

**Together** we can transform East Ayrshire

East Ayrshire Council is facing a period of unprecedented change. We need to reduce our budget by around £32million over the next three years and change the way we deliver services with and for our communities.

People @ the  of everything we do

Our [Transformation Strategy 2017-22](#) and [Workstreams](#) set out how we will bridge the projected funding gap through redesigned Council services that are both financially viable and best meet the needs of our communities.

We are committed to securing a fairer, kinder and more connected East Ayrshire by working closely with our partners to tackle poverty and inequality and build stronger communities.

Your [Vibrant Voices](#) are continuing to help shape the [Transformation Strategy](#) as part of our 'always on' engagement. This update provides details of the key progress under each workstream and how you can continue to make your voice heard.

# Transforming East Ayrshire – Workstream Update



## 1 Fairer, Kinder, Connected East Ayrshire

A new framework and action plan developed with our partners to help us tackle loneliness and isolation in older people

An additional 151 Free School Meals and 246 Clothing Grants awarded to eligible families

Working with our health and community partners to share local information on health and wellbeing through the new online National Services Directory

Supporting our staff to share their skills and talents with our communities through Employer Supported Volunteering

## 2 Workforce Planning - Cultural Change and Service Redesign

Leadership events held to support our leaders and managers to redesign our services

Workforce Planning Board established to take forward all aspects of workforce planning, service redesign and cultural change

Transformation 'Think Tank' meet regularly to test and champion ideas for change

Neighbourhood Coaching programme delivered with colleagues from Housing Services and Universal Credit Team in the Doon Valley



### 3 A Digitally Connected East Ayrshire

Our Customer Service Centres will stop taking cash payments from 12th November as we work to become a 'Cashless Council'

'Our East Ayrshire' self-service portal is now live enabling all our residents to interact with the Council and access services online

An East Ayrshire resident will now have their Council Tax paid for a year after signing up to pay their bill by Direct Debit

We are working on a Digital Strategy that will support our communities to get online

### 4 A Vibrant and Empowered East Ayrshire

Our main focus has been to develop a 'placed-based' approach in the Doon Valley, working closely with communities to agree priorities

We are working to develop a clean, green and vibrant Doon Valley with Outdoor Services colleagues and local communities

'Community Conversations' have been held to bring communities and services together to discuss how we work better together

Participatory Budgeting is giving communities more of a say on local priorities and how resources are allocated

### 5 Property and Estate

We will continue to look for further opportunities for Community Asset Transfer and community management

We are reviewing our Asset Management Framework to ensure the best use of our estate

We are considering further opportunities for co-location with our partners

We are introducing a new smarter working approach to the use of our offices

### 6 Income and Commercialisation

We are exploring all opportunities to reduce costs and bring in additional income

We will maximise the use of our fleet transport to secure better value for money

We are reviewing parking charges looking at all options for growing income

We are exploring new sponsorship / advertising opportunities and are working on a trial scheme with a commercial partner

We have invested in catering facilities that will generate income from the provision of catering at major Council building projects



We are the **#face** of EAC  
Employee Qualities and Behaviours

WE ARE

**f**

**Flexible**

Flexible, adaptable and positively embrace changes to our roles and working practices.

**a**

**Approachable**

Open, honest and friendly.

**c**

**Caring**

Show that we care about the people we serve and our colleagues.

**e**

**Empowered**

Have the confidence to make decisions and take responsibility for our own engagement and development.

We are the FACE of East Ayrshire  
Through Vibrant Voices, we identified Flexible, Approachable, Caring and Empowered as the most important employee qualities and behaviours that best represent our Council. We will be promoting these new qualities and behaviours across our workforce as part of the Transformation Strategy and are also keen to hear what they mean to you.

Vibrant Voices - The Next Phase  
You have a vital role in helping to make East Ayrshire a fairer, kinder and more connected place to live and work. Your Vibrant Voices have helped to shape our Transformation Strategy and what we have achieved so far. In the next phase, we will be continuing this conversation as we redesign our services and work to serve you better through Smarter Working, Place-Based Working, Digital Participation and Online Accounts, Neighbourhood Coaching and Volunteering.

Please share this information with your own groups and networks. If you would like to champion transformation in your own community, or have any ideas about how we can serve you better, please get in touch to discuss how we can help. The most recent report on the Transformation Strategy is available online at: [www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk)

To stay connected with East Ayrshire Council, click on the logo to subscribe and receive regular news and updates.



**Make your voice heard**

We want to continue to hear from you – the people who live and work in our communities

You can contact us in a number of different ways:



East Ayrshire Council  
Comhairle Siorrachd Àir an Ear



Email: [transformationteam@east-ayrshire.gov.uk](mailto:transformationteam@east-ayrshire.gov.uk)



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Pop in and see us at Council Headquarters

