

Section 4- Key Improvement Actions

Area For Improvement	Improvement Activity	Rationale for Inclusion	Related LOIP Priority	Due Date
Improve published information on HSCP webpages	Development of the HSCP website to ensure promotion and signposting for self-management	<ul style="list-style-type: none"> - Website maintained and promoted by staff to service users to promote self-management 	<ul style="list-style-type: none"> - Our children and young people are safe, healthy and ready to learn. - 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. - 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. 	31-Mar-2027
Implement year two of the East Dunbartonshire Public Health Framework	<p>Full alignment of local East Dunbartonshire Public Health Framework Actions to Scotland's Population Health Framework.</p> <p>Embedding of whole systems approach to prevention and improving healthy weight.</p> <p>Improved access to early intervention support for families at risk of or experiencing poverty.</p>	<ul style="list-style-type: none"> - Increase the number of partnerships delivering health and wellbeing outcomes. - Increase the number of early-intervention and prevention programmes delivered collaboratively with CPP partners - Increase in uptake of targeted prevention programmes 	<ul style="list-style-type: none"> - Our children and young people are safe, healthy and ready to learn. - 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. - 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. 	31-Mar-2027

Area For Improvement	Improvement Activity	Rationale for Inclusion	Related LOIP Priority	Due Date
Established HSCP Empowering People and Communities service grouping	Agreement and realignment of service/functions	<ul style="list-style-type: none"> - Creation of year 1 workplan, including review of HSCP front door 	<ul style="list-style-type: none"> - 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. - 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. 	31-Mar-2027
Review Care at Home Services and reablement approach	Review service delivery model including staffing and leadership model	<ul style="list-style-type: none"> - Reviewed service model which is benchmarked against comparators in hour services in respect of maximum package offering, overnight support and reablement approach - Embed service efficiency in respect of attendance management, training and downtime - Financial efficiencies achieved 	<ul style="list-style-type: none"> - 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. - 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. 	31-Mar-2027
Undertake self-evaluation to contribute to the national review and public inquiry on group-based child abuse, exploitation and criminal exploitation	Improvement plan developed and agreed by Public Protection Chief Officers	<ul style="list-style-type: none"> - Meet requirements of the Public Inquiry 	<ul style="list-style-type: none"> - Our children and young people are safe, healthy and ready to learn 	31-Mar-2027

Area For Improvement	Improvement Activity	Rationale for Inclusion	Related LOIP Priority	Due Date
Conclude review of the Supported Accommodation Estate	Collaboration with third sector to deliver specialist Learning Disability core and cluster accommodation with support in East Dunbartonshire	- Implementation of agreed option from 25/26 service review	- 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. - 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	31-Mar-2027
Review and implement recommendations to reduce high-cost care packages (LD)	Expansion of accommodation with support developed	- Implementation of agreed option from 25/26 service review	- 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. - 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	31-Mar-2027
Completion of new East Dunbartonshire Carers Strategy for 2027-2032	Completion of new and updated locality Carer Strategy which aligns with new national strategy Development of Carers Partnership Group to deliver against ambitions of both the locality and future national strategy	- Alignment with ambitions and aims of new National Carers Strategy (anticipated Spring 2026)	- Our children and young people are safe, healthy and ready to learn. - 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. - Our older population and more vulnerable citizens are supported to maintain their	31-Mar-2027

Area For Improvement	Improvement Activity	Rationale for Inclusion	Related LOIP Priority	Due Date
			independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services.	
Implement outcome of Clinical Service Review for Community Mental Health Team (CMHT) and Older Peoples Mental Health Team (OPMH)	Leadership model which supports closer working across mental health system in East Dunbartonshire.	- Implementation of agreed option from 25/26 service review	- 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. - 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.	31-Mar-2027
In collaboration with a provider, develop a bespoke core & cluster delivery model within a local setting for individuals with complex & challenging needs.	Aligned to Strategic Review of Learning Disabilities Establish Financial Framework Additional capacity across local area	- Strategic & financial priorities delivered - Individual's outcomes delivered	- Our children and young people are safe, healthy and ready to learn. - 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. - 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.	31-Mar-2027
In collaboration with GGC HSCP partners & national provider, commission a bespoke, centralised emergency / service model for	Aligned to GG&C LD Board & MACCA & LD Strategic Review of Learning Disabilities	- Related Strategic & financial priorities delivered - Individual's outcomes delivered	- Our children and young people are safe, healthy and ready to learn. - Our people experience good physical and mental health and wellbeing with access to a	31-Mar-2027

Area For Improvement	Improvement Activity	Rationale for Inclusion	Related LOIP Priority	Due Date
<p>individuals with complex & challenging behaviours. Develop a collaborative contract to underpin proposed commissioning arrangements</p>	<p>Establish Financial Framework Increased system capacity that helps to alleviate discharge and at-risk placement pressures</p>	<ul style="list-style-type: none"> - Collaborative contract established 	<ul style="list-style-type: none"> - quality built and natural environment in which to lead healthier and more active lifestyles. - 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. 	
<p>Establishment of the use of Artificial Intelligence (AI) in Social Work services and maximise use of AI in health/clinical services</p>	<p>Development of AI use in Social Work services which can demonstrate evidence of enhanced efficiencies both in terms of professional time and financial efficiency</p>	<ul style="list-style-type: none"> - Adoption and introduction of AI across Social Work Services and Clinical/NHS Teams - Safe Governance established in accordance with EDC AI Policy - Efficiencies established in terms of professional time 	<ul style="list-style-type: none"> - Our children and young people are safe, healthy and ready to learn. - 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. - 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. 	31-Mar-2027
<p>Digital skills and use of digital tools to improve service delivery</p>	<p>Implementation of year 1 of the Digital Strategy</p>	<ul style="list-style-type: none"> - A stronger digital culture and improved digital skills across the HSCP - Improved service delivery enabled by digital tools and innovation - Improved access to joined-up data and information 	<ul style="list-style-type: none"> - Our children and young people are safe, healthy and ready to learn. - 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. - Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, 	31-Mar-2027

Area For Improvement	Improvement Activity	Rationale for Inclusion	Related LOIP Priority	Due Date
		<ul style="list-style-type: none"> - Improved organisational collaboration and integration between health and social care 	<ul style="list-style-type: none"> - and they, their families and carers benefit from effective care and support services. 	
Implement Hospital at Home (H@H) Frailty Service within Care Homes and Community	<p>Create and implement 20 H@H frailty beds</p> <p>Develop local pathways and processes between H@H and core services</p>	<ul style="list-style-type: none"> - Number of acute bed days saved - Reduced length of stay in hospital 	<ul style="list-style-type: none"> - 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. - 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. 	31-Mar-2027
Implement outcome of Adult Social Work Service Review across Older People's Social Work Teams; East and West Locality Team, Hospital Assessment Team and Community Occupational Therapy Team	<p>Establishment of reconfigured staffing model, with new role profiles to reflect reconfigured skill mix across older people's Social Work teams.</p> <p>Development of modernised social work service which is fit for purpose and can respond to demand and ensures that quality statutory services are delivered.</p>	<ul style="list-style-type: none"> - Implementation of agreed option from 25/26 service review 	<ul style="list-style-type: none"> - 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. - 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. 	31-Mar-2027

Area For Improvement	Improvement Activity	Rationale for Inclusion	Related LOIP Priority	Due Date
Implement year 2 actions of 2025 - 2030 HSCP Workforce Plan	Robust recruitment strategy for the HSCP developed, which looks to highlight the positives of working in East Dunbartonshire Number of opportunities for Modern or Graduate apprentices in the HSCP increased	- All services have in place safe staffing	- Our children and young people are safe, healthy and ready to learn. - 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. - 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.	31-Mar-2027
Ensure that our Staff Wellbeing Plan is promoted widely amongst staff groups and is reviewed to ensure that it is supporting staff	To maximise usage of the MS Teams channel with various wellbeing updates To increase awareness of Peer Support and Civility Saves Lives resources and supports To ensure that staff are supported to return to work after an absence	- Support staff wellbeing	- Our children and young people are safe, healthy and ready to learn. - 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. - 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.	31-Mar-2027

Section 5- Priority Performance Indicators

Code	PI Title	Frequency	24/25 Baseline			26/27 target	Rationale for Inclusion	Link to LOIP priority
			2024/25			2025/26		
			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 days), as per national target	Quarterly	98%	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.
HSCP-02-BIP-3	Percentage of Initial Child Protection Planning Meetings taking place within Child Protection National Guidance target timescales	Quarterly	100%	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	Quarterly	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	Quarterly	91%	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

Code	PI Title	Frequency	24/25 Baseline			26/27 target	Rationale for Inclusion	Link to LOIP priority
			2024/25		2025/26			
			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	Monthly	99%	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-07-BIP-6	% of CJSW Reports submitted to court by due date	Monthly	100%	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.	East Dunbartonshire is a safe place in which to live, work and visit.
HSCP-08-BIP-6	The % of individuals beginning a work placement within 7 working days of receiving a Community Payback Order	Quarterly	99%	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.	East Dunbartonshire is a safe place in which to live, work and visit.
HSCP-09-BIP-6	Percentage of people 65+ indicating satisfaction with their social interaction opportunities	Quarterly	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

Code	PI Title	Frequency	24/25 Baseline			26/27 target	Rationale for Inclusion	Link to LOIP priority
			2024/25		2025/26			
			Value	Target	Status	Target		
HSCP-94-LPI-3	% of Initial Child Protection Planning Meetings taking place within Child Protection National Guidance target timescales	Monthly	94%	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.
HSCP-96-LPI-3	% of Social Work Reports Submitted to Child Protection Planning Meetings	Quarterly	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	Quarterly	100%	90%	✓	90%	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
HSCP-CS-LPI-3	% of Court report requests allocated to a Social Worker within 2 Working Days of Receipt	Quarterly	100%	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	Monthly	82%	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.

Section 6 - Sustainability

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

Service activity	Impacts on climate change mitigation	Impacts on climate change adaptation	Impacts on biodiversity	Impacts on greenspace	Other sustainability impacts
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.
Support and actively contribute towards the Council's targets to reach net zero emissions for direct emissions and electricity use by 2036, for all indirect emissions including those in the Esat Dunbartonshire area as a whole by 2045, and adaptation targets as set out in the forthcoming	Delivery of climate change mitigation is a key objective of the Climate Action Plan.	Improving adaptation and resilience to climate change is a key objective of the Climate Action Plan.	It is intended that the Climate Action Plan 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 Climate Action Plan will deliver co-benefits for greenspace.	It is intended that the Climate Action Plan will deliver co-benefits for other related elements of sustainability, including social inclusion and health and well-being.

Climate Action Plan.					
Planned support of the delivery of the Food Growing Strategy.	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>Food growing areas can make towns more resilient to increases in temperatures caused by climate change through the natural cooling effect of vegetation.</p> <p>It can also increase resilience to issues in supplies 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.</p> <p>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.</p> <p>This includes consideration of the impacts of allotments on biodiversity through the updated Allotment Regulations.</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>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.</p> <p>Food growing can also encourage other pro-environmental behaviours such as composting.</p>
Support the delivery of the emerging	Mitigating to reduce emissions will benefit the health and wellbeing of the public through	Adapting to climate change protects homes livelihoods, food security and human health. This	Enhancing, restoring and protecting biodiversity ensures food security.	Improvements to greenspace benefit human health through increased areas for	

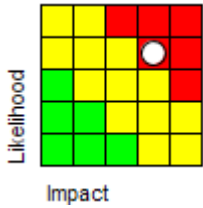
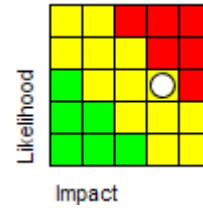
Greenspace Strategy.	improved air quality, a reduced likelihood of extreme weather events and improved food security.	can be achieved through improvements to open and green spaces.		physical activity, recreation and improvements for mental health.	
Depending on the outcome of the Scottish Government 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.	Carbon reduction is a key focus of this work.	Climate change adaptation is a key focus of this work.	Biodiversity co-benefits is included in this work.	Greenspace co-benefits is included in this work.	Other co-benefits are likely to arise from this work.
Support the delivery of the Council's Local Heat and Energy Efficiency Strategy (LHEES), which Council approved in December 2024.	Delivery of climate change mitigation is a key objective of the document through the decarbonisation of buildings' heating systems across East Dunbartonshire.	Delivery of adaptation benefits is a key theme of the document.	Biodiversity co-benefits will be included in the work.	It is intended that the document will deliver co-benefits for greenspace.	Other co-benefits are likely to arise from this work.

Section 7- Risk Management

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Inability to achieve recurring financial balance	Treat	Annual Budget Setting process Scottish Government Investment Annual Delivery Plan Internal Budget Control Efficiency Planning Reserves Strategy Control Summary	Financial	Local Outcome 3 Local Outcome 5 Local Outcome 6			Continued liaison with other Chief Finance Officers network / engagement with SG. (ongoing) Monitoring of delivery of efficiency plans for the coming year through the HSCP Annual Delivery Plan board. Review and update of a medium-term financial plan to support longer term sustainability updated annually to reflect current financial landscape.

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
							<p>Ongoing review / re designation of earmarked reserves Budget working group established including staff partnership to review budget savings options through the financial year.</p> <p>Development of a "pipeline" to generate further savings. Ongoing weekly Budget savings meeting cycle in HoS and Service Manager diaries to generate 26/27 savings proposals.</p>

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Risk of failure to achieving transformational change and service redesign plans within necessary timescales	Treat	Development and scrutiny of annual delivery plans including actions for investment / dis investment. HSCP Delivery Plan Board oversees progress. Annual Business Plan. Performance reporting framework established to support tracking of progress. Support through Council and NHS transformation teams to progress priorities where these are significant organisational change. Early collaborative planning with ED Council and NHSGG&C re	Service Delivery	Local Outcome 3 Local Outcome 5 Local Outcome 6			<p>Work through staff and leadership teams to identify further efficiency and redesign options to bring forward in year. Fundamental shift in how services are delivered with a medium / longer term focus. Review of reserves to support redesign / smooth in any change programme. Budget working group established including staff partnership to review budget savings options through the financial year. Continual monitoring of</p>

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
		support requirements. Continual monitoring of emerging macro financial pressures. Mitigations continue to be explored with identification of non-recurring savings particularly through positive management decision making in the interim pending service review outcomes.					emerging macro financial pressures. Ongoing weekly Budget savings meeting cycle in HoS and Service Manager diaries to generate 26/27 savings proposals.
Failure to deliver on actions to support the implementation of the Un-scheduled Care Commissioning Plan and inability to support early, effective discharge from hospital	Treat	Hospital assessment team staffing cohort maintained to ensure sufficient assessment function to meet demand, working closely with care	Service Delivery	Local Outcome 5 Local Outcome 6			Review options for increasing capacity within care home provision and care at home through recruitment drive and further re-direction of staff. Prioritise ongoing

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
		<p>providers to determine real time capacity to support discharge, commission additional care home places to meet demand, monitoring absence and enhancing capacity within care at home services to support discharge home.</p> <p>Additional Scottish Government funding secured as part of NHS GGC award to target AWI delays.</p>					<p>investment through Adult Winter Planning funding to increase capacity across the HSCP in direct care services to support early and effective discharge. (March 2025) Risk management approach to ensure oversight of people who are awaiting admission to hospital. Robust assurance and reporting processes in place to monitor impact on unscheduled care targets.</p>
Inability to secure sufficient accommodation in the West Locality to deliver effective	Treat	NHSGG&C Primary Care Property Strategy. #ED HSCP Property Strategy in place and	Service Delivery	Local Outcome 3 Local Outcome 5 Local Outcome 6			Progression of actions within the ED HSCP Property Strategy have included the

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
integrated health and social work services in that area.		regular engagement with colleagues within the Council / NHS board to scope options for progressing strategic priorities. GG&C HSCP Capital Planning Group established to review board wide HSCP priorities. A Primary Care Property Strategy refresh will take place in 2026 which will help inform a refresh of the ED HSCP Property Strategy which will include hosted services.					opening of CTAC premises in Bishopbriggs in Dec 25. Revisit the business case for an Integrated Health and Social Care Centre in the West Locality. Continue to apply pressure locally and with the NHS Board for re-prioritisation of this option and explore opportunities for the allocation of capital funding within NHSGG&C and use of HSCP accommodation funding in collaboration with partners.

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
							<p>Continue to explore alternative solutions to address remaining capacity within HSCP accommodation. Continue to explore additional accommodation options within the West locality. SG 26/27 budget announcement included reference to East Dunbartonshire inclusion in the first tranche of a primary and community care infrastructure investment programme – details to be confirmed and progressed with NHSGGC Property team.</p>

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Failure to deliver Prison Based SW in line with the Memorandum of Understanding (MOU) at HMO Low Moss	Treat	Regular meetings with PBSW. Submission of Business Case to SPS to request increased funding. Regular meetings with the Governor. Situation now escalated to SWS and SG. Temporary additional funding agreed, however, difficulty in procuring short term Prison trained SW staff.	Service Delivery	Local Outcome 5 Local Outcome 6			Escalation of business case to ensure prioritised for progression, identification and planning of resource requirements through SPS and SG. In the short term a further £40,000 has been agreed by SPS to employ an additional SW. Further £100,000 agreed until September 2026

Section 8- Consultation and Engagement

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Budget Consultation	Consultation	Online survey	All HSCP Stakeholders	Consultation to gather opinion on a set of principles on which budget planning will be progressed	Nov 2026	Dec 2026
Equalities Engagement	Consultation	Online survey	All HSCP Stakeholders	Consultation to gather information to inform the Equalities Outcomes	Sept 2026	Oct 2026
Carers Strategy	Engagement	Formal Governance Meetings and Carers Forums	SMT, IJB, Carers Reps	Agreement of timescales for new strategy	01-Mar-2026	31-May-2026
Adult Support & Protection Services – adults' feedback / evaluation	Engagement	Recurring questionnaire/ interview (digital - once available - and paper format)	All adults whose circumstances have been reviewed at an ASP or RAMP case conference	Contributes to multi-agency self-evaluation and continuous improvement activity undertaken by the Adult Protection Committee	01-Apr-2026	31-Mar-2027
Adult Support & Protection Services – carers feedback / evaluation	Engagement	Recurring questionnaire (digital - once available - and paper format)	All unpaid carers whose cared-for person's circumstances have been reviewed at an	Contributes to multi-agency self-evaluation and continuous improvement activity undertaken by the Adult Protection Committee	01-Apr-2026	31-Mar-2027

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
			ASP or RAMP case conference			
Adult Support & Protection Services – professionals’ feedback / evaluation	Engagement	Recurring questionnaire (digital - once available - and paper format)	All professionals involved in the support and protection of adults whose circumstances have been reviewed at an ASP or RAMP case conference	Contributes to multi-agency self-evaluation and continuous improvement activity undertaken by the Adult Protection Committee	01-Apr-2026	31-Mar-2027
Adult Support & Protection Services – Adult Participation strategy	Consultation	Focus groups	Members of lived/living experience involvement groups facilitated by Ceartas Advocacy	Contributes to multi-agency self-evaluation and continuous improvement activity undertaken by the Adult Protection Committee	01-Apr-2026	31-Mar-2027
SW Practice Learning programme – stakeholder feedback / evaluation	Engagement	Service user/carer questionnaires, placement meetings, practitioners’ forums and end of placement survey	Service Users and Carers, SW Degree Students, Practice Educators, Link Workers, Team	Contributes to annual evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
			Managers and University Tutors			
Care at Home Services – Staff Survey	Consultation	Questionnaire	Care at Home Staff	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Care at Home Services – Service User Survey	Consultation	Questionnaire	Care at Home Clients	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Home for Me Service -Homecare reablement survey	Consultation	Questionnaire	All Home for Me service users	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Criminal Justice - Service Recipient Questionnaire	Consultation	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-2026	31-Mar-2027
Criminal Justice - Service User Feedback	Consultation	Rolling programme of questionnaire-based feedback to gather service user information on their experience	Individuals who have been involved with the Criminal Justice service	Assist Criminal Justice Service to assess quality of work undertaken	01-Apr-2026	31-Mar-2027

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
		of involvement with the Criminal Justice service.				
Criminal Justice - Annual consultation re: Unpaid Work	Consultation	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-2026	31-Mar-2027
Criminal Justice - Focus Group/ End of CPO Order Survey	Engagement	Verbal facilitation in focus group, written questionnaires	Person With Conviction	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Criminal Justice - Young people in the youth justice system	Engagement	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-2026	31-Mar-2027
Children and Families -Service user experience of Children and Families Advice and Response Team	Engagement	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-2026	31-Mar-2027

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Children and Families - Parents/carers of children/young people who are looked after	Engagement	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-2026	31-Mar-2027
Children and Families -Transition/Exit Interviews for children/young people moving placement	Engagement	Survey	Children and young people who are moving placement	Included in Service Planning Development	01-Apr-2026	31-Mar-2027
Children and Families - Children/ young people looked after in Ferndale Residential Unit	Engagement	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-2026	31-Mar-2027
Children and Families - Parents/carers/ Social Workers of children/young people receiving services from Ferndale Children's Unit	Engagement	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-2026	31-Mar-2027

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Children and Families - Parents/carers of children/young people involved in child protection	Engagement	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-2026	31-Mar-2027
Children and Families - 0-5 Drop-in Group	Engagement	Evaluation Questionnaires, Face to Face.	Service Users - Parents / Guardians	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Care Planning & Placement Team - Foster Carers	Engagement	Evaluation Questionnaire, focus groups, 1-1	Foster carers	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Care Planning & Placement Team - Foster Carers / Post Adoption	Engagement	Monitoring / Service Change Proposal Implementation	Foster carers	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Care Planning & Placement Team - Adoption Service Clients	Engagement	Evaluation Questionnaire, telephone interview with Social Work	Adoption Service Clients	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Care Planning & Placement Team - Adoption and Fostering Panel	Engagement	Evaluation Questionnaire / Group work	Adoption and fostering panel	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Intermediate Care Service - User satisfaction survey	Consultation	Questionnaire	All service users of intermediate care services	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Alcohol and Drugs Service -Service user evaluation	Engagement	Questionnaires	Service Users ADRS	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Alcohol and Drug Service - Medication Assisted Treatment Standards	Engagement	Questionnaires and focus groups, 1:1 meeting	Service users and/or staff from commissioned services/internal ADRS staff	Consultation to contribute to evaluation of service quality and performance improvement planning for MAT Standards	01-Apr-2026	31-Mar-2027
Mental Health Team - Service user feedback/ evaluation	Consultation	Questionnaire	All clients on exit of MH service	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Allander - Service User Feedback / evaluation	Consultation	Questionnaire	Allander service users	Consultation to contribute to evaluation of service quality and performance improvement planning	Jan-2026	Feb-2026
Allander Review	Consultation	In accordance with Scottish Government Health and social care - Planning with People: community engagement and participation guidance	Allander staff, service users, carers and stakeholders	Contribute to evaluation of service quality and option appraisal development	01-Apr-2026	31-Mar-2026
John Street Care Home Review	Consultation	In accordance with Scottish Government Health and social care - Planning with People: community engagement and participation guidance	John Street staff, service users, carers and stakeholders	Contribute to evaluation of service quality and option appraisal development	01-Jan-2026	31-Dec-2026
Disability Social Work Review	Consultation	In accordance with Scottish Government Health and social care - Planning with People: community engagement and participation guidance	Joint Learning Disability Team (JLDT) and Children with Disabilities Team (CWDT) staff	Contribute to evaluation of service quality and option appraisal development	01-Jan-2026	31-May-2026
Respite Review Older People / Physical Disabilities	Consultation	In accordance with Scottish Government Health and social care - Planning with People: community	OP/PD Respite service users, carers and stakeholders	Contribute to evaluation of service quality and option appraisal development	01-Mar-2026	31-Dec-2026

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
		engagement and participation guidance				
LD Services - Service user feedback / evaluation	Engagement	Group discussions with family and Social Work	All service users, carers and stakeholders	Included in Service Development planning	01-Apr-2026	31-Mar-2027
Accommodation with Support Service User 6 Monthly Reviews	Engagement	Group discussions with family and Social Work	Accommodation with Support service users	Included in Service Development planning	01-Apr-2026	31-Mar-2027
Local Area Coordination (Autism and Learning Disability, Adult Day Services)	Consultation	Questionnaire (online and paper format)	Service users of LAC service, their parents and carers and tutors of groups supported by LACs)	Consultation to contribute to evaluation of service quality and performance improvement planning	01-Apr-2026	31-Mar-2027
Older People Local Area Co-ordination – Customer/Carer Survey	Engagement	Telephone Survey	Customers assessed in previous financial year (25-26) as being referred to or signposted to community assets	Considers the continued interest in attending local volunteer led community assets; considers whether customers deteriorate during that period requiring formal social support; considers impact on the customer and the carer.	August 2026	Sept 2026

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Self Directed Support Customer Feedback	Consultation	Paper and Online Survey	Random selection across Option 1, Option 2 and Option 3 customers who have commenced support since the last survey (commenced support since Oct 2024)	Review Self Directed Support information and communication provisions; consider and review training needs for all stakeholders; consider and review processes and procedures.	Sep 2026	Nov 2026