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**East Dunbartonshire Council**

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# HEALTH AND SOCIAL CARE PARTNERSHIP BUSINESS & IMPROVEMENT PLAN 2022-2025

# 1. Purpose and Priorities

<p><b>Purpose</b></p>	<p>The Health and Social Care Partnership (HSCP) is responsible for the planning and delivery of a range of community health, social work and social care services for older people, adults, children and families and people in the Criminal Justice System in the East Dunbartonshire Council area utilising funding from the Council and Health Board. The Partnership was created in 2015 under the provisions of the Public Bodies Act 2014, in order to improve the outcomes for people using health and social care services and also to improve efficiencies through the integration of strategic, operational and financial planning.</p> <p>An HSCP Board, comprising voting members appointed by the Council and Health Board produces a strategic plan, allocates the integrated revenue budget for health and social care and oversees service delivery and performance. Other members representing the interests of patients, service users, carers, professionals and providers also sit on the Board and contribute to its work.</p> <p>The Council and Health Board continue to employ staff and deliver services in line with the HSCP's overall strategic priorities and budgets.</p>
<p><b>Strategic Priorities</b></p>	<p>The HSCP Board's 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.</p> <p>Priorities focus on population health improvement; reducing inequalities; living independently at home; promoting self-care; supporting people to remain at home; anticipatory care; re-ablement / rehabilitation; maximising assistive technology, the provision of aids and adaptations; safeguarding people of all ages, services to the Court in relation to Criminal Justice services and supervision of offenders, and prison social work services.</p> <p>The HSCP Board agreed eight strategic priority areas as the focus of the HSCP Strategic Plan 2022 – 2025, as follows:</p> <ul style="list-style-type: none"> <li><b>Priority 1</b>     Empowering People</li> <li><b>Priority 2</b>     Empowering Communities</li> <li><b>Priority 3</b>     Prevention and Early Intervention</li> <li><b>Priority 4</b>     Public Protection</li> <li><b>Priority 5</b>     Supporting Families and Carers</li> <li><b>Priority 6</b>     Improving Mental Health and Recovery</li> <li><b>Priority 7</b>     Post Pandemic Renewal</li> <li><b>Priority 8</b>     Maximising Operational Integration</li> </ul> <p>These strategic priorities and associated improvement activity are informed by:</p> <ul style="list-style-type: none"> <li>• Joint Strategic Needs Assessments</li> <li>• Benchmarking</li> <li>• Extensive consultative processes, informed by statutory guidance</li> <li>• Audit Scotland reports on the progress of HSCPs Scotland-wide</li> <li>• Local Strategic Inspections</li> <li>• Ministerial Strategic Group guidance</li> <li>• Impact Assessments (EqIA, FSD, SEA)</li> </ul> <p>The Health and Social Care Partnership Strategic Planning Group is the multi-agency strategic planning group responsible for progressing actions to achieve local outcome 5 and 6 priorities.</p>

	<p>The HSCP Chief Officer also chairs the Delivering for Children and Young People's Partnership multi-agency strategic planning group responsible for progressing actions to achieve local outcome 3 priorities.</p>
<p><b>Work of the Teams</b></p>	<p>The work of the Partnership extends to a very wide range of combined health, social work and social care service areas as follows:</p> <ul style="list-style-type: none"> <li>• Intake, Assessment and Care Management, and multi-disciplinary care and treatment services for people with learning disabilities, physical disabilities, mental health support needs, substance misuse issues, sensory impairment, and issues arising from disability and frailty associated with older age;</li> <li>• Rehabilitation and Occupational Therapy Services;</li> <li>• Care at Home Services (in-house and purchased);</li> <li>• Residential and Care Home Services (in-house and purchased);</li> <li>• Day care and day opportunity services (in-house and purchased);</li> <li>• Supported accommodation and supported living (in-house and purchased);</li> <li>• Local Area Coordination;</li> <li>• Palliative care;</li> <li>• District nursing services;</li> <li>• Primary care services;</li> <li>• Pharmaceutical services;</li> <li>• General and public dental services;</li> <li>• Health Improvement;</li> <li>• Carer and Respite Services (in-house and purchased);</li> <li>• Telecare Services;</li> <li>• Housing Support - Aids and Adaptation Services;</li> <li>• Greenspace - Care of Gardening Scheme;</li> <li>• Child and Adult protection services;</li> <li>• Family support;</li> <li>• Fostering, Kinship Care and Adoption Services;</li> <li>• Throughcare, Aftercare and Continuing Care services;</li> <li>• Health visiting;</li> <li>• School nursing;</li> <li>• Speech and Language Services</li> <li>• CAMHS</li> <li>• Youth Justice</li> <li>• Children with Disability</li> <li>• Children's Residential Services</li> <li>• Intake, Assessment and Care Management, and multi-disciplinary care and treatment services for children and families, including people with learning disabilities, physical disabilities, mental health support needs, substance misuse issues, sensory impairment.</li> <li>• Criminal Justice Services including prison based social work services at HMP Low Moss.</li> </ul> <p>In addition to planning and operational responsibility for services delegated in total to the HSCP the HSCP also has joint planning responsibility for unplanned hospital services alongside NHS GG&amp;C. These services include:</p> <ul style="list-style-type: none"> <li>• Accident and Emergency services;</li> <li>• Inpatient hospital services relating to the following branches of medicine – general, geriatric, rehabilitation, respiratory, palliative care, mental health, learning disability, substance misuse.</li> </ul> <p>The work of these teams is guided by statute and by a process of continuous improvement reflecting the HSCP Strategic Priorities, the National Health and Social Care Outcomes and Local Outcomes 3, 5 and 6 in particular.</p>
<p><b>Key Improvement</b></p>	<ul style="list-style-type: none"> <li>• HSCP Strategic Plan 2022-25</li> </ul>

<b>Actions for 2022-2023</b>	<ul style="list-style-type: none"> <li>• HSCP Annual Strategic Delivery Plan 2022-23 (including transformational actions)</li> <li>• Strategic Review of Social Supports for Older People</li> <li>• Integrated Children's Services Plan Implementation</li> </ul>
<b>Key Priority Performance indicators</b>	<ul style="list-style-type: none"> <li>• Percentage of customers (65+) meeting the target of 6 weeks from completion of community care assessment to personal care service delivery</li> <li>• Percentage of initial Child Protection Case Conferences taking place within 21 days from receipt of referral</li> <li>• Percentage of individuals beginning a work placement within 7 working days of receiving a Community Payback Order</li> </ul>

## 2. Improvement Actions

Title	HSCP Strategic Plan 2022–25	Original Due Date	31–Mar–2025
Description	The HSCP Board's 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.		
Link to LOIP Outcome or Guiding Principle	East Dunbartonshire is a safe place in which to live, work and visit.		
Rationale	Overarching improvement plan for integrated functions and services, including those delegated by the Council to the HSCP Board.		

Title	HSCP Annual Strategic Delivery Plan 2022–23	Original Due Date	31–Mar–2023
Description	Schedule of priority actions to improve service performance.		
Link to LOIP Outcome or Guiding Principle	Our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles.		
Rationale	Action Plan arising from external and internal scrutiny of service delivery		




Title	Strategic Review of Social Supports for Older People	Original Due Date	31–Mar–2023
Description	A strategic review of all formal and informal social supports for older people to inform a five year strategy and commissioning plan, including centre based day care.		
Link to LOIP Outcome or Guiding Principle	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services		
Rationale	Creating a sustainable model for social supports		

Title	Integrated Children's Services Plan Implementation	Original Due Date	31–Mar–2023
Description	The ICSP is a statutory plan that sets out the principles and priorities for the development of integrated services for children, overseen by the DCYPP. Its priorities for development include: <ul style="list-style-type: none"> <li>. Community Mental Health and Wellbeing</li> <li>. Keeping Children Safe</li> <li>. Corporate Parenting</li> <li>. Healthy Lifestyles</li> </ul>		
Link to LOIP Outcome or Guiding Principle	Our children and young people are safe, healthy and ready to learn.		


Rationale	Action plan arising from statutory Integrated Children's Services Plan
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### 3. Performance Indicators

#### Monthly Indicator



Code	PI Title	20/21			22/23 target	Rationale for Inclusion	LOIP Outcome or Guiding Principle
		Value	Target	Status	Target		
HSCP-06-BIP-6	% of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery	98.5%	95%		95%	Measures timeousness of assessment processes in line Assessment and Care Management Policy	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services
HSCP-08-BIP-6	The % of individuals beginning a work placement within 7 working days of receiving a Community Payback Order	3%	80%		80%	This indicator measures the speed of response by Criminal Justice Social Work in establishing the commencement of a Community Payback Order after the disposal has been made by the Court. This indicator links to the requirements within the National Outcomes and Standards for Social Work Services in the Criminal Justice System.	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services
HSCP-94-LPI-3	% of initial Child Protection Case Conferences taking place within 21 days from receipt of referral	88%	90%		90%	This indicator aims to measure performance in ensuring that all initial Child Protection Case Conferences take place within 21 days from the date of the referral. This links to the Child Protection National Guidance on timescales.	Our children and young people are safe, healthy and ready to learn.

#### Quarterly Indicator

Code	PI Title	20/21			22/23 target	Rationale for Inclusion	LOIP Outcome or Guiding Principle
		Value	Target	Status	Target		
HSCP-01-BIP-3	% of child care Integrated Comprehensive Assessments (ICA) for Scottish Children's Reporter Administration (SCRA) completed within target timescales (20	85%	75%		75%	This indicator aims to measure performance in ensuring the completion of Integrated Care Assessment reports within target time. There is a national target set by SCRA for the submission of reports.	Our children and young people are safe, healthy and ready to learn.

		20/21			22/23 target		
Code	PI Title	2020/21			2022/23	Rationale for Inclusion	LOIP Outcome or Guiding Principle
		Value	Target	Status	Target		
HSCP-02-BIP-3	days), as per national target  % of first Child Protection review case conferences taking place within 3 months of registration	91%	95%		95%	This indicator aims to measure performance in ensuring that the 1st Child Protection Review following registration takes place within 3 months. This links to the Child Protection National Guidance on timescales.	Our children and young people are safe, healthy and ready to learn.
HSCP-04-BIP-3	% of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated	100%	100%		100%	This indicator aims to measure performance in ensuring that the 1st LAAC Review takes place within 4 weeks of the child being accommodated, as stated in the Immediate Care Planning Procedures for Children and Young People.	Our children and young people are safe, healthy and ready to learn.
HSCP-05-BIP-6	% of Adult Protection cases where the required timescales have been met	92.3%	92%		92%	Measures the speed with which sequential adult support and protection actions are taken against timescales laid out in local social work procedures.	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services
HSCP-07-BIP-6	% of CJSW Reports submitted to court by due date	98%	95%		95%	This indicator measures the speed of response by Criminal Justice Social Work in submitting court reports within target timescales. This indicator links to the requirements within the National Outcomes and Standards for Social Work Services in the Criminal Justice System.	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services
HSCP-09-BIP-6	Percentage of people 65+ indicating satisfaction with their social interaction opportunities	95%	95%		95%	Collated from sample of 50 case reviews analysed each quarter	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services
HSCP-96-LPI-3	% of Social Work Reports Submitted to Child Protection Case Conference	100%	100%		100%	Measures adherence to child protection intervention timescales	Our children and young people are safe, healthy and ready to learn.
HSCP-BIP-10	Percentage of adults in receipt of services who have had their personal outcomes fully or partially met	N/A	N/A	N/A	90%	New Indicator- Measures achievement of outcome-focused support activity	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services



		20/21			22/23 target		
Code	PI Title	2020/21			2022/23	Rationale for Inclusion	LOIP Outcome or Guiding Principle
		Value	Target	Status	Target		
HSCP-BIP-11	% of Home Care reviews undertaken within timescales	N/A	N/A	N/A	80%	New indicator- Measures adherence to HSCP timescales for care package reviews within Home Care	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services
HSCP-BIP-12	20% reduction of Covid-19 backlog of Unpaid Work Orders	N/A	N/A	N/A	80.0	New indicator- Measures reduction of backlog of UPW orders due to the suspension of service during Covid-19	Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services
HSCP-CS-LPI-3	% of Court report requests allocated to a Social Worker within 2 Working Days of Receipt	99.38 %	100%		100%	Measures adherence to criminal justice timescale standards	Our children and young people are safe, healthy and ready to learn.
HSCP-SOL-CHN9	Balance of Care for looked after children: % of children being looked after in the Community	86%	89%		89%	This indicator is required to be reported as part of the LGBF Framework. It aims to measure the proportion of children who are in the care of the local authority being looked after in a community setting rather than a residential care setting.	Our children and young people are safe, healthy and ready to learn.

## 4. Achieving our Local Outcomes

Lead Local Outcome	Approach to delivery (Including Contributions to Local Outcome Delivery Group)
<p><b>3: Our children and young people are safe, healthy and ready to learn</b></p>	<p>The HSCP is joint lead for the delivery of LOIP 3 “<i>Our children and young people are safe, healthy and ready to learn</i>”</p> <p>The delivery vehicle for LOIP 3 is the Integrated Children’s Services Plan which is delivered through multi-agency partnership arrangements creating the infrastructure towards positive outcomes for children. The work of this outcome is led by the Delivering for Children Young People Partnership (DCYPP), through which the Plan is devised and delivered through multi-agency partnership arrangements creating the infrastructure towards positive outcomes for children.</p> <p>The action areas that contribute to LOIP 3 are as follows</p> <ul style="list-style-type: none"> <li>• Implementation of the Community Children’s Mental Health and Wellbeing Framework</li> <li>• Healthy Lifestyles</li> <li>• Corporate Parenting</li> <li>• Keeping Children Safe</li> </ul>
<p><b>5: Our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles</b></p>	<p>The HSCP is the lead for delivery of LOIP 5 “<i>Our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles.</i>”</p> <p>The delivery vehicle is the Joint Health Improvement Plan (JHIP) which sets out how arrangements to support partner’s contributions to positive health and wellbeing outcomes for adults across East Dunbartonshire will be progressed. The JHIP is led by the HSCP’s Health Improvement Team.</p> <p>The JHIP focuses on the following key priority areas</p> <ul style="list-style-type: none"> <li>• Tobacco: Prevention, Cessation and Control – work in this area is delivered through the multi-agency East Dunbartonshire Tobacco Alliance;</li> <li>• Obesity &amp; Physical Activity – work in this area is delivered through a multi-agency approach by the East Dunbartonshire Obesity and Physical Activity Group;</li> <li>• Alcohol &amp; Drug, Intervention and Awareness – work in this areas is delivered through the multi-agency East Dunbartonshire Alcohol and Drug Information and Awareness Group (ADIAG);</li> <li>• Positive Mental Health and Capacity Building – work in this area is hosted by EDVA and delivered through a multi-agency approach by the East Dunbartonshire Wellbeing Network;</li> <li>• Healthy Environment – work in this area is delivered through the multi-agency East Dunbartonshire Healthy Environment Action Group.</li> </ul> <p>Delivery of the JHIP is overseen by the HSCP’s Adult Services Steering Group and is regularly reported to the Community Planning Partnership Board.</p>
<p><b>6: Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from</b></p>	<p>The HSCP is the lead for delivery of LOIP 6 “<i>Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services</i>”.</p> <p>The delivery vehicle is a combined plan that draws together plans and actions from a number of different sources into a suite that supports delivery of the LOIP outcomes.</p> <p>The action areas that contribute to LOIP 6 are as follows</p>

<p><b>effective care and support services.</b></p>	<ul style="list-style-type: none"> <li>• Review &amp; redesign of services for people with Learning Disability;</li> <li>• Review of services for people with addictions &amp; the implementation of a recovery model;</li> <li>• Oversight of the implementation of the East Dunbartonshire Action 15 plan as part of the new Mental Health Strategy: focused on supporting people with Mental Health problems in the community;</li> <li>• Implementation of the Dementia Strategy and Dementia Friendly Communities;</li> <li>• The prevention and management of Falls;</li> <li>• Implementation of the Autism Strategy</li> <li>• Development and implementation of the East Dunbartonshire Carers Strategy.</li> </ul> <p>Delivery of the suite of actions to support LOIP 6 is overseen by the HSCP's Strategic Planning Group, which reports to the Board of the HSCP. Progress on delivery is also reported regularly to the Community Planning Partnership Board.</p>
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<p><b>Secondary Local Outcomes or Guiding Principles</b></p>	<p><b>Contribution to delivery</b></p>
<p><b>4: East Dunbartonshire is a safe place in which to live, work and visit.</b></p>	<p>Criminal Justice services and the Community Justice Partnership, which is Chaired by the Chief Officer of the HSCO, make a contribution to the work of the overall Community Safety agenda feeding into LOIP 4.</p>

## 5. Evidence Based Planning

### Strategic Scan of Policy Environment

P – Political	E - Economic	S - Social
<ul style="list-style-type: none"> <li>• Covid-19 response and remobilisation</li> <li>• Public sector reform agenda</li> <li>• The Independent Review of Adult Social Care (March 2021)</li> <li>• 2020 Workforce Vision</li> <li>• Welfare Reform</li> <li>• Local Outcome Improvement Plan (previously SOA)</li> <li>• Carers Act</li> <li>• Public perceptions and expectations</li> <li>• Health and Wellbeing agenda</li> <li>• Inequalities</li> <li>• Public Health reform</li> <li>• National Mental Health Strategy Commitment 15</li> <li>• National Suicide Prevention Strategy</li> <li>• National drug and alcohol strategy</li> <li>• UNCRC</li> <li>• The Promise</li> <li>• Risks associated with Brexit</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated budget - procedures</li> <li>• Free Personal and Nursing Care extended to under 65's</li> <li>• Personalisation and Self Directed Support</li> <li>• Welfare reform</li> <li>• Eligibility Criteria</li> <li>• Charging</li> <li>• Ongoing financial/budget savings challenges</li> <li>• IT system/solutions</li> <li>• Smart/Agile working</li> <li>• Information sharing across and between agencies</li> <li>• Portable Technology – smart phones, iPads, laptops</li> <li>• PHS Integrated Performance Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Post-Covid social impact and demand management</li> <li>• Changing Demographics – increasing numbers of older people and those with complex needs</li> <li>• New housing developments</li> <li>• Public perceptions and expectations</li> <li>• Health and Wellbeing agenda</li> <li>• Inequalities</li> <li>• Changing societal trends – increases/decreases in a range of risk taking behaviours</li> <li>• Ability of social media and internet to increase risk to some vulnerable client groups and facilitate forms of offending/abuse</li> </ul>
T – Technological	L – Legal	E – Environmental
<ul style="list-style-type: none"> <li>• Scotland's Digital Health and Care Strategy (2018)</li> <li>• Carefirst and other service specific MIS systems – linkages across H&amp;SC</li> <li>• Social Media</li> <li>• Remote service delivery i.e. Attend Anywhere</li> <li>• Growing availability of on line interventions for low level needs e.g.</li> <li>• DAISy national alcohol &amp; drugs database</li> </ul>	<ul style="list-style-type: none"> <li>• Social Work (Scotland) Act 1968</li> <li>• Public Bodies (Joint Working) (Scotland) Act 2014</li> <li>• Full range of statutory functions as set out in the Integration Scheme (Annex 1).</li> <li>• Carers (Scotland) Act 2016</li> <li>• Children and Young People (Scotland) Act 2014</li> <li>• Freedom of Information (Scotland) Act 2002</li> <li>• Records Management Duties</li> <li>• Equality Act</li> <li>• Fairer Scotland Duty (2018)</li> <li>• Community Empowerment Act</li> <li>• GDPR</li> <li>• Community Justice (S) Act 2016</li> <li>• Frank's Law</li> <li>• Changes in Court sentencing – presumption against sentences &lt;12months</li> <li>• Responding to formal inspection regimes and resulting action plans</li> <li>• Nature Conservation (Scotland) Act 2004 (Biodiversity Duty)</li> <li>• Strategic Environmental Assessment (Scotland) Act 2005</li> <li>• Climate Change (Scotland) Act 2009</li> <li>• Management of Offenders Act – presumption against short sentences &lt; 12 months (PASS)</li> <li>• Domestic Abuse (Scotland) Act 2018</li> </ul>	<ul style="list-style-type: none"> <li>• Location of services</li> <li>• Accommodation of Health &amp; Social Care workforce</li> <li>• Carbon footprint</li> <li>• Weather (delivery of support services)</li> <li>• Housing development leading to pressures on GP and other services</li> <li>• Climate Change and Sustainability</li> <li>• Strategic Environmental Assessments</li> </ul>



## 6. Stakeholder Consultation and Engagement

Title	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Social Support for Older People in East Dunbartonshire Strategy 2023-28	Draft Strategy and proposed Options for comments	Older people, their families, unpaid carers, third sector organisations and groups, and social care providers	The engagement will finalise the five year Strategy and structure the proposed models for informal and formal social support for older people	01-July-2022	31-Oct-2022
New Day Care Service Model and Allander Build	Questionnaire	Kelvinbank and Outlook service users	Consultation with service users about the new day service delivery model and new build centre at the Allander to inform the changes to service provision	01-June-2022	31-July-2022
Care at Home Services – Staff Survey	Questionnaire	Care at Home Staff	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Care at Home Services – Service User Survey	Questionnaire	Care at Home Clients	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Home for Me Service - Homecare reablement survey	Questionnaire	All Home for Me service users	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
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.	Individuals and agencies / organisations who have had work done by the Unpaid Work services	Assists Criminal Justice Service to plan future work projects and assess quality and impact of work undertaken	01-Apr-2022	31-Mar-2023
Criminal Justice - Service User Feedback	Rolling programme of questionnaire-based feedback to gather	Individuals who have been involved with	Assist Criminal Justice Service to assess quality of work undertaken	01-Apr-2022	31-Mar-2023

<b>Title</b>	<b>Description</b>	<b>Audience</b>	<b>How this engagement will be used to inform planning and service delivery</b>	<b>Planned Start Date</b>	<b>End Date</b>
	service user information on their experience of involvement with the Criminal Justice service.	the Criminal Justice service			
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)	Individuals and agencies / organisations in the EDC area	Assist Criminal Justice Service to plan unpaid work plan for coming year	01-Apr-2022	31-Mar-2023
Criminal Justice - Focus Group/ End of CPO Order Survey	Verbal facilitation in focus group, written questionnaires	Person With Conviction	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Criminal Justice - Young people in the youth justice system	Gather the views of young people who are involved with the Youth Justice System.	Young people who are involved with the Youth Justice System	Assists Children & Families Service to assess service quality	01-Apr-2022	31-Mar-2023
Children and Families - Service user experience of Children and Families Advice and Response Team	Gather the views of Children and Families who have been referred to and received a service from the Advice and Response Team.	Children and Families who have been referred to and received a service from the Advice and Response Team	Assists Children & Families Service to assess service quality	01-Apr-2022	31-Mar-2023
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.	Parents of children and young people who are looked after	Assists Children & Families Service to assess service quality	01-Apr-2022	31-Mar-2023
Children and Families - Transition/Exit Interviews for children/young	Gather the views of children and young people who are moving placement.	Children and young people who are moving placement	Assists Children & Families Service to assess service quality	01-Apr-2022	31-Mar-2023

<b>Title</b>	<b>Description</b>	<b>Audience</b>	<b>How this engagement will be used to inform planning and service delivery</b>	<b>Planned Start Date</b>	<b>End Date</b>
people moving placement					
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.	Young people who are looked after in Ferndale Residential Unit	Assists Children & Families Service to assess service quality	01-Apr-2022	31-Mar-2023
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.	Ferndale Children's Unit Stakeholders	Assists Children & Families Service to assess service quality	01-Apr-2022	31-Mar-2023
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.	Parents and carers who attend a child protection case conference	Assists Children & Families Service to assess service quality	01-Apr-2022	31-Mar-2023
Children and Families - 0-5 Drop In Group	Evaluation Questionnaires, Face to Face.	Service Users - Parents / Guardians	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Care Planning & Placement Team - Foster Carers	Evaluation Questionnaire, focus groups, 1-1	Foster carers	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Care Planning & Placement Team - Foster Carers / Post Adoption	Monitoring / Service Change Proposal Implementation	Foster carers	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Care Planning & Placement Team	Evaluation Questionnaire,	Adoption Service Clients	Consultation to contribute to evaluation of service quality	01-Apr-2022	31-Mar-2023



<b>Title</b>	<b>Description</b>	<b>Audience</b>	<b>How this engagement will be used to inform planning and service delivery</b>	<b>Planned Start Date</b>	<b>End Date</b>
- Adoption Service Clients	telephone interview with Social Work		and performance improvement planning		
Care Planning & Placement Team - Adoption and Fostering Panel	Evaluation Questionnaire / Group work	Adoption and fostering panel	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Intermediate Care Service - User satisfaction survey	Questionnaire	All service users of intermediate care services	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Alcohol and Drugs Service - Service user evaluation	Questionnaires, focus groups, interviews	Service Users ADRS	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Alcohol and Drug Service - Quality Principles	Questionnaires and focus groups, sometimes 1:1 meetings	Service users and/or staff from commissioned services/internal ADRS staff	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Mental Health Team - Service user feedback/ evaluation	Questionnaire	All clients on exit of MH service	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Kelvinbank Resource Centre - Service User Feedback / evaluation	Questionnaire	Kelvinbank Service users	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023
Accommodation with Support Service User 6 Monthly Reviews	Group discussions with family and Social Work	Accommodation with Support Service Users	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2022	31-Mar-2023

## 7. Equalities

<b>Planned action which further the needs of the equality duty</b>	<b>Customer group this will affect (including employees or all East Dunbartonshire residents)</b>	<b>Projected timescale</b>	<b>Who, if any, are your partners for this action?</b>
To develop a new ED HSCP's Equality and Diversity Mainstream Report for the period 2022 to 2026	Employees of GG&C and EDC and all service user groups	2022-23	HSCP Board, GG&C, EDC, Third Sector
Full implementation of the East Dunbartonshire HSCP Fair Access to Community Care (Adults) Policy	All adults who may be in need of social and/or personal care.	2022-23	HSCP Board, EDC
Ensuring application of the Fairer Scotland Duty to support implementation of the HSCP Strategic Plan 2022-25	All service users and residents of East Dunbartonshire	2022-25	HSCP Board, GG&C, EDC, Third Sector
Undertake EQIA of HSCP Business Continuity Planning arrangements	All service users and residents of East Dunbartonshire	2022-23	HSCP Board, GG&C, EDC, Third Sector
Implement HSCP Strategic Plan 2022-25, which has been subject to an EQIA and Fairer Scotland Duty assessment	Employees of GG&C and EDC and all service user groups	2022-25	HSCP Board, GG&C, EDC, Third Sector

## **8. Sustainability and Climate Change**

We recognise that we have a role to play in responding to the global climate and ecological emergency, and we will do so via the activities described below:

<b>Sustainability and Climate Change Activity</b>					
<b>Service activity</b>	<b>Impacts on climate change mitigation</b>	<b>Impacts on climate change adaptation</b>	<b>Impacts on biodiversity</b>	<b>Impacts on greenspace</b>	<b>Other sustainability impacts</b>
Oversight of the LO5 'Healthy Environments' Group	Remit of group includes active travel and food growing, which have carbon reduction benefits	Remit of group includes climate change adaptation	Remit of group includes biodiversity preservation and enhancement	Remit of group includes greenspace preservation and enhancement	Remit of group extends to advancing other related sustainability agendas, notably Health.
Planned support of the development and delivery of the emerging Climate Action Plan	Delivery of climate change mitigation benefits is a key objective of the document	Delivery of adaptation benefits is a key objective of the document	It is intended that the document will deliver co-benefits for biodiversity through engaging with community-led implementation of nature-based solutions to climate change and biodiversity decline	It is intended that the document will deliver co-benefits for greenspace	It is intended that the document will deliver co-benefits for other related sustainability agendas, including social inclusion and health promotion
Planned support of the development and delivery of the emerging the Local Heat and Energy Efficiency Strategy	Delivery of carbon reduction is a key purpose of the document				

<p>Planned support of the delivery of the Food Growing Strategy</p>	<p>Food growing has a strong potential to reduce carbon emissions by reducing food transportation, storage, long supply chains and materials by encouraging a move away from carbon-intensive meat consumption and by helping sequester carbon in vegetation and soil.</p>	<p>Food growing areas can make towns more resilient to increases in temperatures caused by climate change through the natural cooling effect of vegetation. It can also increase resilience to issues in supply chains- such as those seen throughout the pandemic. Food growing areas also absorb rainwater, reducing pressure on watercourses.</p>	<p>The Food Growing Strategy recognises the impacts of food growing activities on biodiversity and habitats, both negative and positive. The objective 'All growing activities will support both regional and local green infrastructure, green network and biodiversity priorities, with consideration for heritage, native and organic growing and quality soils' runs through the Strategy, with supporting commitments where appropriate. This includes consideration of the impacts of allotments on biodiversity through the updated Allotment Regulations.</p>	<p>Community gardens and allotments can present similar benefits to other green spaces for surface water management and the delivery of multiple ecosystem services, including infiltration to reduce the effects of flooding, bio retention to improve water quality and habitat creation.</p>	<p>Producing fresh, affordable food in a community setting can benefit physical and mental health in various ways and can promote community cohesion including supporting the work of existing groups. Food growing can also encourage other pro-environmental behaviours such as composting.</p>
<p>Support the delivery of the emerging Greenspace Strategy</p>	<p>Mitigating to reduce emissions will benefit the health and wellbeing of the public through improved air quality, a reduced likelihood of extreme weather events and improved food security.</p>	<p>Adapting to climate change protects homes livelihoods, food security and human health. This can be achieved through improvements to open and green spaces.</p>	<p>Enhancing, restoring and protecting biodiversity ensures food security.</p>	<p>Improvements to greenspace benefit human health through increased areas for physical activity, recreation and improvements for mental health.</p>	<p>Improvements to greenspace through community events offer opportunities for social prescriptions.</p>

<p>Depending on the outcome of the Scottish Government consultation on the Role of Public Sector Bodies in Tackling Climate Change, submit annual reports to the Scottish Government to set out action taken to support emissions reduction and climate change adaptation</p>	<p>Carbon reduction will be a key focus of this work.</p>	<p>Climate change adaptation will be a key focus of this work.</p>	<p>Biodiversity co-benefits will be included in this work.</p>	<p>Greenspace co-benefits will be included in this work.</p>	<p>Other co-benefits are likely to arise from this work.</p>
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## 9. Contact Details

Role	Name	Contact Details
Interim HSCP Chief Officer and Chief Social Work Officer	Caroline Sinclair	07976 606 185
Interim Head of Adult Services and Depute CSWO	David Aitken	07758 496 434
Chief Finance & Resources Officer	Jean Campbell	07583 902 000
Interim Head of Children's Services & Community Justice	Claire Carthy	07901 808 724
Head of Community Health and Care Services	Derrick Pearce	07813 752 285