

Social Support for Older People in East Dunbartonshire: 5 Year Strategic Direction 2023-28



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Section 1: Foreword

In early March 2020 older people living in East Dunbartonshire were benefitting from an abundance of informal and formal social support opportunities. Many were attending local clubs and groups, run by volunteers, taking place in a variety of settings such as Churches and Town Halls. The provision of formal Day Centres and one to one support enabled those with increased care needs to remain active members of their communities, where informal support was not appropriate.

In mid-March 2020, the world changed; we all stopped what we were doing and remained at home to fight a worldwide pandemic. Clubs and groups, Day Centres and communities were closed for the foreseeable future. Volunteers and Day Centre staff continued to support older people with doorstep visits, providing limited but extremely valuable human interaction.

It has been a long and difficult couple of years for everyone in the fight against the COVID-19 pandemic but it certainly confirmed that the majority of us are social beings, requiring human contact. Research has shown that the benefits of social support and interaction with others is wide and varied including reducing stress, alleviating anxiety and depression, reducing the risks of physical and mental health illnesses, improving memory and life longevity. Social support provides us with the opportunity to have and nurture friendships with our peers and enhances the quality of our lives. While many people turned to technology to maintain contact with the outside world, for many others, virtual means of communication did not provide that much needed interaction and social contact.

Why has East Dunbartonshire Health and Social Care Partnership (HSCP) decided to produce a five year Social Support Strategy for Older People? We want to be ambitious about the opportunities for older people in our communities; we want to rebuild the previous abundance of social opportunities that our older residents had access to and grow more of these informal supports. This Strategy comes at a time when East Dunbartonshire is experiencing a predicted increase, above average, in the number of older people living in our local communities. It is important that we provide social support opportunities at earlier stages in older people's lives to take advantage of the benefits that it provides to prevent unsustainable demand on formal supports where these can be mitigated.

Following an extensive engagement period with all stakeholders, this Strategy articulates East Dunbartonshire HSCP's vision for meeting the social support needs of older people in our communities through reduced reliance on building-based day care and promotes the enhancement of social support at all levels for our older residents over the next five years focussed in enabling and reabling older people to remain active and independent in their communities.

Caroline Sinclair
Chief Officer, East Dunbartonshire Health and Social Care Partnership

Section 2: What is our Vision?

2.1 Our Vision for Social Support for Older People

Our Vision is that older people are supported to maximise their opportunities for social interaction for as long as possible, as independently as possible. The Strategy aims to develop a continuum model of person-centred, community-led social support that encourages a feeling of connectedness to others, a feeling of being an active participant in an individual's own local community, social inclusion and equality.

The Strategy sets out our vision for the future of informal and formal social support, developing more flexible, responsive and sustainable models tailored to the needs of older people and their communities. This vision sees a reduction on our use of formal building based day care in favour of more informal and community led support options tailored to the aspirations of local older people and their carers.

Prior to the onset of the COVID-19 pandemic in March 2020, the HSCP had plans to undertake a full strategic review of social support for older people living in East Dunbartonshire. Due to the pandemic the HSCP's plans for this review were placed on hold. As we move out of the pandemic, as local community assets and day centres restart and re-invigorate their memberships, the HSCP have, in partnership with all sectors, recommenced the development of this five year Strategy with a view to learning the lessons experienced during the pandemic and focusing on re-building both informal and formal social supports for older people.

2.2 Strategic Objectives

The objectives of the Strategy are to:

- review how we deliver and meet personalised outcomes for older people living in East Dunbartonshire;
- Develop a continuum model of person-centred, community-led social support opportunities for older people;
- Deliver formal social support opportunities for those older people who are most vulnerable in respect of physical and/or mental health, in two locality focussed centres in the East and West of East Dunbartonshire.

The HSCP intends to achieve those objectives by:

- Articulating a tiered approach to the delivery of informal social support and when applicable, formal services, in line with agreed eligibility criteria.
- Developing a range of information/advice/guidance about the informal and formal social support opportunities available within local communities.

- Exploring ways to deliver, in partnership with all stakeholders, social opportunities at different times of the day including weekends.
- Developing a range of social support opportunities delivered by third sector organisations across East Dunbartonshire, to create opportunities for the development of innovative, and creative social opportunities through the growth of local groups with communal interests.
- Producing a consistent eligibility criteria, in line with the HSCP's Fair Access to Community Policy, for older people whose critical needs require a formal social support service.

2.3 Guiding Principles

2.3.1 Ethical Commissioning

As we progress the development and delivery of formal and informal social supports to older people in East Dunbartonshire in partnership we will adhere to the principles of Ethical Commissioning whenever we engage providers to deliver services and supports on behalf of the HSCP. Ethical Commissioning goes beyond price and cost and provides the bedrock for a fairer, rights based, improved social care support system, underpinned by a relentless focus on quality, terms and conditions of the workforce, and, provider investment in staff training, support and working environment. Inevitably, this will drive up standards and improve outcomes for people using services as well as improving staff experience. As our shift in commissioning progresses, Ethical Commissioning and fair work practice will form the cornerstone of all future contractual relationships, with a view to ensuring the commissioned workforce is engaged, valued, rewarded and supported. In return, this approach will yield a more robust, sustainable, high quality and high performing market.

2.3.2 Collaborative Commissioning

Building on current practice, anchored by the recommendations in the Feeley Report, and in line with the HSCP Strategic Plan 2022 – 2025, the HSCP plans to maximise opportunities for Collaborative Commissioning with the aim of improving services, outcomes, processes and efficiency.

Collaborative Commissioning essentially requires a “paradigm shift” from the traditional commissioner / provider role to one of a more joined up, integrated approach. The key aim of Collaborative Commissioning is to achieve better outcomes for people using services and improve the experience for staff delivering them. Wider benefits include pooling of knowledge and expertise to draw upon, foster innovation, reduce and/or mitigate known service risks and engage more productively with people who have lived experience, carers, local communities, providers and other professionals. Collaborative Commissioning requires this level of engagement and participation at all levels of commissioning from the strategic planning end of the spectrum through to any procurement of individual services and supports. This approach will however require providers to be more open and transparent around areas such as standards, quality, staff wellbeing and costs.

The HSCP is keen to learn, and better understand, the benefits of relatively new and un-tested commissioning models such as, Public Social Partnerships (PSP's) and Alliancing and subsequently, is proposing, in partnership with key stakeholders, to explore these models further, with the dual aim of developing new and sustainable models of social support for older people, whilst strengthening the collaborative approach. How we move forward with the delivery of social supports for older people, in line with this Strategy, will be underpinned by a collaborative commissioning approach.

Section 3: Why do we need to change?

3.1 The Case for Change, Current and Future Challenges

While formal day care settings have an important role to play in supporting those individuals who are most at risk due to physical and/or mental wellbeing challenges to maintain contact in their communities, it is important that we encourage older people to adopt and/or maintain socialisation at an earlier stage in their life journey through interaction and peer support offered at informal social settings within their local community.

East Dunbartonshire experiences a higher than average number of older people living in good physical health in our local communities. This is a real positive, to be celebrated. However, demographics show an increase in the number of older people remaining in the community with increased physical frailty resulting in subsequent increases in demand. It is imperative that we start the journey of social integration and peer support at the earliest stage in the older person's life in order to enjoy the benefits that brings both physically and mentally, and delays the need to move from informal to formal social support. The HSCP aspires to develop pathways which connect the wider social support journey that older people take through the provision of informal and formal opportunities available. Building-based Day Care can provide a short-term input to support an individual through a period of rehabilitation until they are able to reintegrate to the wider community setting, as well as provide care on a longer term basis in line with assessed need.

The HSCP is committed to ensuring a more sustainable continuum of care with its partners and communities. To meet anticipated increased demand we recognise the importance of encouraging older people to remain active in their communities, maintaining contact with their peers, and aim to challenge the view that social support can only be provided in formal building based services.

There continue to be constraints on the public purse and in order to ensure that formal support is targeted to those individuals who are most vulnerable, physically and/or mentally, investment needs to be targeted towards the provision of early intervention and preventative support led by the community. This can only be achieved in partnership with the third and independent sector, and with local people themselves.

The Strategic Needs Analysis for this Strategy, Appendix 1, articulates why change is needed both from a strategic perspective but to also better meet

outcomes and policy direction, and achieve best value for the public purse. There is an under-utilisation of the current available service-base across our three Day Centres. Whilst interim commissioning has been undertaken for 2022/23 and 2023/24 to ensure continuity of service, there is a need for change to ensure that future provision is better matched to forecasted need, in the content of the refreshed strategic direction set out in this Strategy.

3.2 Policy and Research

There is a plethora of policy, which you can read more about in Appendix 2 that directs us towards the intentions described in this Strategy. In addition much has been written about the benefits of social support and the impacts on people's physical and mental wellbeing if they experience social isolation, more so this has recently been highlighted and exacerbated by the pandemic.

All the research shows that social isolation can have adverse effects on an individual's health and wellbeing, both physically and mentally. Studies have shown that those individuals who participate in social activities with others identified benefits not only for themselves but also for their carers.

NHS 'Loneliness in Older People' <https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/loneliness-in-older-people/> highlights that older people find it hard to reach out to others when they experience loneliness and are reluctant to ask for help.

Age Scotland 'Tackling Loneliness' <https://www.ageuk.org.uk/scotland/what-we-do/tackling-loneliness/#> describes loneliness as a "public health crisis" highlighting that it can lead to stress, anxiety and depression and can contribute to an individual's risk of getting dementia. The organisation states that loneliness can impact physical health similar to a person smoking 15 cigarettes per day.

The published impacts of social isolation on older people's physical and mental wellbeing underpin the need for this Strategy. The HSCP want to deliver informal and, where eligible, formal social support in a socially inclusive way with our third sector partners.

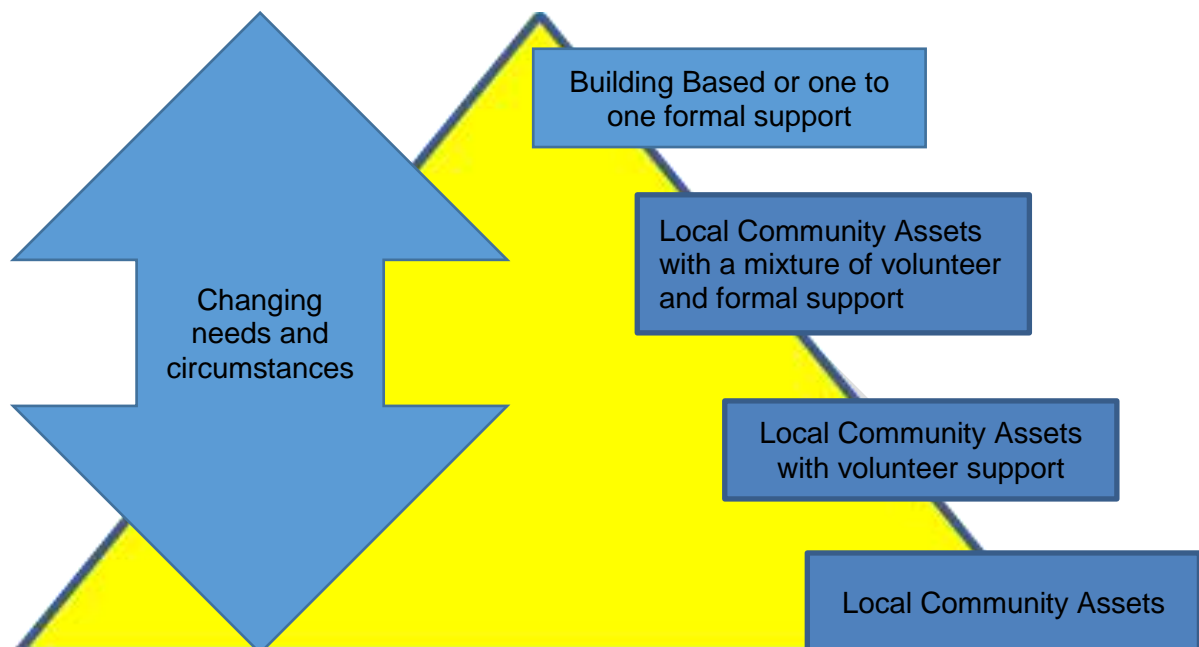
Older people in our community should, where possible, be encouraged and supported to enjoy the same opportunities as other citizens with active participation in community clubs, groups, networks and organisations.

Section 4: What does change look like?

4.1 The Tiered Approach and Road Map

The diagram and appendixes below demonstrate that the larger proportion of our local older people do not require to access formal social support and that their needs and outcomes would be best met in informal settings. However, it also demonstrates the need for a fluid approach to the delivery of social support across the continuum. We want to support people flexibly to experience that

continuum so that people can access the right type of support that best meets their needs, focussed at all times on enabling and re-abling people to maintain or regain their independence to be active in their communities for as long as possible.



Appendix 1a. Social Support for Older People: Tiered Approach

Appendix 1b. Social Support for Older People: Road Map

Section 5: What do we know about demand and current provision of Social Support?

5.1 Demand

During 2021/22 there were 214 referrals for social support for older people. As at 31st March 2022 the total number of centre based day care places available in East Dunbartonshire was 360 places. The total number of service users attending centre-based day care was 190 accessing a total number of 253 places. It should be noted that a proportion of the reduced numbers of places open for use, for the majority of 2021-22 was related to social distancing requirements. However, as at 31st March 2022, there was no waiting list for placement at any of the three Day Centres. As at 31st March 2022, there were 49 customers who could not attend a day centre building or had chosen alternative types of formal social support.

5.2 Financial Framework

The financial framework underpinning this Strategy is, aligned to the HSCP's Medium-Term Financial Strategy (MTFS) and establishes the current and projected level of resources required to support delivery of agreed priorities over the next five years.

The budget (2022/2023) for Social Supports is £1,506,436m, and extends across the following commitments:

- Building Based Day Care - £1,052,207 million
- Community Based Support - £253,047
- Third / Voluntary Sector Organisations - £125,745
- Local Area Co-ordinators - £75,437

In Year 5 of the Strategy (2027/2028), the budget is, projected to increase to £1.6m - in line with inflationary uplifts.

5.3 Market Oversight

The Older People's social support market offers a diverse range of providers and support services spanning all sectors including third/voluntary, independent and private sectors, augmented by the HSCP's in-house Local Area Co-ordinator (LACs) and day care provision, collectively known as a "mixed economy" market. The market includes a variety of commissioned and non-commissioned service delivery models, including centre-based day care, alternative to day care and support, voluntary support and group services, providing a combination of informal and formal social support across the authority

The full detail of current demand for older peoples' social support, current delivery arrangements and the existing financial framework is contained in the Strategic Needs Assessment at Appendix 1

Section 6: What do we mean by Social Support?

6.1 What is Social Support?

'Social Support' can mean different things to different people. People have different amounts of assets such as family, friends, and circles of support but everyone benefits from some kind of social support in their lives. It can mean having friends, family or peer support. It provides opportunities to have others to turn to in times of need or crisis. Social support can enhance one's quality of life.

Social support can mean being part of a social network which offers companionship but social support can be emotional, offering physical comfort, a listening ear or providing empathy. It can be informational in its delivery, sharing similar issues, giving and sharing information, offering advice. It can also be about shared interests, strengthening your own and others skills, sharing those skills with others, providing mentoring and teaching opportunities to others and opportunities to learn new skills.

Informal 'social support' is seen as early intervention and preventative opportunities to support people to maintain social contact, thereby reducing isolation and loneliness. It can assist individuals to maintain their independence while also promoting health and wellbeing opportunities.

Formal 'social support' for those individuals with increased personal care and safety needs, can provide the benefits of informal support but in an environment where access to social care support staff can meet those individual needs. In many cases this also provides an indirect and important benefit for the carers.

Both informal and formal social support opportunities however provide mental and physical stimulation, feelings of independence, rehabilitation and can be the lynch pin that helps an older person remain living in their own home in their own community.

6.2 How can you improve your social support opportunities?

There are lots of ways that people can improve their social support opportunities and there are various organisations that can provide you with information and advice.

Individuals can improve their own social support opportunities by:

- Exploring the use of technology;
- Following your interests;
- Being pro-active, seeking out people or groups;
- Getting together a group of like-minded people with similar interests;
- Improving your own strengths or skills.

6.3 Informal Social Support and Community Assets

The main aim of 'informal social support' is to provide person-centred, community-led social support that encourages social inclusion and equality. They provide informal opportunities for socialisation and activity based support to people who are relatively independent. Emphasis of informal support should be on building natural communities and community opportunities.

These types of support, often referred to as Community Assets, are owned by the community; managed by community organisations and provide a wide spectrum of activities and events held in a variety of settings which could include community centres, sport centres, libraries, churches etc. Assets are developed to create strong, vibrant and resilient communities. They are people-led, strengths based and help to keep communities connected while promoting health and wellbeing. They could be run by local community groups, voluntary organisations, and church groups to name but a few. These types of activities are aimed at older people who have lower level support needs that do not meet the HSCP's Eligibility Criteria. These activities can be accessed independently

by older people, or from referral via the Local Area Co-ordination Service or our third sector partners.

The outcomes derived from informal social support include:

- social contact and stimulation, reducing isolation and loneliness;
- opportunities for older people to increase their confidence and maintain their independence;
- opportunities for older people to remain active citizens within their communities;
- Increased mental wellbeing and improved physical health;
- achievement of older people's goals and aspirations;
- opportunities to participate in activities;
- Improved wellbeing through physical and mental stimulation.

6.4 Local Area Co-ordination for Older People

East Dunbartonshire HSCP introduced a new role of Local Area Co-ordinators in March 2019 to specifically work with older people. Part of the role was to work with individuals exploring whether community supports could meet the person's needs or whether more formal social supports were required. The Local Area Co-ordinators were also tasked with building up a strong understanding of the challenges being faced by older people and their carers.

The Local Area Co-ordinators are committed to enhancing the lives of older people and support capacity building at an individual, family and community level. Local Area Co-ordinators identify, connect, develop and lead strong partnership working with local communities, fostering links with voluntary organisations, statutory agencies and other stakeholders to improve connections and develop pathways within local communities.

The Local Area Co-ordinators will work alongside individuals, using an enabling approach to support the person to engage with community resources. Where appropriate, they will also signpost or refer the individual to other services. The aim of local area co-ordination is to ensure that older people receive early intervention and preventative support in order to support the person's independence within the community.

They will support the older person to identify issues that affect their ability to live well and will work with individuals to help them access services that would best meet their needs. Local Area Co-ordination focuses on moving away from a reliance on formal social support to the use of local community assets. Local Area Co-ordinators can help the person become connected into the community using local informal community resources benefiting those older people who are socially isolated and lonely.

Where an older person does not meet the eligibility criteria for formal social support, the Local Area Co-ordinator will help to identify suitable local resources

and assets and connect the person to their community. This involves the Local Area Co-ordinators developing strong partnership working with local communities groups and third sector organisations. The Local Area Co-ordinator helps the older person to identify issues that affects their ability to live well and works with that individual to help them access community assets that would best meet their needs.

An example of an older person being supported to access a local community asset for social support can be found at Appendix 3.

6.5 East Dunbartonshire Community Assets Map

East Dunbartonshire HSCP has a 'Community Assets' Map which is hosted and administrated by our third sector colleagues. The Community Assets Map provides details of local clubs and groups that can be accessed directly by individuals. The Asset Map provides contact details for each 'asset' and is arranged geographically to allow easy identification for local community groups.

The Community Asset Map can be found at <https://www.eastdunassets.org.uk/>

If you would like more information about local community assets for older people you can contact the Local Area Co-ordination Team:

<https://www.eastdunbarton.gov.uk/health-and-social-care/services-adults-and-older-people/local-area-co-ordination-older-people>

6.6 Formal Social Support

The term 'formal day services' covers a range of services and activities, personalised to cater for individuals who have a range of health and social care needs. Those needs cannot be met in an informal social environment and under the HSCP's eligibility criteria meet the critical or substantial level to require the need for formal support.

Formal social support provides highly specialised support through purpose designed services for people with high care needs. These types of services are delivered in either building-based centres or provided through one to one day opportunities support and are dedicated to people whose needs are very specialised.

What do we mean by 'Centre Based Day Care'?

Centre based day care primarily provides care and support to individuals in a group setting. It also augments the provision of personal care with opportunities to socially interact and take part in activities with peers. This type of service is designed for older people who have a range of complex care and support needs and service users who are not able due to frailty or disability/illness to access community assets with or without support. Older people accessing this type of service will have been assessed as having needs and outcomes that meet East Dunbartonshire HSCP's Eligibility Criteria.

What do we mean by 'Social Support Opportunities'?

Social support opportunities can provide older people with support on a one to one basis which can help them to access social and recreational activities within the community. This could include attending sessions at a local leisure centre; attending local clubs or supporting the older person to meet up with friends in a social setting. This type of support is designed for older people who have a range of complex care and support needs and who are not able due to frailty or disability/illness, to access community assets without one to one personal social care support. Older people accessing this type of service will have been assessed as having needs and outcomes that meet the HSCP's Eligibility Criteria.

The outcomes of formal social support include:

- To support older people at risk of institutionalisation, who have a variety of disabilities/illnesses to remain independent in their own homes;
- To enhance quality of life for older people at risk of institutionalisation;
- To provide help to older people at risk of institutionalisation to have access to personal care support while attending a social support activity;
- To encourage older people at risk of institutionalisation to socialise whilst receiving supervision and support;
- To help older people at risk of institutionalisation to avoid social isolation;
- To help older people at risk of institutionalisation to increase their mental wellbeing and improve their physical health;
- To support carers to enable them to continue in their caring role;
- To support older people at risk of institutionalisation to achieve their goals and aspirations;
- To support older people at risk of institutionalisation to participate in activities and social stimulation;
- Promote a safe, non-threatening and secure environment;
- Improve wellbeing through physical and mental stimulation;
- Preventing deterioration in physical and mental health through the provision of monitoring and supervision.

An example of an individual service user being supported to access formal social support can be found at Appendix 3.

6.7 Transport

Access to transportation can help older people to avail themselves to attend local groups and clubs. Transportation can reduce social isolation and it is important to an older person's quality of life, encourages a sense of freedom and helps to maintain independence.

Transport to social support opportunities can be provided in a variety of ways.

For those eligible customers attending formal day centre support, the centre provides access to those customers who are unable to access their own transport. This is usually in the form of a bus which transports a number of people at the same time to the Centre.

For those individuals who are accessing local community assets there are a number of different transportation methods that can be considered and explored with you:

- Private car or taxi
- My Bus
- Volunteer Driver Projects

Section 7: What have local people and our partners told us about our vision and case for change?

7.1 Engagement Process

During the period 1st July to 31st October 2021, the HSCP undertook a period of engagement with all stakeholders. This was via a survey, which was available in a number of different communication methods. The survey asked participants a variety of questions about aspirations for the future of social support for older people. This stakeholder engagement provided the HSCP with an opportunity to develop potential options for designing the way forward for informal and formal social support for older people.

Social Work practitioners also, during this same period, asked newly assessed, and eligible service users, about their preferences in relation to the delivery of formal social support and why these options were important.

7.2 Analysis

The majority of the survey responses were elicited from current service users and their families / unpaid carers. The highlights of the analysis included:

- Older people want to feel safe and connected to their communities;
- Older people want to meet and make new friends and take part in activities that promote their health and wellbeing;
- Older people missed seeing their families and friends, and being part of their local communities during the pandemic period;
- Older people and other stakeholders state that it is important that local community assets have access to funding, volunteers, and transport;
- The majority of older people and their families want to attend social support opportunities during the day.

Most of the respondents stated that the HSCP's strategic vision for social support for older people should focus on:

- Providing building based day care focussed on supporting those older people who are most vulnerable and at risk;

And

- Focus on supporting older people to remain connected to their communities through opportunities to attend local community groups and clubs.

A more detailed breakdown of the analysis is located in Appendix 1: Strategic Needs Analysis.

7.3 Engagement Outcomes

Following the engagement with key stakeholders (July to October 2021) and the analysis of the feedback, the HSCP was able to explore how to deliver on our vision for social support for older people in East Dunbartonshire. Three options were considered and subject to initial high level options appraisal. The details of the 'Options Appraisal' and approach can be located in Appendix 4: Strategic Needs Analysis.

The options considered for delivering on our vision for social supports for older people were as follows:

Option 1:

- The provision of three formal Day Centres for Older People, as per existing provision;
- In partnership with third sector partners, promoting and supporting existing community led support assets;
- In partnership with third sector partners, promoting and support the development of new community led support assets, exploring funding opportunities to aid establishment.

Option 2:

- The provision of two formal Day Centres for Older People, one in the West locality and another in the East locality, with opportunities for outreach support;
- Establishment of two new large community led support groups with access to formal support, one in the West locality and another in the East locality;

- Employment of a development worker for one year to support the BAME community to develop locally based peer support groups;
- In partnership with third sector partners, promoting and supporting existing community led support assets;
- In partnership with third sector partners, establishing an annual grant fund to support the development and establishment of new community led assets, whilst providing support to explore funding opportunities to aid sustainment.

Option 3:

- The provision of one large formal Day Centre for Older People;
- Establishment of two new large community led support groups with access to formal support, one in the West locality and another in the East locality;
- Employment of a development worker for one year to support the BAME community to develop locally based peer support groups;
- In partnership with third sector partners, promoting and supporting existing community led support assets;
- In partnership with third sector partners, establishing an annual grant fund to support the development and establishment of new community led assets, whilst providing support to explore funding opportunities to aid sustainment.

Following key stakeholders engagement sessions, during March to May 2022, it was determined that the HSCP, should adopt Option 2 as the preferred option to deliver on our vision for social support for older people:

- The provision of **two** formal building based Day Centres for Older People, one in the West locality and another in the East locality, with opportunities for outreach support – reducing from the current three centres;
- The establishment of two new large community led support groups with access to formal support, one in the West locality and another in the East locality – refreshing current arrangements with community led support resources;
- Employment of a development worker for one year to support the BAME community to develop locally based peer support groups for older people – in recognition of the specific needs of one cohort of current service users, and in recognition of the existence currently of a specialist resource for this group;
- In partnership with third sector stakeholders, promote and support existing community led support assets;
- In partnership with third sector stakeholders, establish an annual grant fund to support the development and establishment of new older people

community led assets, whilst providing support to explore funding opportunities to aid sustainment.

The actions associated with implementing this option will be developed in greater detail in the Commissioning Delivery Plan and/or Service Development Plan which will be an operational document to deliver on this Strategy and which will be developed in partnership with trades unions, providers, and partners and subject to the governance processed of the IJB and East Dunbartonshire Council.

7.4 Equality Impact Assessment

An Equality Impact Assessment (EIA) was undertaken in respect of the implementation of the Social Support for Older People Strategy. An EIA is a tool used by public organisations to ensure that equality, social inclusion and community cohesion issues are considered when developing or reviewing strategies and policies which affect the delivery of services.

The EIA is a systematic and evidence-based tool, which enables us to consider the likely impact of the Strategy on different groups of people. Completion of equality impact assessments is a legal requirement under race, disability and gender equality legislation.

The EIA confirms that the 'Social Support for Older People' Strategy recognises that the models of social support will need to support all individuals to achieve cultural integration and social contact by facilitating natural community connections. Formal social support will only be accessed by individuals whose assessed need meets eligibility criteria.

Consultation with the Equalities Officers at Greater Glasgow and Clyde Health Board and East Dunbartonshire Council, in support of the HSCP, concluded that while stakeholders have requested that members of the same faith and religion are housed together in the Day Centre, the HSCP has a legal requirement to promote inclusivity and integration amongst all of the older people communities.

Section 8: Other Formats and Translations

If you would like additional information or clarification on the content of this Strategy please contact:

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Other Formats & Translations

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