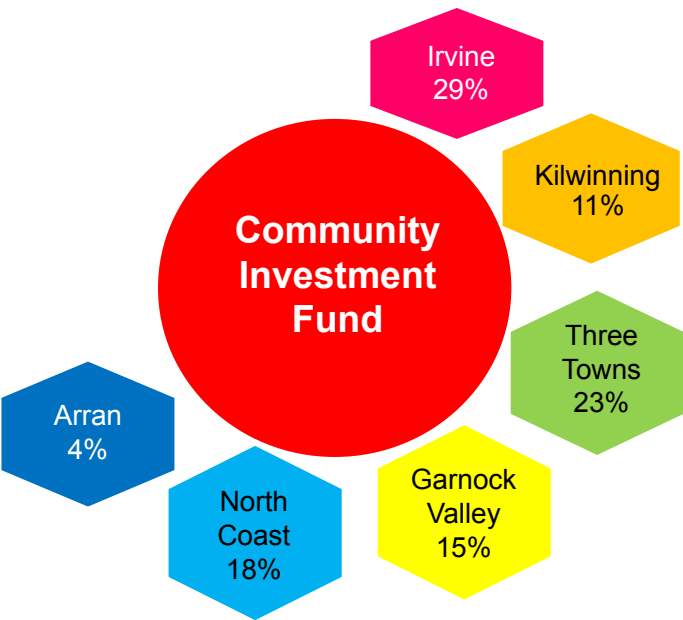


## How we do things





# Policy into Practice





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# Questions?