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**How Good Is Our Service**

**Health and Social Care Partnership**

**April 2023 – March 2024**

1. Local Delivery Story

This report reflects progress on performance relating to the Council’s operational delivery of statutory social work services, which are integrated with NHS services under the strategic governance of the Health and Social Care Partnership (HSCP) Board. Service quality and outcomes associated with these specific social work services are the main focus of this report. The wider objective is that improved customer and organisational outcomes can be achieved through successful integrated planning and collaborative delivery of health and social care functions, under single management, with a combined budget, working to a single set of outcomes and operating to a single Strategic Plan. The impact and performance of these integrated health and social care services overall are reported on a quarterly and annual basis to the HSCP Board and through agreed representation and reporting arrangements to the Council.

Overall the HSCP has performed well against its performance measures, with 10 performing on or above target and 3 below target. The three performance measures which performed below target are:

* The percentage of Adult Protection cases meeting the required timescales was on target for the first three quarters of the year but performance in the fourth quarter was below target.
* The percentage of first Looked After and Accommodated Reviews taking place within four weeks of the child being accommodated was on target in the first quarter but underperformed in subsequent quarters. The six reviews which were held later than target timescales had been rearranged to ensure the attendance of key partners.
* The balance of care for looked after and accommodated children hasn’t met target this year with 80% of children being looked after and accommodated within a family home setting against a target of 89%. Work is ongoing to redress the balance of care by reviewing out of authority placements and continuing with the Foster Carer recruitment campaign.

Further detail can be found in section 2.

**Key Achievements**

Key achievements are outlined below that demonstrate improved performance management processes and continuous improvement.

* The findings of the joint inspection of our Adult Support and Protection services was published, identifying that organisations in East Dunbartonshire are working effectively to safeguard vulnerable adults in our area. The report concluded that there were clear strengths in protecting and supporting positive experiences and outcomes for adults at risk of harm which outweighed any areas for improvement.
* Implemented actions arising from the conclusion of the strategic inspection of services for children at risk of harm.
* Launch of the Carers Strategy and Short Break Statement 2023-26.
* Development and consultation on an updated three year plan (2024-27) to meet the national Self Directed Support Standards, to be published later in 2024.
* Delivery of self-directed support training across all stakeholders and asset-based support planning training to social work practitioners.
* Met with service users, carers and supporters of people who use day services to progress implementation of our Social Support Strategy for Older People.
* Development of a local action plan for 2024/25 in response to the new National Strategy on Dementia and resumption of the East Dunbartonshire Dementia Strategic Partnership.
* Delivery of significant improvement in performance in relation to Post Diagnostic Support for people diagnosed with a dementia.
* Development of a new Learning Disability Strategy 2024-29 to be published later in 2024. The development and coproduction of the strategy has involved people with lived experience, relevant stakeholders, partners and the general public. The four stage consultation process generated detailed comments and suggestions which have been incorporated within the new strategy.
* To support our Fair Access to Community Care Services policy, the Day Care and Day Opportunities for Older People Access Pathway/Criteria was updated.
* Meiklehill and Pineview received very positive Care Inspection reports for provision of services to adults with learning disabilities living in their own homes and in the community.
* Development of new social enterprise initiative is being taken forward to further support capacity building within the Allander Day Service to ensure that further people with more complex care needs can be offered a place locally and do not need to travel to external day services.
* Commenced a review of our mental health and alcohol and drug recovery commissioned services.
* A recent nursing audit for the Alcohol & Drug Recovery Service identified significant improvement, achieving gold standard using the Combined Care Assurance Audit Tool.
* The East Dunbartonshire Alcohol and Drug Partnership (ADP) Strategy was recently updated to reflect additional priorities from the Scottish Government. The amended Strategy went out for public consultation in 2023 and has been updated based on consultation feedback.
* During the first quarter of 2023/24, the Alcohol and Drug Recovery Service exceeded the Scottish Government’s 90% target for waiting times for people referred for help with their drug or alcohol problem. 96% of people referred to the service waited no longer than three weeks for their first treatment, a significant increase on 2022/23 Q4 which was 81%.
* Three subgroups of the East Dunbartonshire ACEs and Trauma Collaborative multi-agency group were established in May to work towards trauma informed environment; policies and systems; and people and training.
* The HSCP is currently part of a coalition with other HSCPs to implement the Scottish Child Interview model to improve our approach to investigative interview with children. East Dunbartonshire has been chosen by the Scottish Government as a Pathfinder area which will attract additional funding which will continue our trauma informed work.
* The National House Project annual review described the East Dunbartonshire House Project as excellent and sector leading.
* National House Project annual report highlighted the East Dunbartonshire House Project animation video in relation to young people getting into their first homes.
* Very positive inspection reports have been received for Ferndale and the Fostering and Adoption service, highlighting good practice including aspects that were rated as grade 6, sector leading.
* Ferndale Centre was recently visited by the Care Inspectorate and they are using Ferndale’s Outreach programme as an example of leading service development. Two other HSCP’s have visited the centre for further discussion in adopting this practice.
* Funding has been confirmed for a further year for the Child and Young Person Mental Health and Wellbeing Award.
* A core aspect of the HSCP Equalities Mainstreaming Report (2023-27) commits the HSCP to facilitate Equality Impact Assessment (EqIA) training for staff. At the end of 2023, ten staff members from across the HSCP successfully completed this training and are now qualified EqIA Assessors.
* The first Digital Strategy for the HSCP, covering the period 2023-25, was developed and approved this year. Building on the significant progress and investment made in our ongoing digital transformation work to date, it outlines the strategic direction, key drivers, local context and priorities for the HSCP to deliver on the digital agenda to better support patients and service users in accessing health and social care services, support a digitally enabled workforce, and promote accessibility and openness in how these services are delivered.
* An audit of the content on the HSCP website has been carried out in preparation for its move to a new platform within its hosted site in East Dunbartonshire Council’s website.
* Development and consultation on a new Integration Scheme between East Dunbartonshire Council and NHS Greater Glasgow and Clyde.

1. Prioritised Performance Indicators

The HSCP monitors improvement and performance through the following performance indicators. The performance indicators incorporate the Local Government Benchmarking Framework indicators allocated to the HSCP and reported on a quarterly basis to the Integrated Joint Board. The indicators highlight the key role played by the HSCP in the organisational change process and the implications of this for both our internal and external stakeholders, and how the HSCP will contribute to improving services for the people and communities of East Dunbartonshire.

As a measure of overall performance the HSCP will also continue to monitor progress through the following indicators:

|  |  | Annual Status | Quarters | | | | | Quarterly Target | Annual | |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Code | Performance Indicator | 2023/24 | Q4 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | Q4 2023/24 | Q4 2023/24 | 2023/24 | | Latest Note |
| Status | Value | Value | Value | Value | Value | Target | Value | Target |
| HSCP-01-BIP-3 | % of child care Integrated Comprehensive Assessments (ICA) for Scottish Children’s Reporter Administration (SCRA) completed within target timescales (20 days) | green | 89% | 93% | 100% | 94% | 86% | 75% | 92% | 75% | This is a national target that is reported to SCRA and the Scottish Government in accordance with time intervals (aim to maximise). |
| HSCP-02-BIP-3 | % of first Child Protection review case conferences taking place within 3 months of registration | green | 100% | 100% | 100% | 100% | 100% | 95% | 100% | 95% | Local standard and timescales set by East Dunbartonshire Child Protection Committee (aim to maximise). |
| HSCP-04-BIP-3 | % of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated | Alert | 100% | 100% | 88% | 75% | 80% | 100% | 81% | 100% | National performance indicator reported to the Scottish Government and monitored by Corporate Parenting Bodies (aim to maximise). |
| HSCP-05-BIP-6 | % of Adult Protection cases where the required timescales have been met | Warning | 92.4% | 92.3% | 95.1% | 94.9% | 80% | 92% | 90.3% | 92% | This indicator measures the speed with which sequential ASP actions are taken against timescales laid out in local social work procedures (aim to maximise). |

| Code | Performance Indicator | 2023/24 | Q4 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | Q4 2023/24 | Q4 2023/24 | 2023/24 | | Latest Note |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| HSCP-06-BIP-6 | % of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery |  | 97.4% | 98.5% | 100% | 100% | 96.8% | 95% | 98.7% | 95% | The HSCP has a duty to undertake community care assessments for those in need, and are responsible for developing packages of care to meet identified need. The national standard is to operate within a six-week period from assessment to service delivery, which encourages efficiency and minimises delays for service users (aim to maximise). |
| HSCP-07-BIP-6 | % of CJSW Reports submitted to court by due date | Green | 96% | 97% | 100% | 100% | 100% | 95% | 99% | 95% | National Outcomes & Standards (2010) states that the court will receive reports electronically from the appropriate CJSW Service or court team (local to the court), no later than midday on the day before the court hearing. |
| HSCP-08-BIP-6 | The % of individuals beginning a work placement within 7 working days of receiving a Community Payback Order | Green | 100% | 100% | 100% | 100% | 100% | 80% | 100% | 80% | The CJSW service must take responsibility for individuals subject to a Community Payback Order beginning a work placement within 7 days. |
| HSCP-09-BIP-6 | Percentage of people 65+ indicating satisfaction with their social interaction opportunities | Green | 92% | 96% | 100% | 96% | 98% | 95% | 97% | 95% | Local performance indicator based on a sample of 50 case reviews analysed each quarter. |
| HSCP-94-LPI-3 | % of initial Child Protection Case Conferences taking place within 21 days from receipt of referral | Green | 91% | 100% | 100% | 100% | 100% | 90% | 100% | 90% | Local standard and timescales set by East Dunbartonshire Child Protection Committee (aim to maximise). |
| HSCP-96-LPI-3 | % of Social Work Reports Submitted to Child Protection Planning Meetings | Green | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | Local standard and timescales set by East Dunbartonshire Child Protection Committee (aim to maximise). |
| HSCP-BIP-10 | Percentage of adults in receipt of services who have had their personal outcomes fully or partially met | Green | 100% | 99% | 98% | 99% | 100% | 90% | 99% | 90% | As a minimum, outcomes should reduce risks from a substantial to a moderate level, but the arranging of informal support may additionally contribute to improving quality of life. |

| Code | Performance Indicator | 2023/24 | Q4 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | Q4 2023/24 | Q4 2023/24 | 2023/24 | | Latest Note |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| HSCP-CS-LPI-3 | % of Court report requests allocated to a Social Worker within 2 Working Days of Receipt | Green | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | National Outcomes & Standards (2010) places responsibility on Criminal justice service to provide a fast, fair and flexible service ensuring the offenders have an allocated criminal justice worker within 24 hours of the Court imposing the community sentence. |
| HSCP-SOL-CHN9 | Balance of Care for looked after children: % of children being looked after in the Community | Alert | 83% | 80% | 78% | 79% | 80% | 89% | 80% | 89% | National performance indicator reported to Scottish Government and monitored by Corporate Parenting Bodies (aim to maximise). |

2(B) Absence Management

|  |  |  |
| --- | --- | --- |
| **Percentage Absence** | | |
|  | **Adult Services** | **Council (Excluding teachers)** |
| Quarter 1 | 7.26% | 6.22% |
| Quarter 2 | 11.77% | 7.19% |
| Quarter 3 | 10.45% | 7.25% |
| Quarter 4 | 9.33% | 7.14% |
| **Year End** | 9.72% | 6.70% |

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| --- | --- | --- |
| **Percentage Absence** | | |
|  | **Older Peoples Services** | **Council (Excluding teachers)** |
| Quarter 1 | 12.07% | 6.22% |
| Quarter 2 | 11.74% | 7.19% |
| Quarter 3 | 14.66% | 7.25% |
| Quarter 4 | 13.71% | 7.14% |
| **Year End** | 13.05% | 6.70% |

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| --- | --- | --- |
| **Percentage Absence** | | |
|  | **Adult & Older Peoples Services Combined** | **Council (Excluding teachers)** |
| Quarter 1 | 10.51% | 6.22% |
| Quarter 2 | 11.75% | 7.19% |
| Quarter 3 | 13.26% | 7.25% |
| Quarter 4 | 12.25% | 7.14% |
| **Year End** | 11.95% | 6.70% |

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| --- | --- | --- |
| **Percentage Absence** | | |
|  | **Children’s Services & Criminal Justice** | **Council (Excluding teachers)** |
| Quarter 1 | 5.18% | 6.22% |
| Quarter 2 | 2.80% | 7.19% |
| Quarter 3 | 2.96% | 7.25% |
| Quarter 4 | 3.27% | 7.14% |
| **Year End** | 3.55% | 6.70% |

1. **Financial Targets**

| **Main Service Divisions** | **Annual**  **Budget** | **Net Expenditure**  **projected**  (subject to audit) | **Annual Variation**  **projected**  (subject to audit) | **% variation** | **Narrative** |
| --- | --- | --- | --- | --- | --- |
| **Community Health & Care Services** | 48,683 | 50,147 | 1,464 | 3% | Cost pressures in this area related to the delivery of our in-house homecare service due to a combination of increased overtime, agency, absence, and demand pressures within the service. However, these have been fully offset by continuing vacancies not yet filled. Staff turnover savings will not be fully achieved. There is an increase in the commitment value of residential accommodation, supported accommodation, and external homecare provision. Additional winter costs will be funded from earmarked reserves. |
| **Mental Health, Learning Disability, Addictions & Health Improvement** | 26,240 | 27,702 | 1,462 | 5% | Overspend in agency costs incurred within Pineview and John Street in relation to fire safety and additional support and covering social worker vacancies within the Mental Health team. Increase in the commitments against all services apart from homecare, residential care and assisted technology. The budget includes savings in relation to a review of Supported Accommodation / Support Living for Adult Services in line with Fair Access policy and access to resources and also opportunities to repatriate individuals in high cost out of area placements to the new Allander day care service. |
| **Children and Families & Criminal Justice** | 14,810 | 15,556 | 746 | 5% | Agency costs within the Criminal Justice service including Low Moss is creating a pressure on budget. There remain recruitment delays in relation to the family support team. Additional payroll costs have been incurred supporting unaccompanied asylum seeking children. This will continue until a service provider is in place. Overspends in residential and secure accommodation, working with children, payment to voluntary organisations, and unbudgeted costs for the Joint Investigative Interview Team (JIIT) and Buttercups Respite service, these being partly offset with underspends in Direct Payments, Standby, Fostering, Kinship and Support Hours. |
| **Social Work Strategic Resources** | -14,641 | -14,830 | -189 | 1% | This includes non-SW services.  The Housing service are anticipating in-year savings on disabled adaptations and Care and Repair services. |
| **Total** | 75,092 | 78,575 | 3,483 |  |  |

1. **Stakeholder Engagement Activity**

The HSCP and its teams regularly devise and implement a range of engagement, participation and community involvement programmes aimed at different stakeholders. The HSCP utilise various consultation tools and mechanisms to deliver these programmes. Involving patients, service users, carers, their families, local residents, and local communities, this is an important part of improving the quality of services provided by the HSCP. Routine service consultation and engagement mechanisms may have been amended by services in line with their business continuity plans.

Our Public, Service User and Carer (PSUC) representative group have continued to be active with consultation and engagement activities through their established service user and carer meetings including:

* Continued with their Power of Attorney Programme, through the creation and dissemination of leaflets to all GP practices, Hubs, libraries and community centres, along with promotion through social media, on-line presentations, and the creation of a short information film.
* Continued promotion of a carers recruitment policy for the PSUC group as part of their recruitment drive for East Dunbartonshire carers and service users.
* Disseminated pressure ulcer information materials across various care groups and older people groups such as senior forums and befriending services.

| **Title** | **Description** | **End Date** | **How the information gathered was used to improve performance** |
| --- | --- | --- | --- |
| Self-Directed Support (SDS) Implementation Plan 2024 - 2027 | Call for comments on draft strategy | February 2024 | Comments received regarding the content of the draft SDS plan will be used to finalise the document before presenting to IJB for approval. Once approved, the Plan will be published on the HSCP website and updated annually with regard to progress. |
| Care at Home Services – Staff Survey | Questionnaire | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Care at Home Services – Service User Survey | Questionnaire | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Home for Me Service – Homecare Reablement Survey | Questionnaire | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Criminal Justice – Service Recipient Questionnaire | Rolling programme of questionnaire-based feedback to gather service recipient information on their experience of work undertaken by the Unpaid Work team and what impact that had | March 2024 | Assists Criminal Justice service to plan future work projects and assess quality and impact of work undertaken |
| Criminal Justice – Service User Feedback | Rolling programme of questionnaire-based feedback to gather service user information on their experience of involvement with the Criminal Justice service | March 2024 | Assists Criminal Justice Service to assess quality of work undertaken |
| Criminal Justice – Annual Consultation re Unpaid Work | Annual consultation with the community to ascertain what their priorities are in respect of what type of unpaid work they would like to be undertaken in their area (legislative requirement) | March 2024 | Assists Criminal Justice Service to plan unpaid work plan for coming year |
| Criminal Justice – Focus Group / End of CPO Order Survey | Verbal facilitation in focus group and written questionnaires | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Criminal Justice – Young People in the Youth Justice System | Gather the views of young people who are involved with the youth justice system | March 2024 | Assists Children & Families Service to assess service quality |
| Children & Families – Service User Experience of Children and Families Advice & Response Team | Gather the views of children and families who have been referred to and received a service from the Advice and Response Team | March 2024 | Assists Children & Families Service to assess service quality |
| Children and Families – Parents/carers of Children/Young People Who Are Looked After | Gather the views of the parents of children and young people who are looked after | March 2024 | Assists Children & Families Service to assess service quality |
| Children and Families – Transition/Exit Interviews for children/young people moving placement | Gather the views of children and young people who are moving placement | March 2024 | Assists Children & Families Service to assess service quality |
| Children and Families – Children/ young people looked after in Ferndale Residential Unit | Gather the views of young people who are looked after in Ferndale Residential Unit | March 2024 | Assists Children & Families Service to assess service quality |
| Children and Families – Parents/Carers/ Social Workers of Children/Young People receiving services from Ferndale Children’s Unit | Gather the views of various stakeholders of the Ferndale Children’s Unit | March 2024 | Assists Children & Families Service to assess service quality |
| Children and Families – Parents/carers of children/young people involved in child protection | Gather the views of parents and carers who attend a child protection case conference | March 2024 | Assists Children & Families Service to assess service quality |
| Children and Families – 0-5 Drop In Group | Evaluation questionnaires and face to face | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Care Planning & Placement Team – Foster Carers | Evaluation questionnaire, focus groups, and 1:1 meetings | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Care Planning & Placement Team – Foster Carers / Post Adoption | Monitoring / Service change proposal implementation | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Care Planning & Placement Team – Adoption Service Clients | Evaluation questionnaire and telephone interview with Social Work | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Care Planning & Placement Team – Adoption and Fostering Panel | Evaluation Questionnaire and group work | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Intermediate Care Service – User Satisfaction Survey | Questionnaire | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Alcohol and Drugs Service – Service user evaluation | Questionnaires, focus groups, and interviews | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Alcohol and Drug Service – Quality Principles | Questionnaires, focus groups, and 1:1 meetings | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Mental Health Team – Service User Feedback/Evaluation | Questionnaire | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Kelvinbank Resource Centre – Service User Feedback/Evaluation | Questionnaire | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |
| Accommodation with Support Service User 6 Monthly Reviews | Group discussions with family and Social Work | March 2024 | Consultation to contribute to evaluation of service quality and performance improvement planning |

5.**Progress on Business and Improvement Plans**

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| --- | --- | --- | --- | --- | --- | --- |
| **Area for Improvement** | **Improvement Activity** | **Status** | **Progress** | **Original Due Date** | **Current Timescale** | **Note** |
| HSCP Strategic Plan 2022-25 | The Strategic Plan sets out the priorities and improvements to be delivered for the population over a three-year period, with a particular focus on the most vulnerable people, including those with disability, long term conditions, mental health disorders, community care needs, palliative care needs, and those in need of care and protection. | Green | In-progress | March 2025 | March 2025 | The HSCP Board has a statutory duty to publish a Strategic Plan for the period 2022–25. |
| HSCP Annual Delivery Plan 2023/24 | Schedule of improvement actions identified to support the delivery of the HSCP’s strategic priorities as set out in the Strategic Plan 2022-25. The Annual Delivery Plan is costed with funding investment or disinvestment identified and demonstrates the relevant linkages to the Local Outcome Improvement Plan, Health Board activities and the Council’s transformation scoring criteria. | Green | Completed | March 2024 | March 2024 | Delivery plan setting out the business planning intentions of the HSCP Board for the period 2023-24. |
| Review of in-house accommodation-based support services for Learning Disability | Review and redesign accommodation-based support services to ensure that in-house services continue to meet the needs of our community and can ensure that we can meet national expectations set out within the ‘Coming Home’ report. | Green | Completed | March 2024 | March 2024 | Enable the HSCP to meet national expectations set out within the ‘Coming Home’ report. |
| Work with communities to develop a network of assets and informal support options | Pilot a community led support approach within a locality | Green | Completed | March 2024 | March 2024 | Pilot outcomes of the review of operational approaches to community led support. |

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| **6. Plans, Policies, Programmes and Strategies** |

| **PPPS** | **Intended Outcome** | **Date Approved** | **Start Date** | **End Date** |
| --- | --- | --- | --- | --- |
| Annual Delivery Plan 2024/25 | Annual delivery of the HSCP’s strategic priorities and enablers. Progress is reported and monitored quarterly by the Performance, Audit and Risk Committee. | 28/03/2024 | April 2024 | March 2025 |
| EDC Alcohol and Drug Partnership Strategy and Delivery Plan | Develop treatment and recovery services in East Dunbartonshire to improve the lives of people, and their families, who use alcohol and drugs problematically. Aims to improve health by preventing and reducing alcohol and drug use, harm and related deaths. It has a multi-partnership and multi-agency in focus and activity. | 29/06/2023  18/01/2024 (update) | April 2023 | March 2025 |
| HSCP Carers Strategy 2023-26 | Better information and advice on formal and informal supports; better and earlier identification of carers; carers involved in planning for their support and that of the cared for person; carers supported to continue to care; increased choice of support available; increased uptake of Adult Carer Support Plans and Young Carer Statements; carers’ health and wellbeing prioritised; impact of financial hardship and inequality recognised; prioritised earlier engagement and prevention of crisis; carer-friendly communities promoted; adult and young carers involved in the planning of new services and supports; impact of the COVID-19 pandemic for carers recognised and prioritised. | 29/06/2023 | April 2023 | March 2026 |
| Learning Disability Strategy 2024-2029 | Improved transitions journey and pathway for young people, families and carers moving from children’s to adult services. Delivery of maximum benefit and best value from the resources available and ensure that we can respond quickly and effectively to changing and emerging needs, including at times of crisis. Maximised use of technology enabled care for people with a learning disability. Programme of health checks for people with a learning disability developed. Increase the capacity of formal support services for those most at risk. | 28/03/2024 | April 2024 | March 2029 |
| HSCP Winter Plan 2023/24 | Articulates winter contingency arrangements that ensure the continued safe delivery of local services to vulnerable service users and the maintenance of a safe environment for staff. | 16/11/2023 | October 2023 | March 2024 |
| HSCP Property Strategy 2023-25 | Maximise opportunities for service delivery, including opportunities to reconfigure sites, support hybrid ways of working for staff, and seek additional premises in addition to existing EDC and NHSGG&C sites. | 14/09/2023 | April 2023 | March 2025 |
| HSCP Digital Strategy 2023-25 | The Strategy outlines the strategic direction, key drivers, local context and priorities for the HSCP to deliver on the digital agenda to better support patients and service users in accessing health and social care services, support a digitally enabled workforce, and promote accessibility and openness in how these services are delivered. | 18/01/2024 | April 2023 | March 2025 |

**7. Improvement activities**

| **Improvement Areas** | **Improvement Activity** | **Timescales for Implementation** |
| --- | --- | --- |
| Development of improvement plan following the outcome of the Joint Inspection of Adult Support and Protection Arrangements | Development of improvement plan and delivery against recommendations from joint inspection. | March 2025 |
| Review and reframe locality focused working | Benchmark practice against national comparisons and develop a reframed approach to local area coordination / community capacity building and community interface. Increase number of community groups delivering informal community resources. | March 2025 |
| Improve online accessibility and signposting to information and services through further development and promotion of the HSCP website | Launch of new HSCP website and working group established to coordinate across the HSCP, develop actions for improvement and share best practice. | March 2025 |
| Maximise efficiency within in-house adult social services | * Reduced hourly unit cost for in house care at home service. * Reduced costs of service for in house accommodation with support. | March 2025 |

8. Current Delivery Focus

* Delivery of statutory services
* Delivery of HSCP Strategic Plan 2022-25
* Delivery of HSCP Annual Delivery Plan 2024/25
* Delivery of the HSCP Digital Strategy 2023-25
* Development of a new HSCP Strategic Plan (2025 onwards)
* Delivery of Carers Strategy 2023-26
* Delivery of Social Support for Older Peoples Strategy 2023-28
* Develop 12 month local action plan in response to the new national Dementia Strategy for Scotland
* Develop and implement Phase 2 of the Promise Plan 2024-30
* Deliver the 2024/25 actions from the East Dunbartonshire HSCP Frailty Mission
* Continue to develop as a Trauma Informed organisation
* Development of short breaks options and review of respite services
* Review of Learning Disability accommodation-based services
* Implement Children & Young People’s Mental Health & Wellbeing action Plan
* Redesign services for adult mental health and alcohol and drugs services to develop a recovery focused approach
* Review of Transitions policy and implementation of updated procedures which will align with national initiatives
* Ongoing implementation of Children’s House Project model
* Review of transport provision